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**Australian Institute of
Health and Welfare**

National social housing survey

Detailed results 2012



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*Authoritative information and statistics
to promote better health and wellbeing*

National Social Housing Survey

Detailed results

2012

Australian Institute of Health and Welfare
Canberra

Cat. no. HOU 272

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Abbreviations

ABS	Australian Bureau of Statistics
AHURI	Australian Housing and Urban Research Institute
AIHW	Australian Institute of Health and Welfare
ARIA	Accessibility/remoteness index of Australia
ASGS	Australian Statistical Geography Standard
ASM	AIHW Secure Messaging
CH	community housing
CNOS	Canadian National Occupancy Standard
COAG	Council of Australian Governments
DSS	Department of Social Services
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FAQ	frequently asked questions
HHIMG	Housing and Homelessness Information Management Group
NAHA	National Affordable Housing Agreement
NRAS	National Rental Affordability Scheme
NSHS	National Social Housing Survey
PH	public housing
RSE	relative standard error
SOMIH	state owned and managed Indigenous housing

Symbols

–	nil or rounded to zero
..	not applicable
n.a.	not available
n.p.	not publishable because of small numbers, confidentiality or RSE greater than 50%
++	RSEs greater than 25% and less than 50%
‡	Indicates jurisdictional finding is statistically significantly different at the 95% confidence level from the national finding.

Summary

The 2012 National Social Housing Survey (NSHS) is the most recent in a series of surveys of social housing tenants and their experiences. The 2012 NSHS sampled tenants of public housing (PH); state owned and managed Indigenous housing (SOMIH) and community housing (CH) programs. An overview of the national findings was published in May 2013 in *National Social Housing Survey 2012: a summary of national results*. This report provides national level analyses, state and territory comparisons and comparisons across programs.

How satisfied are tenants?

The majority of NSHS respondents indicated that overall they were satisfied with the services provided by their housing organisation.

- Tenant satisfaction with the services provided by their housing organisation was highest among tenants who had not been homeless in the past 5 years, lived in dwellings with no structural problems, or in dwellings that were not overcrowded.
- Community housing tenants were more satisfied with the services offered by their housing provider than public housing or SOMIH tenants.

What are the benefits of living in social housing?

Social housing tenants reported a range of benefits from living in social housing.

- The majority (more than 70%) felt more settled and are able to manage rent or money better.
- Around half benefitted by feeling more able to cope with life events and an improved sense of social inclusion.

What are dwelling conditions and use like?

- **The majority of social housing respondents lived in a dwelling of an acceptable standard** with 4 or more working facilities and no more than 2 major structural problems. This was most common for public housing, SOMIH and community housing tenants in Queensland, as well as community housing tenants in Western Australia.
- **Only a small proportion of social housing dwellings were overcrowded**, and this is considerably more prominent in SOMIH households.
- **Underutilisation was more common than overcrowding in social housing dwellings.** One in 4 SOMIH households were not fully utilised, as are 1 in 7 public housing and 1 in 10 community housing households.

Which support services are used most and by which tenants?

Tenants across all housing programs used health and medical services most frequently, followed by mental health services.

- Community housing tenants accessed community or health services most commonly.

1 Introduction

Housing assistance encompasses a range of programs targeted to provide assistance to low-income households in securing and sustaining housing. Social housing is a significant component of housing assistance and includes all rental housing owned and managed by government, or not-for-profit community organisations, which can be let to eligible households (AIHW 2012). It includes:

- public housing (also called ‘public rental housing’)
- state owned and managed Indigenous housing
- community housing (also referred to as ‘mainstream community housing’)
- Indigenous community housing.

The 2012 National Social Housing Survey (NSHS) is the most recent in a series of surveys designed to gather information on tenants and their social housing experiences. The NSHS was first conducted via mail-out in 1996 with tenants of public rental housing (PH). Community housing (CH) was added to the NSHS program in 2001 with tenants also surveyed by mail-out. State owned and managed Indigenous (SOMIH) housing was included for the first time in 2005 with tenants surveyed utilising a face-to-face approach. Details regarding previous iterations of the NSHS, including reports, are available on the AIHW website. The 2012 survey sampled tenants of public housing, state owned and managed Indigenous housing and community housing programs – collectively referred to throughout this report as ‘social housing’. Indigenous community housing has not been covered in the National Social Housing Surveys to date, and is not included in the 2012 survey. Definitions of ‘public housing’, ‘state owned and managed Indigenous housing’ and ‘community housing’ are provided in Box 1.1.

The survey’s primary purpose is to collect data on the profile of social housing tenants in states and territories and record their satisfaction with services provided and the amenity and location of their housing. Other data of interest have also been collected for national reporting purposes and to meet specific information requirements of state and territory governments.

An overview of the national findings was published in the report *National Social Housing Survey: a summary of national results 2012* (AIHW 2013). This report provides additional national-level analyses, state and territory comparisons and comparisons across programs.

The NSHS complements other data sources about social housing in Australia, especially administrative data collected by social housing providers and reported at the national level by the Australian Institute of Health and Welfare (AIHW). These administrative data provide valuable information about the outputs of social housing programs, including the number of houses provided and the extent to which people in special needs groups are able to access social housing. The survey adds to the overall picture by surveying tenants about their experiences of living in social housing.

Box 1.1: Social housing programs covered by the 2012 NSHS

Public housing

Public housing encompasses the publicly owned or leased dwellings administered by state and territory governments. It aims to provide appropriate, affordable and accessible housing mainly for low-income households that have difficulty in obtaining and maintaining housing in the private market.

State owned and managed Indigenous housing

SOMIH is administered by state governments and is specifically targeted to households with at least 1 Indigenous member. It aims to provide appropriate, affordable and financially accessible housing for low- to moderate-income Indigenous households. Four jurisdictions currently have SOMIH programs: New South Wales, Queensland, South Australia and Tasmania.

Community housing

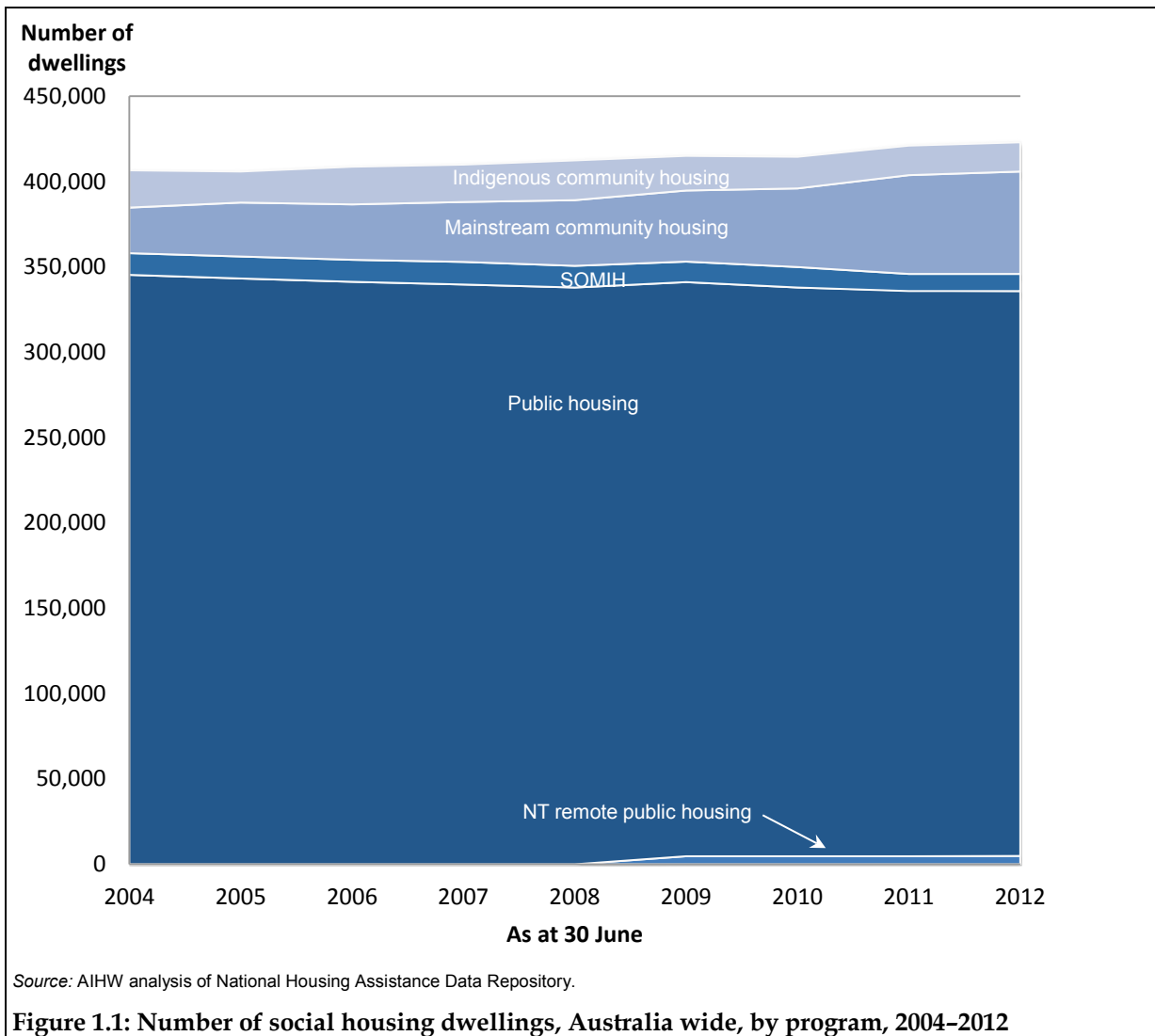
Mainstream community housing is managed by not-for-profit organisations and is covered in the NSHS where it receives capital or recurrent funding from government. Community housing offers short-, medium- or long-term tenure for low-income individuals and families, or those with particular needs not well catered for by the private market. Currently the community housing program is operating in all jurisdictions apart from the Northern Territory.

The social housing sector

At 30 June 2012, the total social housing stock in Australia was around 423,000 dwellings, of which 78% (331,000) were public rental housing (Figure 1.1). Mainstream community housing was the second largest holder of social housing dwellings – almost 60,000, or 14% of the total stock. Indigenous-specific programs, including SOMIH, Indigenous community housing and NT remote public housing accounted for the remaining social housing dwellings – around 32,000 or 8% of the total stock.

Between 30 June 2006 and 30 June 2012, the overall social housing stock increased slightly by about 4% from 408,800 dwellings to 423,000 dwellings. While the Australian Government's Social Housing Initiative contributed to maintaining the level of stock, during this period there was a small decline in the social housing stock relative to the total number of dwellings in Australia – from 4.7% of all dwellings in 2006 to 4.5% in 2011 (AIHW analysis of ABS 2006 and 2011 Censuses). The Social Housing Initiative was designed as part of the National Partnership Agreement on National Building and Jobs Plan to stimulate the building and construction industry, both through funding additional dwellings and increasing expenditure on repairs and maintenance. Over 19,700 new dwellings were constructed under the Initiative, and over 80,000 benefitted from repairs and maintenance (Department of Social Services unpublished data).

A decrease in the number of public housing dwellings was offset by an increase in mainstream community housing. This increasing contribution of the community sector reflects housing policy directions of both the Australian, and state and territory governments.



The mainstream community housing sector has grown rapidly over the 5 years to 2011–12, increasing by more than 50% between 2007–08 and 2011–12 (AIHW analysis of National Housing Assistance Data Repository 2011–12). This trend looks set to continue, with housing ministers committing to an aspirational target under which community housing will account for up to 35% of all social housing by 2014 (FaHCSIA 2010). The sector is also expanding under the National Rental Affordability Scheme (NRAS) (Box 1.2). As at September 2013, there were 133 approved applications in the scheme, of which 79 were from not-for-profit organisations (DSS unpublished data).

Box 1.2: National Rental Affordability Scheme

The NRAS is an initiative of the Australian Government in partnership with the states and territories to invest in affordable rental housing. The scheme, which commenced in 2008, seeks to address the shortage of affordable rental housing by offering financial incentives to persons or entities such as the business sector and community organisations to build and rent dwellings to low- and moderate-income households at a rate that is at least 20% below market rates for 10 years. It aims to:

- Increase the supply of new affordable rental housing.
- Reduce the rental costs for low- and moderate-income households.
- Encourage large-scale investment and innovative delivery of affordable housing.

The Australian Government is committed to stimulating the construction of up to 50,000 high quality homes and apartments, providing affordable private rental properties for Australians and their families.

Source: FaHCSIA 2013.

Social housing is targeted to disadvantaged groups. Eligibility criteria generally specify that prospective tenants be on low incomes, although some community housing providers also cater for middle-income earners with special needs. New tenants in both public and community housing are likely to be those in the category defined as 'highest need' – that is, one or more of the following applies:

- They are homeless.
- Their life or safety is at risk in their accommodation.
- Their condition is aggravated by their housing.
- They are in housing that is inappropriate to their needs.
- They have very high rental costs relative to their housing.

In 2011–12, 74% of allocations in public housing and 56% of allocations in SOMIH went to people meeting these criteria. In mainstream community housing, 72% of allocations were to those in greatest need (AIHW analysis of National Housing Assistance Data Repository 2011–12).

Social housing is also targeted towards other special needs groups including Indigenous Australians, those with disability, the young and the elderly. In 2011–12, two-thirds (68%) of new households assisted in public rental housing were in 1 of these groups, with a similarly high proportion in mainstream community housing (60%) (AIHW analysis of National Housing Assistance Data Repository 2011–12).

Tenants' experiences of social housing assist in informing the extent to which housing policy objectives are being met. To this end, the NSHS adds to the work done by the Australian Housing and Urban Research Institute (AHURI) and other research bodies. For example, security of tenure for tenants has been found to enhance household health and education outcomes (AHURI 2005), social connectedness (Beer 2009) and employment outcomes (AHURI 2009). As 1 2012 NSHS social housing tenant commented:

'I have been provided with secure, affordable housing in an area, which has led me to gain part-time work [and] has given me and my partner an opportunity to participate in society and take care of our health as we get older.'

2012 NSHS methodology

Like the 2010 NSHS, data for the 2012 NSHS were collected via mail-out self-completed paper questionnaires from tenants of public housing and community housing. In 2012, data were also collected from tenants of SOMIH households using this method – previous surveys of SOMIH tenants had been conducted via face-to-face interviews.

The approach for the 2012 survey differed from that used in previous years due to limitations on the time available for fieldwork. An initial random sample was drawn from the administrative or sample databases supplied by jurisdictions, and this sample was sent a survey pack containing a questionnaire (including covering letter, See Appendix C) and a reply-paid envelope. Non-response within 2 weeks of these initial mailings was followed up with a reminder mailing, encouraging tenants to complete the survey. In the Australian Capital Territory, reminder mailings took place 10 days after the initial mailing due to time restrictions on fieldwork. The reminder mail-out included a questionnaire (including reminder letter) and a reply-paid envelope. During the fieldwork period, it became apparent that a higher response was achieved from initial mailings than from reminder mailings. As the time available for fieldwork decreased, the focus shifted to achieving the minimum sample size for reporting for each program and jurisdiction. Therefore additional survey forms were sent out to randomly selected top-up sample households until the required numbers of responses were achieved. In previous years, a single sample was selected and followed up with reminder mailings until the required number of responses was achieved.

As with the 2010 NSHS, the 2012 NSHS used the same survey instrument across all social housing programs. Prior to 2010, the content differed slightly across the programs, reflecting the different areas of interest in relation to each program. The approach used for the 2012 survey was undertaken in order to maximise data comparability across all social housing programs. Further, while there was some change to the survey questions between the 2 survey waves, the same topics were covered and content for key issues remained essentially the same.

For this report, discussion of comparisons of national and jurisdictional estimates has focussed on differences that are statistically significant.

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. Missing data and 'not applicable' responses were not included in the denominators when calculating proportions throughout the report.

Further information regarding the approach to the 2012 NSHS is provided in Appendix B: Survey and reporting methodology.

Comparison with previous years' results

Caution should be used if comparing 2012 results to previous years due to changes in the survey methodology and substantially lower response rates in 2012 (overall 16%, down from approximately 40%: see Appendix B for further information). These may have affected comparability in survey responses and the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys. Particular caution should be taken with comparisons of estimates of customer satisfaction

between 2010 and 2012 due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.

2012 NSHS sample representativeness

Some differences exist between the demographic profile of NSHS respondents and the profile of tenants reported in the national administrative data collections. These demographic differences between data collections are expected as the 2012 NSHS does not require that a survey respondent be the main tenant of the household (the person who signed or co-signed the lease). The differences observed for 2012 are consistent with those observed in 2010 (See Appendix tables B.2, B.3, B.4 and B.5).

Key demographic differences are:

- The gender profile in the administrative database (44% male, 56% female for PH; 43% male, 57% female for SOMIH; and, 46% male, 50% female for CH) across the social housing programs was more equal than that achieved in the 2012 NSHS (37% male, 63% female).
- The age profile in the administrative database across the social housing programs was younger than that observed in the NSHS sample. For example, around 43% of public housing tenants, 21% of SOMIH tenants, and 35% of community housing tenants responding to the NSHS were aged 65 and over compared to 18% of public housing, 5% of SOMIH and 12% of community housing tenants in each of the respective administrative databases.
- There were noticeable differences in the household types in the 2012 NSHS compared to the administrative data. For example:
 - A higher proportion of public housing tenants responding to the 2012 NSHS lived in single adult (58%) and couple only households (12%) than was observed in the administrative database (52% and 9% respectively).
 - A higher proportion of community housing tenants responding to the 2012 NSHS lived in couple only households (13%) than was observed in the administrative database (7%).
- Tenure length was longer for public housing tenants responding to the NSHS with a higher proportion having lived in their current home for more than 10 years (47%) than was observed in the administrative database (38%).

In summary, the 2012 NSHS respondent was more likely to be female, older, and with long tenures in their homes compared to tenants in the administrative database. These differences need to be considered when interpreting the findings of the 2012 NSHS. The impact of these differences can be seen when looking at overall satisfaction. For example, satisfaction with the services provided by the tenant's housing provider increased with age and connection to the labour force, yet decreased as education levels increased (see Box 2.2).

Throughout the report, an analysis of the demographic characteristics relating to the item of interest has been provided in a summary box at the end of each section to assist in interpreting survey results.

2 Tenant satisfaction

Overall satisfaction

The majority of NSHS respondents, across public housing, SOMIH and community housing, indicated that overall they were satisfied with the services provided by their housing organisation (65% for PH, 59% for SOMIH, and 74% for CH) (Figure 2.1).



Satisfaction was highest across all social housing programs for:

- non-Indigenous tenants
- tenants who had *not* been homeless in the 5 years leading up to the survey
- tenants in dwellings with no structural problems
- tenants in dwellings classed as adequate or underutilised.

Table 2.1: Proportion of tenants satisfied with services provided by housing organisation, by Indigenous status, previous homelessness, structural problems, and dwelling utilisation, 2012 (per cent)

Characteristic	Public housing (%)	SOMIH (%)	Community housing (%)	All (%)
Indigenous status				
Indigenous	56.2	58.0	66.8	58.1
Non-Indigenous	64.8	59.9	74.2	66.3
Homelessness				
Homeless in the last 5 years	62.0	57.9	65.7	62.7
Have <i>not</i> been homeless in the last 5 years	65.6	58.6	75.9	66.9
Structural problems				
3 or more structural problems	33.1	33.8	48.5	34.5
1 or 2 structural problems	59.0	61.7	64.2	59.8
No structural problems	85.1	86.4	85.4	85.2
Dwelling utilisation				
Overcrowded	46.7	48.4	66.1	49.1
Adequate	65.9	59.4	73.7	67.0
Underutilised	68.1	62.5	76.1	68.6

Notes

1. Responses to this question refer to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

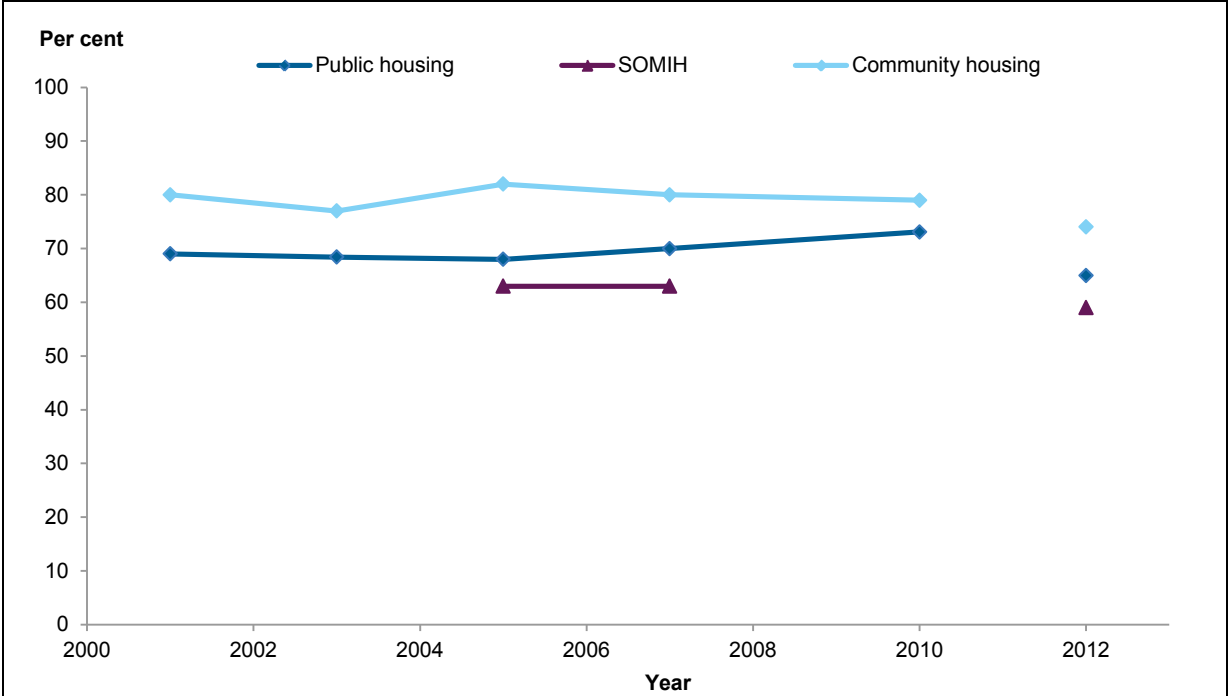
Satisfaction over time

Historically, social housing tenants have been asked to rate their overall satisfaction with their housing provider. The wording of the question tracking this item has changed over time. In addition, there was a change in methodology between 2007 and 2012 for SOMIH tenants with a move from face-to-face interviews to mail-out self-completion surveys.

In surveys undertaken since 2001, two-thirds or more public housing tenants and three-quarters or more community housing tenants reported they were satisfied with the service provided by their housing provider. In addition, around two-thirds of SOMIH tenants were satisfied (Figure 2.2). Overall satisfaction has decreased over time, with community housing respondents consistently the most satisfied. Since the 2010 NSHS:

- public housing tenants' satisfaction decreased from 73% to 65%
- community housing tenants' satisfaction decreased from 79% to 74%.

Since the 2007 NSHS, SOMIH tenants' satisfaction decreased from 63% to 59%.



- Notes
1. Responses to this question relate to the person in the household who completed the survey form.
 2. Community housing tenants were surveyed in 2002.
 3. SOMIH tenants were not surveyed in 2001, 2003 or 2010.
 4. 2012 estimates are not directly comparable with 2010 or previous estimates due to changes in survey design and estimation. This is represented in the above chart by a break in time series.

Source: Table E2.2.

Figure 2.2: Satisfaction with services provided by the housing organisation over time, by program type, 2001-2012 (per cent)

Satisfaction, by state and territory

Overall, the social housing tenants in Queensland reported the highest levels of satisfaction with the overall services they received from their housing provider (Figure 2.3; Table E2.3).

Compared to the national average (65% for PH, 59% for SOMIH and 74% for CH), satisfaction of respondents was higher for:

- public housing tenants in Queensland (80%), South Australia (73%), the Australian Capital Territory (70%) and the Northern Territory (70%)
- SOMIH tenants in Queensland (71%)
- community housing tenants in Tasmania (88%), Queensland (81%) and South Australia (80%).

Compared to the national average, satisfaction was lower for:

- public housing tenants in New South Wales (56%) and Western Australia (57%)
- SOMIH tenants in New South Wales (49%)
- community housing tenants in New South Wales (70%).



Satisfaction, by location

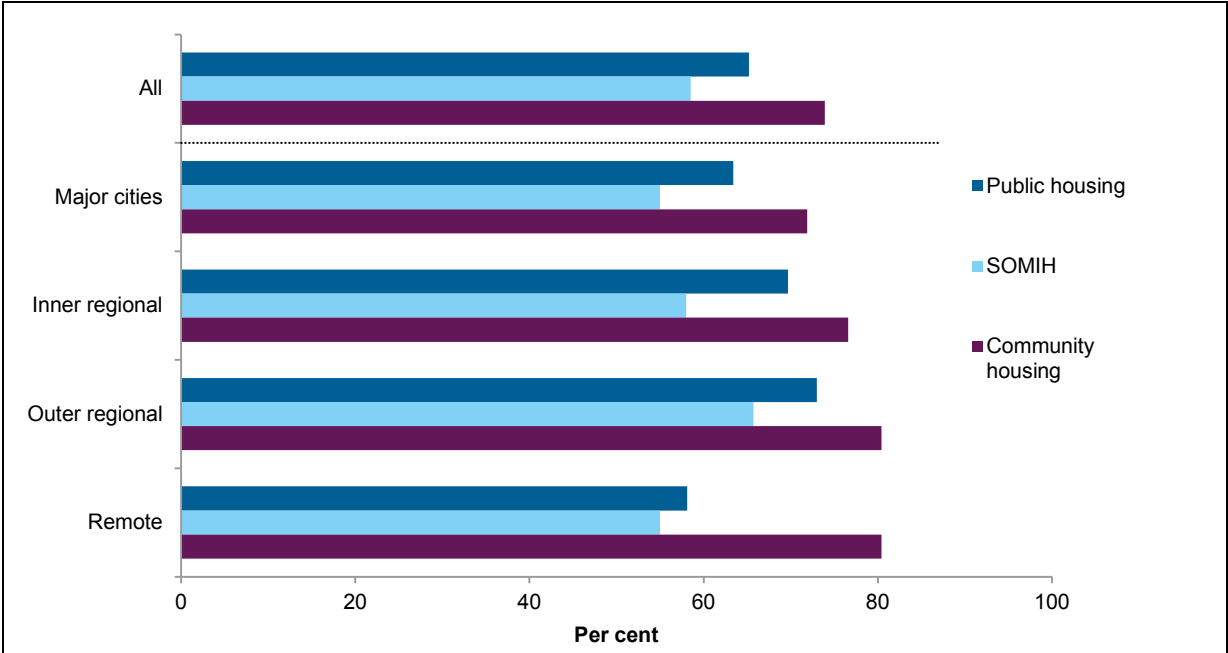
The 2012 NSHS found that satisfaction with the services offered by a tenant’s housing provider differed across location for the various social housing programs, and increased for community housing respondents as remoteness increased (Figure 2.4). Location of respondents was categorised by remoteness as per the Australian Statistical Geography Standard (ASGS) (See Box 2.1 for more details).

Satisfaction was *highest* for:

- public housing tenants (73%) who lived in *Outer regional* areas
- SOMIH tenants (66%) who lived in *Outer regional* areas
- community housing (80%) tenants who lived in *Outer regional* and *Remote* areas.

Satisfaction was *lowest* for:

- public housing tenants (58%) in *Remote* areas
- SOMIH tenants (55%) in *Major cities* and *Remote* areas
- community housing tenants (72%) in *Major cities*.



Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. ‘Satisfied’ includes those who reported being ‘satisfied’ or ‘very satisfied’.
3. ‘Remote’ includes both ‘Remote’ and ‘Very remote’ regions.

Source: Table E2.4.

Figure 2.4: Proportion of tenants satisfied with services provided by the housing organisation, by location, 2012 (per cent)

Box 2.1: The Australian Statistical Geography Standard

The ASGS divides Australia into regions for comparison purposes. One of the concepts commonly used for comparison is remoteness. Remoteness areas divide Australia into broad geographical regions that share common characteristics of remoteness for statistical purposes. There are 6 classes of remoteness areas:

- Major cities
- Inner regional
- Outer regional
- Remote
- Very remote
- Migratory.

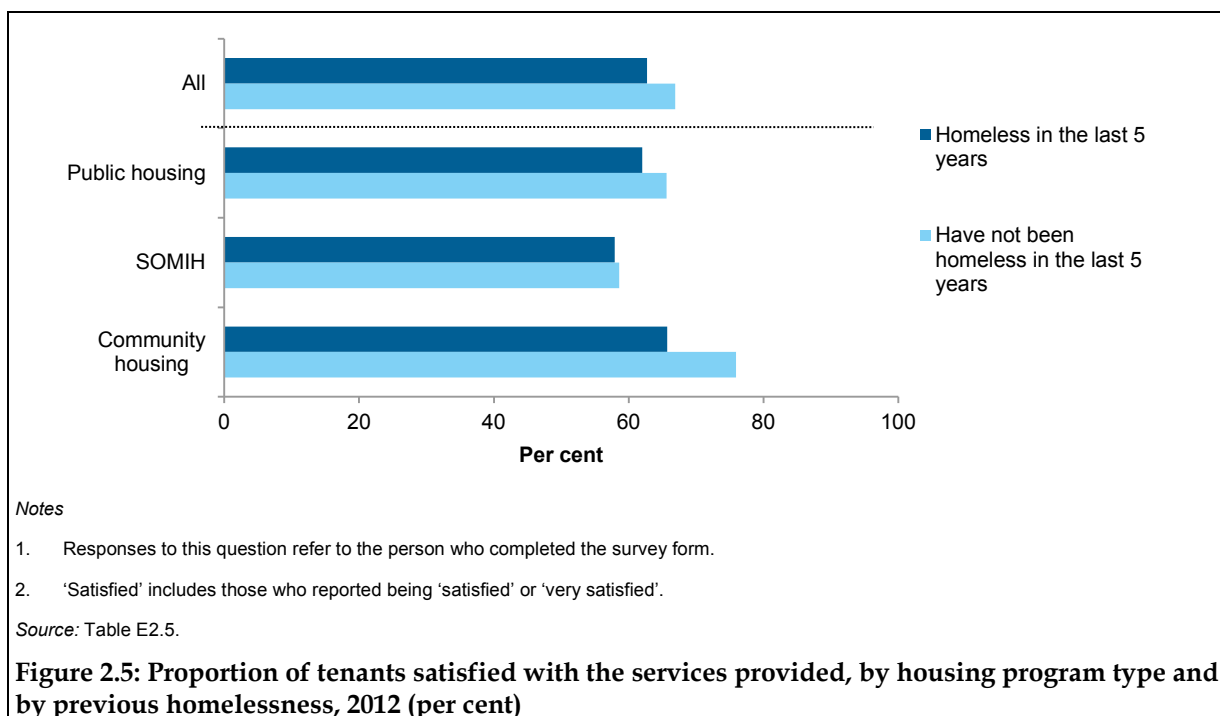
Throughout this report, *Very remote* has been included with *Remote* for statistical purposes due to small sample sizes. This has been noted under relevant charts and tables throughout.

Remoteness areas are based on the accessibility/remoteness index of Australia (ARIA) produced by the Australian Population and Migration Research Centre at the University of Adelaide.

Satisfaction, by previous homelessness

Overall satisfaction was higher among respondents who had not experienced homelessness in the 5 years prior to the survey compared to those who had, across the 3 social housing program types, although the difference was small for SOMIH (Figure 2.5).

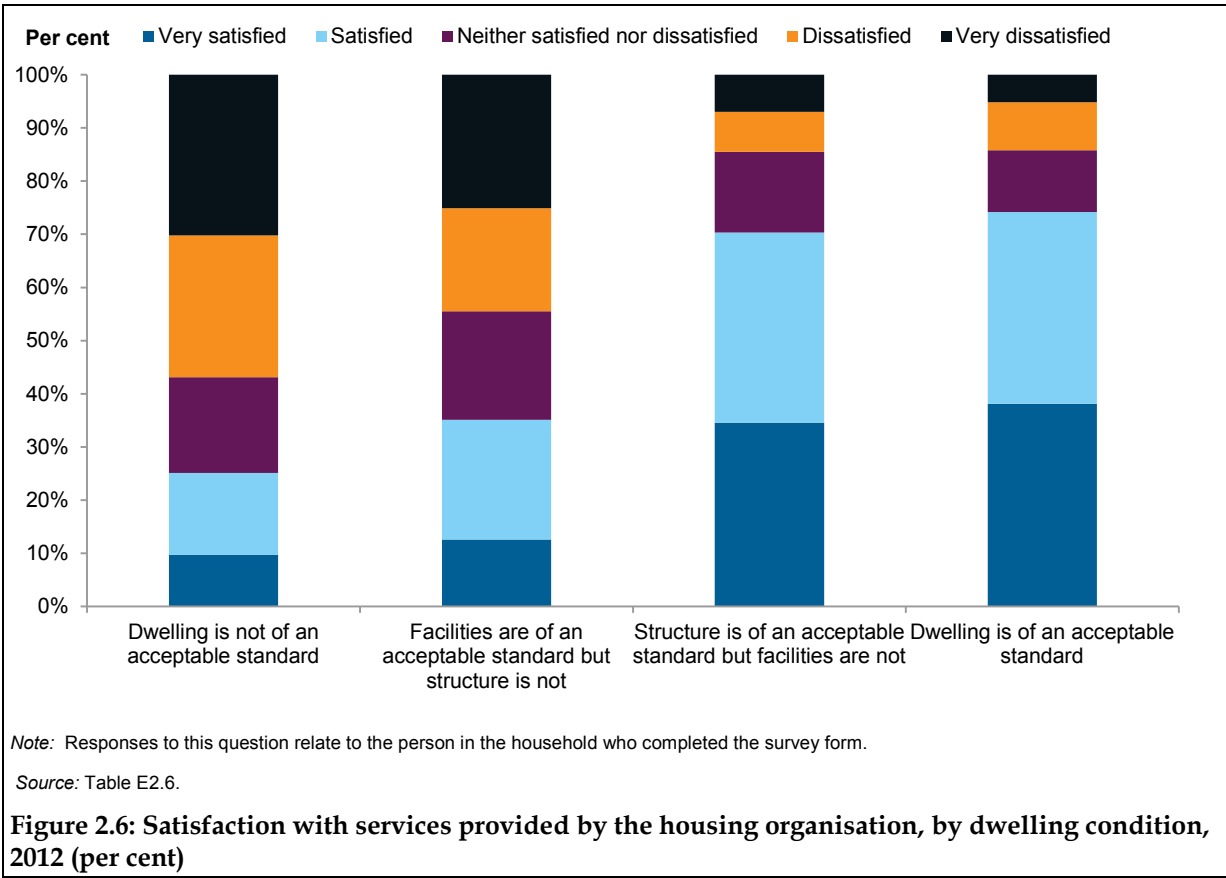
Regardless of prior experience of homelessness, the NSHS found that overall satisfaction was highest among community housing tenants and lowest amongst SOMIH tenants.



Satisfaction, by dwelling condition

The structural standard of a dwelling was a greater determinant of satisfaction among social housing tenants surveyed than the standard of facilities (Figure 2.6). The 2012 NSHS results also showed that satisfaction was:

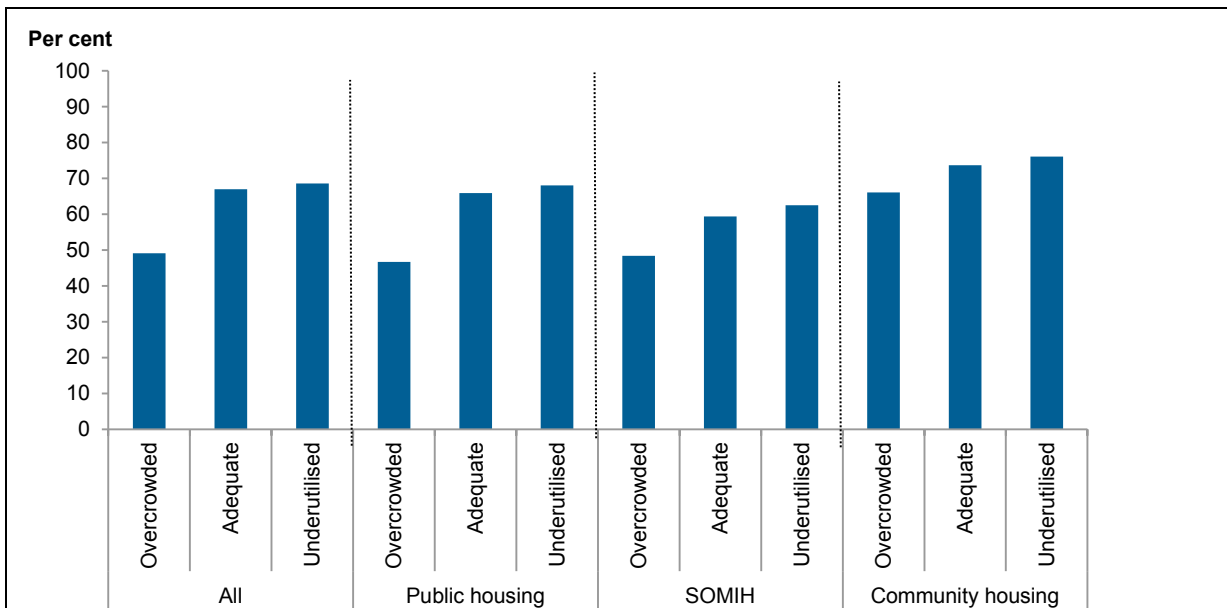
- highest among tenants whose dwellings were of an acceptable standard (38% very satisfied and 36% satisfied)
- also higher among tenants whose dwellings were of an acceptable standard but their facilities were not (35% very satisfied and 36% satisfied)
- lower as the structural standard decreased, with around one-third (35%) of tenants satisfied with the services provided by their housing provider with acceptable facilities but unacceptable structure and one-quarter (25%) satisfied when their dwelling was not of an acceptable standard.



Satisfaction, by dwelling utilisation

Surveyed tenants across all social housing programs living in overcrowded dwellings were less likely to report being satisfied with the overall services provided by their housing organisation than their counterparts in adequately occupied or underutilised dwellings (Figure 2.7).

Satisfaction was slightly higher across all social housing programs for respondents residing in underutilised dwellings as opposed to adequately occupied dwellings; however these differences were not significant.



Notes

1. Responses to this question refer to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table E2.7.

Figure 2.7: Proportion of tenants satisfied with services provided, by housing program type and by dwelling utilisation, 2012 (per cent)

Satisfaction, by Indigenous status

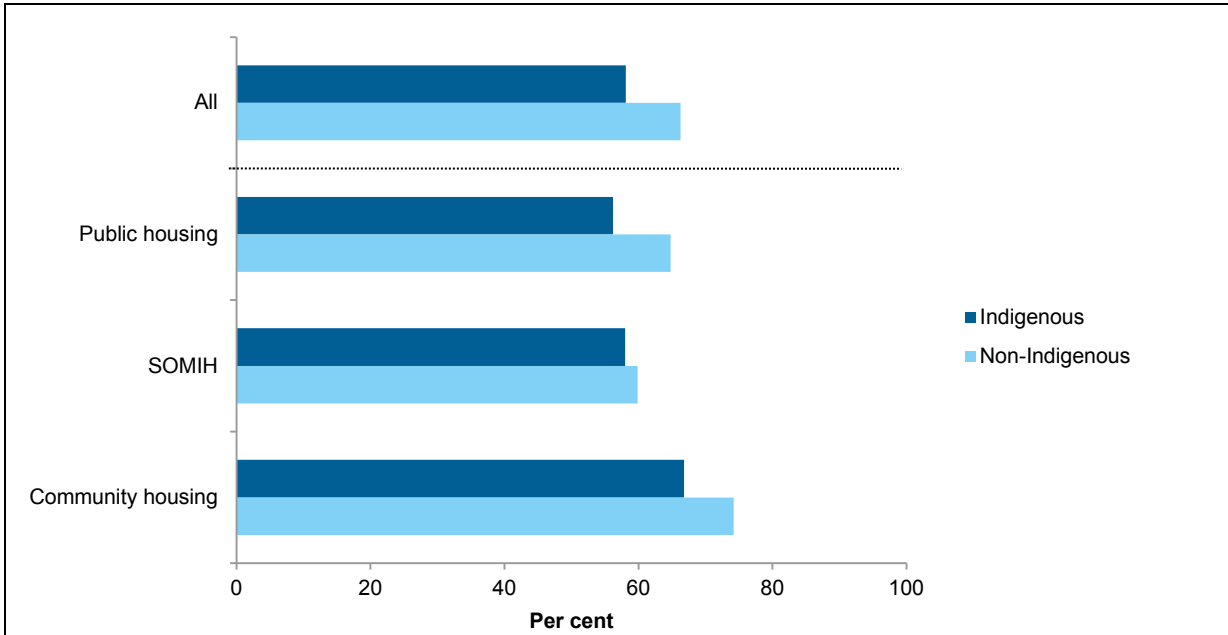
Overall satisfaction was consistently higher among non-Indigenous respondents compared to Indigenous respondents for all social housing program types (Figure 2.8). The NSHS found that:

- satisfaction was highest among community housing tenants regardless of Indigenous status (67% for Indigenous tenants and 74% for non-Indigenous tenants)
- satisfaction was lowest for Indigenous tenants in public housing (56%).

It is important to note that Indigenous households may display higher levels of dissatisfaction with the services provided by their housing provider as they have also experienced:

- higher levels of prior homelessness
- a higher proportion of tenants in dwellings with 3 or more structural problems
- a higher proportion of tenants in households that are inadequate for their needs (that is, their dwellings are either overcrowded or underutilised).

For a household to be classified as Indigenous, only 1 member of that household needs to identify as Indigenous and this may not have been the person responding to the survey. Currently, we are unable to identify households comprised solely of Indigenous persons through either the survey data or through administrative data. SOMIH only contains a small number of non-Indigenous households (that is, no-one in the household identifies themselves as Indigenous), so the non-Indigenous numbers for the SOMIH program used throughout this report should be interpreted with caution.



Notes

1. Responses to this question refer to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table E2.8.

Figure 2.8: Proportion of tenants satisfied with the services provided, by housing program type and by Indigenous status, 2012 (per cent)

Reasons for tenant satisfaction and dissatisfaction

In 2012, social housing tenants were also asked why they were satisfied or dissatisfied with the services provided by their housing organisation. The most common reason for satisfaction with the housing provider was 'repairs being done quickly'. This was most commonly reported amongst:

- public housing tenants in Queensland (29% of those responding) and South Australia (28%)
- SOMIH tenants in Queensland (24%)
- community housing tenants in South Australia (29%).

The second most common reason for satisfaction with the housing provider was 'not having any problems', and therefore having no need to contact them, followed by 'non-maintenance staff being friendly, helpful and professional'.

'Anything that was a problem within the house or yard, housing always fix[es] the problem quickly and without problem.'

SOMIH tenant, 2012 NSHS

'We are very satisfied with the service as it has given us the chance to live a good life and if anything goes wrong the housing fix it straight away.'

Public housing tenant, 2012 NSHS

'Good response to maintenance needs, newsletter good, helpful staff, house in good location to bus stop, hospital and shopping. Designed to help the disabled.'

Public housing tenant, 2012 NSHS

The tenants most likely to report these reasons for satisfaction were aged 55–74, and retired.

The most common reason for dissatisfaction was 'requested repairs not being done at all', followed by 'repairs being done too slowly'. No further analysis was done due to the small number of respondents who reported the reasons for their dissatisfaction.

'I have constantly written letters and contacted my area manager about continual problems regarding maintenance issues with the dwelling I live in and I have been told frequently that my complaints will be addressed and to this day they still have not been attended to.'

Public housing tenant, 2012 NSHS

'Ask for basic things to be done and are still waiting for them things to be done 18 months later.'

Community housing tenant, 2012 NSHS

The tenants most likely to report these reasons were aged 45–54, and unable to work (for example, had a disability).

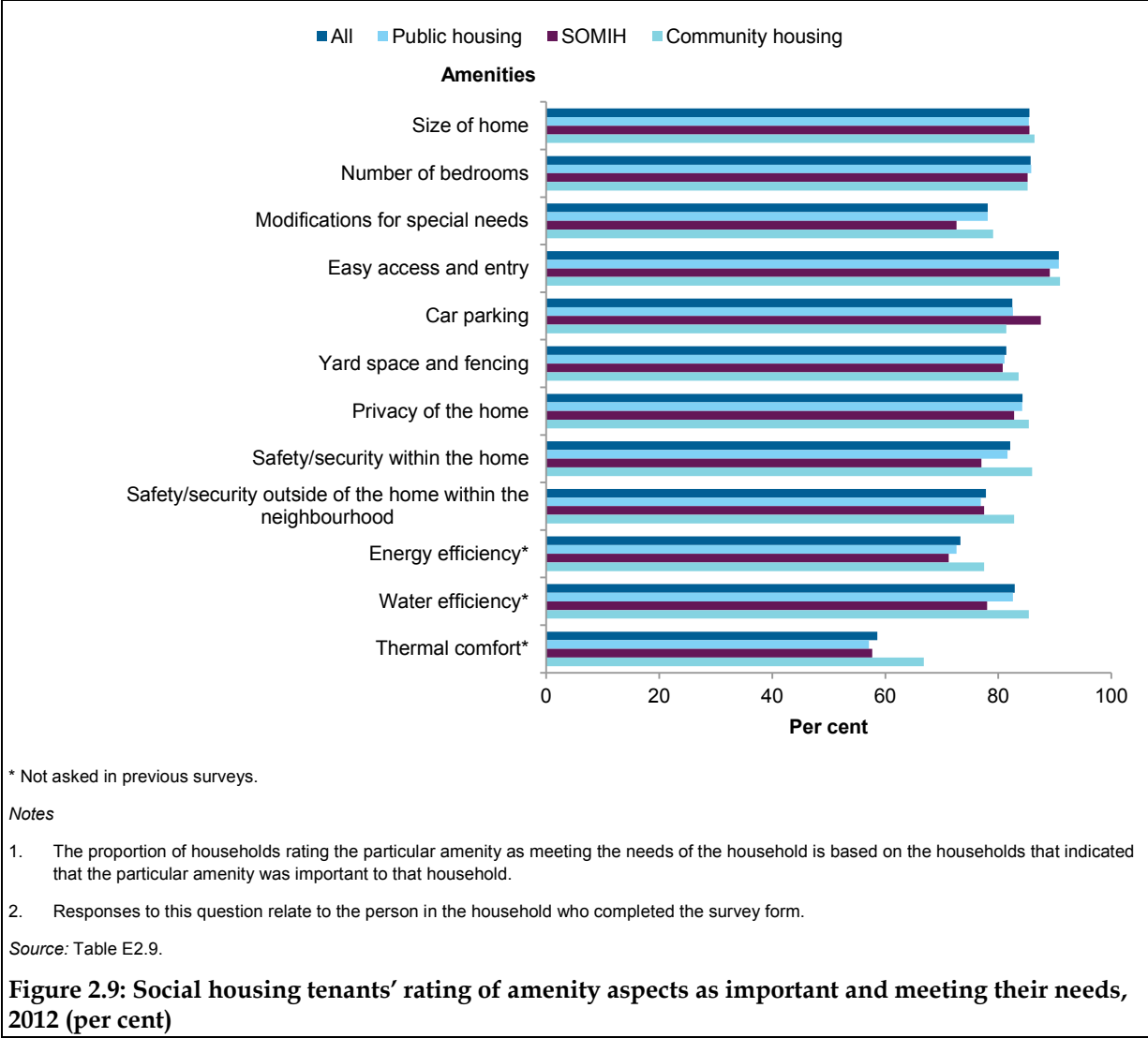
Box 2.2: Demographic characteristics of survey respondents related to satisfaction with their housing provider

- Overall satisfaction with social housing increased with increasing age. Around 3 in 4 (77%) respondents aged 75 and over were satisfied overall with the services provided by their housing organisation.
- Around 3 in 4 (75%) retired respondents were satisfied with the overall services provided by their housing organisation, compared to around 3 in 5 of those employed full time (58%) or part time (63%) and around half (53%) of those in full-time study.
- Overall satisfaction decreased as education levels increased. While around 3 in 4 of respondents who reported no formal education (74%) or who reported primary school (70%) as their highest level of education attained were satisfied with the services provided by their housing organisation, this dropped to around three-fifths (61%) for those who had obtained a certificate, diploma or advance diploma.

Satisfaction with amenities

The majority of social housing tenants surveyed indicated that selected amenity features were important to their household, and of those who rated amenities as 'important' around three-quarters or more indicated that their household's needs were met (Figure 2.9).

The exception to this was thermal comfort where around half of social housing tenants rated this feature as important and meeting the needs of their household.



As found in 2010, community housing respondents generally reported that the amenities better met the needs of their households than did public housing respondents. There has been little change overall across the various aspects of amenity between 2010 and 2012 for both public housing and community housing tenants.

Satisfaction with amenities, by state and territory

Across the states and territories, the majority of public housing tenants indicated that selected amenity features were important to their household, and of those who rated amenities as 'important' around 70% or more indicated that their household's needs were met (Table 2.2).

The exception to this was thermal comfort where around half of social housing tenants rated this feature as important and meeting the needs of their household.

Table 2.2: Amenities rated as meeting the needs of the household in public housing, by state and territory, 2012 (per cent)

Amenities	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	All (%)
Size of home	84.2	83.4	†91.1	83.5	86.1	84.4	†81.1	†89.9	85.4
Number of bedrooms	85.3	81.9	†90.2	85.3	87.4	†89.7	83.0	†90.5	85.8
Modifications for special needs	71.8	76.6	87.5	83.1	78.1	76.2	80.3	85.2	78.1
Easy access and entry	†88.2	90.1	†94.1	92.6	92.4	90.4	90.5	92.9	90.7
Car parking	†80.3	81.2	85.0	83.2	85.9	86.1	81.3	82.0	82.6
Yard space and fencing	77.5	75.7	86.5	86.7	83.8	83.3	82.8	87.4	81.1
Privacy of the home	†82.5	83.0	†88.8	84.6	84.9	79.8	84.8	86.1	84.2
Safety and security within the home	†76.3	85.0	†90.6	79.4	80.6	78.2	79.8	†86.7	81.6
Safety and security outside of the home within the neighbourhood	†71.6	77.5	†85.3	78.0	77.8	76.5	78.3	77.9	76.9
Energy efficiency*	72.2	72.3	†80.5	73.7	68.2	†60.8	†60.3	†88.3	72.6
Water efficiency*	†80.1	85.6	†90.2	†75.5	83.1	†75.6	†77.2	†89.4	82.6
Thermal comfort*	†53.6	54.5	†67.8	57.6	56.8	54.7	51.8	†74.8	57.1

* Not asked in previous surveys.

† Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

A similar finding was evident for SOMIH tenants, with the majority of tenants across the jurisdictions indicating that selected amenity features were important to their household, and of those who rated amenities as 'important' around 70% or more indicated that their household's needs were met (Table 2.3).

Thermal comfort was once again the exception to this with around half of social housing tenants rating this feature as important and meeting the needs of their household.

Table 2.3: Amenities rated as meeting the needs of the household in SOMIH, by state and territory, 2012 (per cent)

Amenities	NSW (%)	Qld (%)	SA (%)	Tas (%)	All (%)
Size of home	84.1	87.7	84.3	89.0	85.5
Number of bedrooms	83.9	86.7	84.2	90.2	85.2
Modifications for special needs	63.4	81.3	74.0	69.9	72.6
Easy access and entry	87.8	89.7	92.0	83.1	89.1
Car parking	88.4	85.3	88.4	[‡] 95.5	87.5
Yard space and fencing	79.5	83.6	78.3	80.2	80.8
Privacy of the home	82.5	83.4	82.5	81.3	82.8
Safety and security within the home	[‡] 71.4	[‡] 86.9	72.0	74.6	77.0
Safety and security outside of the home within the neighbourhood	76.3	78.8	76.7	82.7	77.5
Energy efficiency*	67.1	[‡] 78.8	67.4	67.3	71.2
Water efficiency*	74.9	[‡] 84.9	71.1	86.2	78.0
Thermal comfort*	51.1	[‡] 67.9	54.4	54.7	57.7

* Not asked in previous surveys.

[‡] Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

The amenities rated the highest as both important and meeting the needs of the household was more varied across the states and territories for community housing tenants compared to either public housing or SOMIH tenants. However, once again around 70% or more of community housing tenants rated selected amenities as important and meeting the needs of their household (Table 2.4).

Once again, thermal comfort was the amenity rated the lowest as both important and meeting the needs of their household; however the proportion increased to around two-thirds of tenants.

Table 2.4: Amenities rated as meeting the needs of the household in community housing, by state and territory, 2012 (per cent)

Amenities	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	All (%)
Size of home	87.8	84.5	84.6	84.0	90.3	90.5	80.3	86.4
Number of bedrooms	86.3	82.8	83.3	82.9	[‡] 91.1	86.8	90.5	85.2
Modifications for special needs	77.8	69.7	[‡] 88.1	80.0	79.1	83.7	76.2	79.1
Easy access and entry	89.0	90.9	92.9	92.4	[‡] 95.0	88.5	87.0	90.9
Car parking	80.2	80.9	76.6	82.7	[‡] 92.5	[‡] 89.9	[‡] 91.8	81.4
Yard space and fencing	82.2	83.0	81.5	86.7	[‡] 88.7	[‡] 89.2	83.3	83.6
Privacy of the home	86.6	84.0	82.3	85.7	88.7	87.7	80.4	85.4
Safety and security within the home	86.2	84.6	87.0	84.5	88.6	[‡] 90.7	78.7	86.0
Safety and security outside of the home within the neighbourhood	81.7	83.1	83.9	84.2	83.4	84.8	80.2	82.8
Energy efficiency*	77.0	74.1	[‡] 83.8	80.2	[‡] 70.4	[‡] 84.9	[‡] 63.1	77.5
Water efficiency*	85.1	85.5	86.8	86.5	81.5	[‡] 90.9	78.9	85.4
Thermal comfort*	64.3	67.1	72.0	69.2	62.2	[‡] 81.9	67.0	66.8

* Not asked in previous surveys.

[‡] Indicates jurisdictional finding is statistically significant different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with amenities, by location

Amenities most commonly rated as important and meeting the needs of the household differed across location (in terms of remoteness) for the various social housing programs (Table 2.5).

For **public housing respondents**, the amenities most commonly rated as important and meeting the needs of the household were:

- easy access and entry, size of the home and number of bedrooms for *Major cities, Inner regional areas* and *Outer regional areas*
- easy access and entry, size of the home and modifications for special needs for *Remote areas*.

Amenities least likely to be rated as important and meeting the needs of the household were:

- thermal comfort, energy efficiency, and safety and security outside of the home within the neighbourhood for *Major cities, Inner regional* and *Outer regional areas*
- thermal comfort, energy efficiency and car parking for *Remote areas*.

For **SOMIH respondents**, the amenities most commonly rated as important and meeting the needs of the household were:

- easy access and entry, car parking and the size of the home for *Major cities* and *Inner regional areas*
- easy access and entry, car parking and the number of bedrooms for *Outer regional areas*
- easy access and entry, size of home and number of bedrooms for *Remote areas*.

Amenities least likely to be rated as important and meeting the needs of the household were:

- thermal comfort, energy efficiency and modifications for special needs for *Major cities, Inner regional areas* and *Outer regional areas*
- thermal comfort, safety and security outside of the home within the neighbourhood, yard space and fencing and energy efficiency for *Remote areas*.

For **community housing respondents**, the amenities most commonly rated as important and meeting the needs of the household were:

- easy access and entry, size of the home, privacy of the home, safety and security within the home and water efficiency for *Major cities*
- size of home, easy access and entry and number of bedrooms for *Inner regional areas*
- easy access and entry, water efficiency, safety and security within the home for *Outer regional areas*
- safety and security within the home, size of home and easy access and entry for *Remote areas*.

Amenities least likely to be rated as important and meeting the needs of the household were:

- thermal comfort, modifications for special needs and energy efficiency for *Major cities*
- thermal comfort, energy efficiency and safety and security outside of the home within the neighbourhood for *Inner regional areas*
- thermal comfort, energy efficiency and modifications for special needs for *Outer regional areas*
- water efficiency, modifications for special needs and car parking for *Remote areas*.

Table 2.5: Amenities rated as meeting the needs of the household, by housing program type, by location (in terms of remoteness), 2012 (per cent)

Amenities	Public housing (%)					SOMIH (%)					Community housing (%)				
	Major cities	Inner regional	Outer regional	Remote ^(a)	All	Major cities	Inner regional	Outer regional	Remote ^(a)	All	Major cities	Inner regional	Outer regional	Remote ^(a)	All
Size of home	84.6	86.1	90.1	85.2	85.4	82.6	88.2	87.5	85.3	85.5	84.7	89.8	89.9	94.7	86.4
Number of bedrooms	84.7	87.7	92.1	82.0	85.8	82.9	86.7	88.0	83.6	85.2	83.7	88.8	87.6	87.6	85.2
Modifications for special needs	76.5	80.3	83.8	92.5	78.1	68.9	71.9	72.6	83.7	72.6	76.2	83.3	86.4	79.5	79.1
Easy access and entry	90.2	91.3	93.8	91.8	90.7	90.0	88.3	89.4	87.5	89.1	90.8	89.5	94.5	93.2	90.9
Car parking	81.8	85.0	86.2	75.4	82.6	88.2	89.2	89.4	79.2	87.5	80.0	83.4	86.7	80.6	81.4
Yard space and fencing	80.5	80.3	86.5	79.6	81.1	78.6	82.0	85.5	75.7	80.8	82.0	84.6	90.0	90.7	83.6
Privacy of the home	83.9	84.8	86.8	79.7	84.2	81.2	85.2	84.9	78.7	82.8	84.6	86.6	87.9	88.8	85.4
Safety and security within the home	80.2	85.1	86.6	80.0	81.6	71.5	78.9	82.7	78.0	77.0	85.0	86.1	90.7	98.0	86.0
Safety and security outside of the home within the neighbourhood	75.9	78.9	80.8	79.1	76.9	78.2	77.3	81.1	69.5	77.5	82.3	81.5	89.3	84.3	82.8
Energy efficiency*	72.7	72.1	73.1	71.2	72.6	68.9	67.1	75.6	76.1	71.2	77.0	75.5	84.3	83.4	77.5
Water efficiency*	82.3	84.1	82.6	82.6	82.6	75.8	78.8	79.7	79.1	78.0	84.7	85.6	91.3	79.2	85.4
Thermal comfort*	55.8	59.0	62.1	66.0	57.1	49.2	57.0	66.5	65.0	57.7	64.7	66.1	79.5	88.2	66.8

* Not asked in previous surveys.

(a) 'Remote' includes both 'Remote' and 'Very remote' areas.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with amenities, by Indigenous status

Accessibility to their property, in terms of easy access and entry, was the most important amenity (across all housing programs and by Indigenous status) which respondents rated as important and meeting their needs (Table 2.6).

Indigenous tenants surveyed in from the NSHS were less likely than non-Indigenous tenants to rate amenities as important and meeting the needs of their household. For example, Indigenous tenants surveyed across all social housing programs were less likely than non-Indigenous tenants to rate the following amenities as important and meeting their needs:

- modifications for special needs (particularly community housing respondents)
- safety and security outside their home within the neighbourhood
- privacy of the home
- water efficiency.

The amenities both Indigenous and non-Indigenous respondents most commonly rated as important and meeting the needs of the household was easy access and entry (86% for Indigenous, 91% for non-Indigenous respondents).

For Indigenous and non-Indigenous public housing tenants surveyed, thermal comfort (47% Indigenous, 56% non-Indigenous) and energy efficiency (62% Indigenous, 73% non-Indigenous) were least commonly rated as important and meeting the needs of the household.

Non-Indigenous SOMIH tenants were more likely to rate amenities as important and meeting the needs of their household for 8 out of 12 amenities listed.

The amenities SOMIH tenants most commonly rated as important and meeting the needs of the household of were:

- easy access and entry (89% Indigenous, 92% non-Indigenous)
- car parking (88% Indigenous, 87% non-Indigenous)
- size of home (86% Indigenous, 81% non-Indigenous).

Consistent with public housing tenants, for both Indigenous and non-Indigenous SOMIH tenants, thermal comfort (59% Indigenous, 55% non-Indigenous) and energy efficiency (72% Indigenous, 69% non-Indigenous) were least commonly rated as important and meeting the needs of the household.

Apart from easy access and entry, Indigenous respondents in community housing were less likely to rate amenities as important and meeting the needs of their household compared to non-Indigenous tenants.

The amenities Indigenous tenants in community housing most commonly rated as important and meeting the needs of the household were:

- easy access and entry (94% Indigenous, 91% non-Indigenous)
- privacy of the home (80% Indigenous, 86% non-Indigenous)
- size of home (80% Indigenous, 87% non-Indigenous)
- safety and security within the home (80% Indigenous, 87% non-Indigenous).

Indigenous tenants in community housing least commonly rated modifications for special needs (59%) and thermal comfort (60%) as important and meeting the needs of the households; for non-Indigenous tenants, it was thermal comfort (67%) and energy efficiency (79%).

Table 2.6: Amenities rated as meeting the needs of the household, by Indigenous status, 2012 (per cent)

Amenities	Public housing (%)		SOMIH (%)		Community housing (%)	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Size of home	76.2	85.8	85.9	81.2	79.9	86.9
Number of bedrooms	77.1	86.3	85.4	84.9	75.6	86.2
Modifications for special needs	62.9	77.9	71.7	79.4	59.4	81.1
Easy access and entry	85.9	90.9	88.9	91.5	93.6	91.2
Car parking	79.7	82.4	87.8	86.7	76.4	81.5
Yard space and fencing	68.9	81.4	80.7	82.1	75.0	83.9
Privacy of the home	77.5	84.1	82.3	85.7	80.3	86.3
Safety and security within the home	73.5	81.5	76.4	79.1	79.7	86.8
Safety and security outside of the home within the neighbourhood	69.3	77.2	77.0	81.9	75.2	83.8
Energy efficiency*	61.6	72.6	71.7	68.8	70.6	78.7
Water efficiency*	68.8	83.0	77.9	78.3	69.1	86.6
Thermal comfort*	47.3	56.2	58.6	55.4	60.0	67.2

* Not asked in previous surveys.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with amenities, by previous homelessness

Around 1 in 10 social housing tenants (11%) reported that they had experienced homelessness at least once in the 5 years prior to the NSHS. These tenants were less likely to rate amenities as important and meeting the needs of the household than those who had not experienced homelessness.

The only exception was for SOMIH tenants where both those who had experienced homelessness and those who had not experienced homelessness in the 5 years prior to the survey were equally likely to rate modifications for special needs as important and meeting the needs of their household (Table 2.7).

Table 2.7: Amenities rated as meeting the needs of the household, by previous homelessness, 2012 (per cent)

Amenities	Public housing (%)		SOMIH (%)		Community housing (%)	
	Have been homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Have been homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Have been homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years
Size of home	67.3	87.3	76.2	86.9	74.9	89.2
Number of bedrooms	70.2	87.6	81.2	85.8	73.5	87.8
Modifications for special needs	72.4	78.6	73.5	72.8	71.4	80.6
Easy access and entry	85.5	91.3	85.0	89.7	88.1	91.7
Car parking	73.5	83.6	79.3	88.7	75.0	83.0
Yard space and fencing	68.6	82.4	61.7	83.5	74.1	85.8
Privacy of the home	72.7	85.5	67.8	85.1	74.3	88.0
Safety and security within the home	70.2	82.9	62.5	79.2	78.5	87.7
Safety and security outside of the home within the neighbourhood	66.5	78.0	62.3	79.9	77.6	84.1
Energy efficiency*	62.5	73.7	67.1	72.0	76.8	77.7
Water efficiency*	73.2	83.7	71.7	78.8	80.9	86.4
Thermal comfort*	47.2	58.2	53.2	58.5	58.3	69.1

* Not asked in previous surveys.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Box 2.3: Demographic characteristics of survey respondents related to satisfaction with amenity

- Respondents aged 75 and over were the most likely to report that the amenities in their homes were important and met the needs of their household, ranging from 74% satisfied with thermal comfort to 93% for privacy of the home, number of bedrooms and ease of access and entry.
- Respondents who finished junior secondary education as their highest level of education were the most likely to report being satisfied with 8 out of 12 amenities. Tenants who had no formal education were the most satisfied with their dwelling's size (89%), number of bedrooms (87%), water efficiency (87%), energy efficiency (82%) and thermal comfort (64%).
- Respondents who were retired were the most likely to report that the amenities in their homes met the needs of their household, ranging from 70% for thermal comfort to 93% for easy access and entry.

Satisfaction with location

Consistent with the 2010 NSHS, the majority of social housing tenants surveyed indicated that being located close to a range of facilities and services was important for their household, and that their household's needs have been met (Figure 2.10 and Figure 2.11).

The importance of proximity to facilities or services was highest for:

- emergency services, medical services and hospitals (96% for PH, 93% for SOMIH and 94% for CH)
- shops and banking facilities (92% for PH, 87% for SOMIH and 93% for CH)
- family and friends (92% for both PH and CH, and 90% for SOMIH).

The importance of proximity to facilities or services was lowest for:

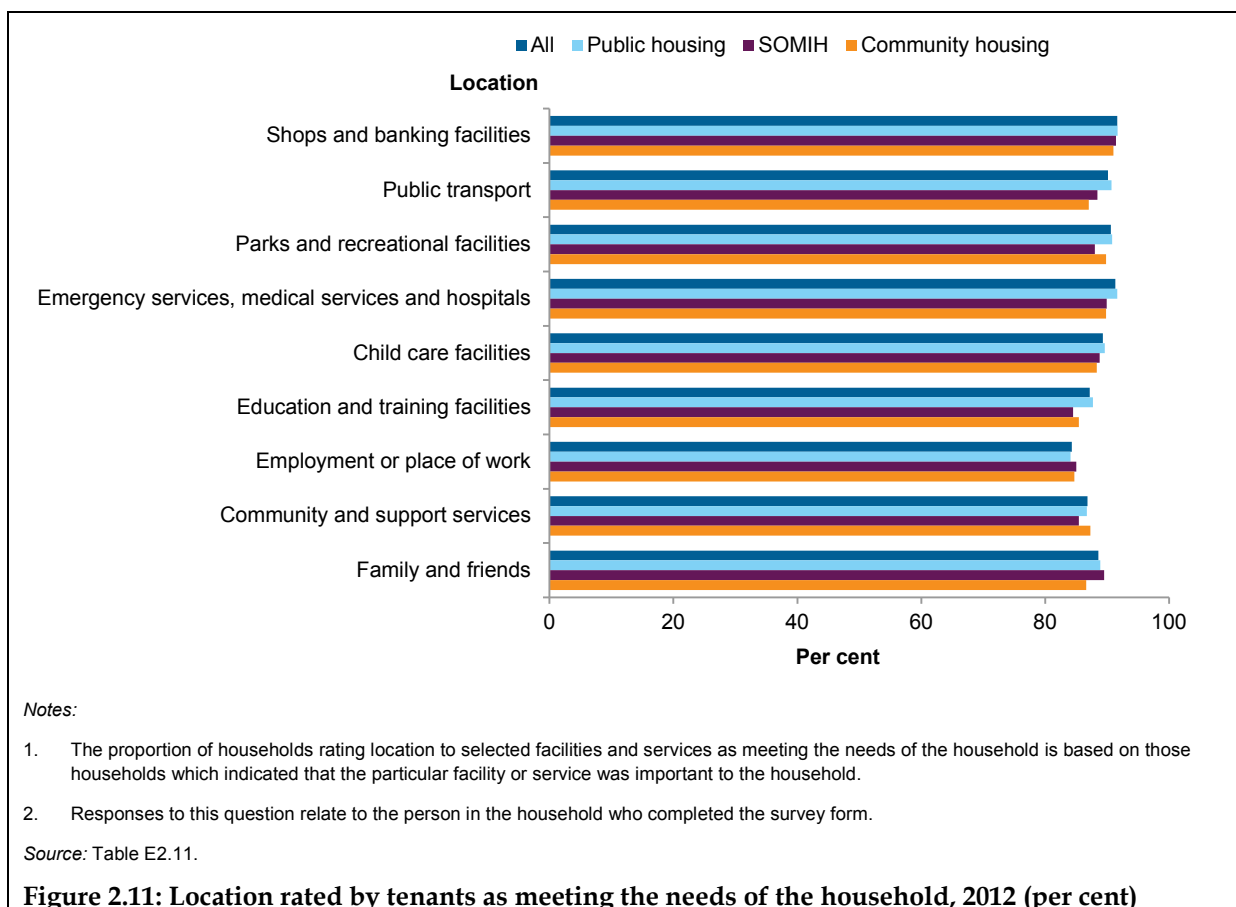
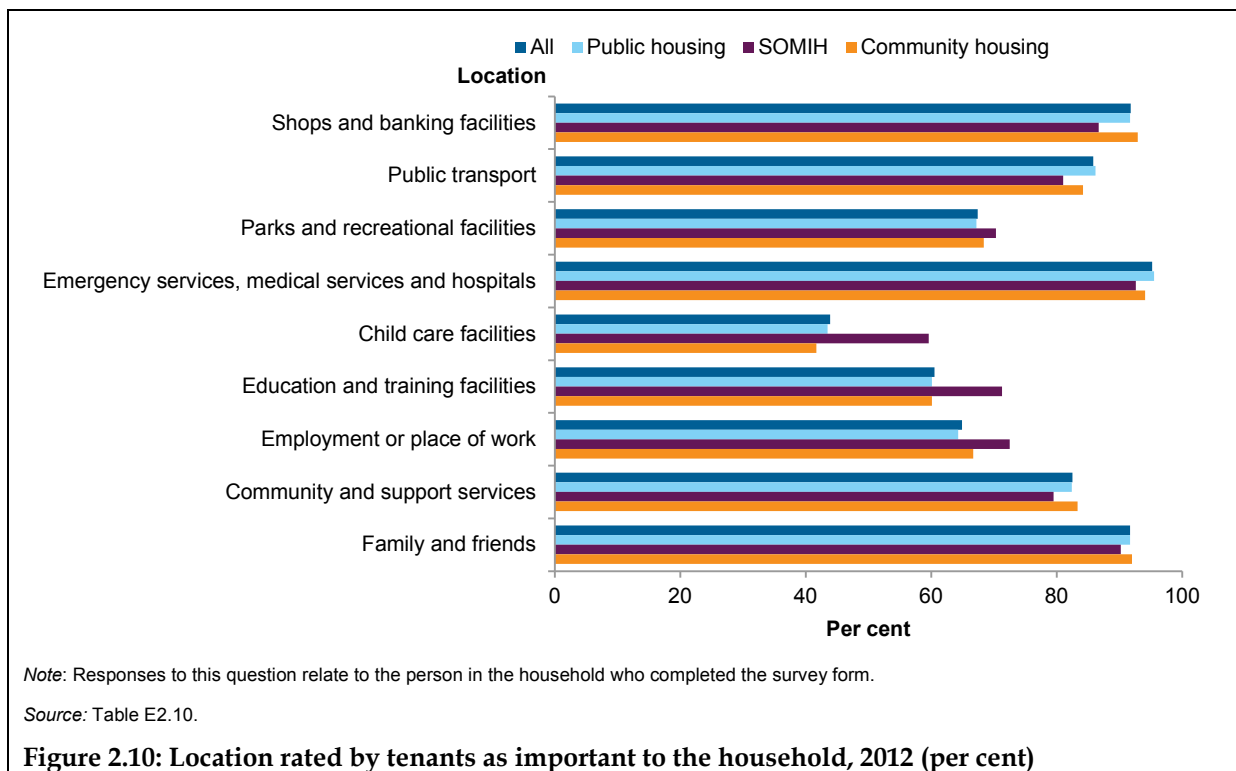
- child care facilities (44% for PH, 60% for SOMIH and 42% for CH)
- education and training facilities (60% for PH and CH and 71% for SOMIH).

The services rated as important by households can be partly explained by the age of tenants and the presence or absence of dependent children.

For the almost two-thirds of NSHS respondents (64%) aged 55 and older, particularly in public housing and community housing households, a higher importance was attached to the location of emergency services, medical facilities and hospitals. SOMIH households are characterised by a younger age profile, with a higher proportion of households containing dependent children. As such, SOMIH households were more likely to rate proximity to child care, education and training facilities as important.

Households indicating that proximity to various facilities or services was important were asked to indicate if their current home met their needs. Across all social housing programs, the majority of tenants indicated that their household's needs were met.

In comparing this finding with the previous NSHS surveys, there has been little change overall across the various levels of satisfaction associated with location.



Satisfaction with location, by state and territory

Social housing tenant satisfaction with their dwelling's location was high across the states and territories for all social housing programs (Tables 2.8, 2.9 and 2.10).

Public housing tenants' satisfaction with location was higher than the national average for:

- shops and banking facilities in Queensland (96%) and South Australia (95%)
- parks and recreational facilities in Western Australia (94%)
- education and training facilities in South Australia (94%)
- employment or place of work in both South Australia (93%) and the Northern Territory (92%)
- community and support services in the Northern Territory (90%)
- family and friends in Queensland (93%), South Australia (92%) and the Northern Territory (93%).

Table 2.8: Location aspects rated by tenants as meeting the needs of the household in public housing, by state and territory, 2012 (per cent)

	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	All (%)
Shops and banking facilities	†88.8	92.6	†95.5	89.3	†94.5	91.9	92.1	91.7	91.7
Public transport	90.1	92.3	91.3	87.1	90.2	90.5	92.8	93.4	90.7
Parks and recreational facilities	†89.2	91.2	92.1	†94.1	91.3	†85.5	91.8	89.7	90.8
Emergency services, medical services and hospitals	†90.1	92.4	93.6	90.6	93.1	89.6	90.8	90.4	91.6
Child care facilities	88.6	86.9	94.4	87.6	93.8	83.3	84.6	93.2	89.6
Education and training facilities	86.3	84.9	88.8	87.7	†94.4	88.0	88.9	90.0	87.7
Employment or place of work	81.8	80.0	86.5	87.2	†92.8	78.1	87.9	†92.1	84.1
Community and support services	†84.9	87.1	89.1	86.3	88.4	85.3	86.6	†90.3	86.7
Family and friends	†86.0	88.3	†93.0	88.8	†92.4	89.9	86.4	†92.7	88.9

† Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
2. Responses to this question relate to the person in the household who completed the survey form.

SOMIH tenant's satisfaction with location was higher than the national average for:

- shops and banking facilities (97%), public transport (94%), parks and recreational facilities (96%) and emergency services, medical services and hospitals (96%) in South Australia.

Table 2.9: Location aspects rated by tenants as meeting the needs of the household in SOMIH, by state and territory, 2012 (per cent)

	NSW (%)	Qld (%)	SA (%)	Tas (%)	All (%)
Shops and banking facilities	90.9	89.2	[‡] 96.8	89.2	91.4
Public transport	91.4	[‡] 81.3	[‡] 93.8	86.9	88.4
Parks and recreational facilities	87.8	84.1	[‡] 95.8	87.5	88.0
Emergency services, medical services and hospitals	87.8	88.9	[‡] 96.2	89.4	89.9
Child care facilities	91.9	85.4	89.7	80.3	88.8
Education and training facilities	85.5	82.8	85.0	83.9	84.5
Employment or place of work	85.4	84.3	86.2	79.1	85.0
Community and support services	83.7	86.9	86.3	85.1	85.4
Family and friends	88.2	90.5	91.0	88.3	89.5

[‡] Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

- The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
- Responses to this question relate to the person in the household who completed the survey form.

Community housing tenant's satisfaction with location was higher than the national average for:

- shops and banking facilities in the Australian Capital Territory (98%)
- public transport in South Australia (91%)
- emergency services, medical services and hospitals in Tasmania (95%)
- community and support services in Tasmania (97%)
- family and friends in Tasmania (95%).

Table 2.10: Location aspects rated by tenants as meeting the needs of the household in community housing, by state and territory, 2012 (per cent)

	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	All (%)
Shops and banking facilities	89.8	93.3	91.7	89.4	92.5	91.5	[‡] 97.6	91.0
Public transport	85.4	89.2	83.9	89.6	[‡] 91.3	88.7	91.3	87.0
Parks and recreational facilities	88.7	90.2	90.3	91.8	89.7	91.7	89.8	89.8
Emergency services, medical services and hospitals	89.7	90.0	91.7	85.5	92.4	[‡] 95.0	92.3	89.8
Child care facilities	88.8	89.9	83.6	89.6	87.5	95.1	88.9	88.3
Education and training facilities	84.6	85.1	88.1	84.0	86.6	86.6	93.9	85.4
Employment or place of work	83.8	84.5	88.8	83.8	81.4	90.0	90.6	84.7
Community and support services	85.3	87.7	90.6	86.8	87.7	[‡] 96.6	90.9	87.3
Family and friends	84.9	88.6	84.7	90.3	86.2	[‡] 95.2	90.2	86.6

[‡] Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with location, by remoteness

There were differences in the extent to which the location (in terms of remoteness) of tenants' housing met the location needs of the household across the various social housing programs (Table 2.11).

For public housing tenants, proximity to the following facilities and services were rated highest for:

- public transport (92%), emergency services, medical services and hospitals (92%) for *Major cities*
- shops and banking facilities (92%), emergency services, medical services and hospitals (91%) for *Inner regional* areas
- parks and recreational facilities (95%), shops and banking facilities (94%) for *Outer regional* areas
- child care facilities (99%), education and training facilities (97%) for *Remote* areas.

For SOMIH tenants, proximity to various facilities and services was rated highest in terms of meeting the needs of the household in *Major cities* and decreased as the level of remoteness increased. Proximity to the following facilities and services were rated highest for SOMIH tenants for:

- public transport (96%) and shops and banking facilities (96%) for *Major cities*
- child care facilities (92%), family and friends (90%), and public transport (90%) for *Inner regional areas*
- shops and banking facilities (93%), and emergency services, medical services and hospitals (92%) for *Outer regional areas*
- family and friends (89%), emergency services, medical services and hospitals (84%), and community and support services (84%) for *Remote areas*.

Notably, only 63% of SOMIH respondents in *Remote areas* rated proximity to public transport as meeting the needs of their household.

For community housing tenants, proximity to the following facilities and services were rated highest for:

- public transport (91%), and shops and banking facilities (91%) for *Major cities*
- shops and banking facilities (92%) and emergency services, medical services and hospitals (89%) for *Inner regional areas*
- child care facilities (96%), and community and support services (95%) for *Outer regional areas*
- shops and banking facilities (100%), family and friends (95%), and parks and recreational facilities (95%) for *Remote areas*.

Notably, only 65% of community housing respondents in *Remote areas* rated proximity to public transport as meeting the needs of their household.

Table 2.11: Location aspects rated by tenants as meeting the needs of the household, by housing program type, by location, 2012 (per cent)

Proximity to	Public housing (%)					SOMIH (%)					Community housing (%)				
	Major cities	Inner regional	Outer regional	Remote ^(a)	All	Major cities	Inner regional	Outer regional	Remote ^(a)	All	Major cities	Inner regional	Outer regional	Remote ^(a)	All
Shops and banking facilities	91.3	92.0	93.9	92.3	91.7	95.5	89.4	92.5	81.1	91.4	90.5	91.6	91.9	100.0	91.0
Public transport	92.0	86.6	84.7	88.1	90.7	95.9	89.8	82.8	62.7	88.4	91.2	76.3	73.6	⁺⁺ 65.3	87.0
Parks and recreational facilities	90.6	89.5	94.8	91.7	90.8	91.8	88.1	89.3	73.2	88.0	90.4	87.6	88.6	95.0	89.8
Emergency services, medical services and hospitals	91.7	90.8	90.6	95.6	91.6	92.8	86.9	91.6	84.2	89.9	90.0	88.7	90.1	94.1	89.8
Child care facilities	90.2	83.4	92.1	98.9	89.6	92.7	91.6	85.1	83.4	88.8	87.5	87.3	95.7	94.3	88.3
Education and training facilities	87.4	86.5	89.4	97.2	87.7	88.9	85.5	82.3	74.8	84.5	87.4	78.8	88.6	78.9	85.4
Employment or place of work	84.1	81.2	86.7	93.4	84.1	86.3	84.0	88.3	78.4	85.0	84.8	82.3	90.6	88.0	84.7
Community and support services	86.0	87.2	92.4	82.0	86.7	88.3	84.7	82.6	84.2	85.4	86.8	86.3	95.2	77.0	87.3
Family and friends	88.3	88.8	93.4	90.3	88.9	87.6	90.3	91.4	89.4	89.5	85.2	87.8	91.7	95.2	86.6

⁺⁺ Indicates RSE of over 25% and less than 50%

(a) 'Remote' includes both 'Remote' and 'Very remote' areas.

Notes

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with location, by Indigenous status

Proximity to shops and banking facilities was consistently highly rated as meeting the needs of the household regardless of Indigenous status (Table 2.12).

For public and community housing, the most highly rated location aspect differed between Indigenous and non-Indigenous respondents.

- Non-Indigenous tenants in both public and community housing: proximity to shops and banking facilities were rated highest (92% and 91%, respectively), followed by proximity to parks and recreational facilities (91% for both).
- Indigenous tenants in both public and community housing: proximity to child care facilities were rated highest (93% and 96%, respectively), followed by proximity to shops and banking facilities (90% for PH and 94% for CH).

Aside from proximity to employment or place of work, community and support services, and family and friends, there was little difference in the proportion of tenants rating proximity to the facilities and services listed between Indigenous and non-Indigenous tenants in SOMIH.

Table 2.12: Location aspects rated by tenants as meeting the needs of the household, by Indigenous status, 2012 (per cent)

Proximity to	Public housing (%)		SOMIH (%)		Community housing (%)	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Shops and banking facilities	88.9	91.7	91.3	94.2	94.2	91.2
Public transport	87.0	90.0	89.0	87.0	93.0	86.0
Parks and recreational facilities	83.2	90.9	88.1	86.2	83.9	90.6
Emergency services, medical services and hospitals	86.7	91.8	90.0	93.3	91.3	89.8
Child care facilities	92.6	89.6	89.0	91.7	96.4	87.1
Education and training facilities	86.7	87.3	85.6	83.5	82.8	85.9
Employment or place of work	75.3	84.1	84.5	90.8	85.9	85.2
Community and support services	84.2	86.7	84.7	92.8	89.3	87.1
Family and friends	83.7	88.9	89.2	94.2	82.8	86.7

Notes

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with location, by previous homelessness

Tenants who had been homeless in the 5 years prior to the NSHS (about 1 in 10 of social housing tenants) were less likely to rate their proximity to certain facilities and services as important and meeting the needs of the household across all social housing programs (Table 2.13).

The exception was community housing respondents who had previously experienced homelessness. They were more likely to rate proximity to public transport as important and meeting the needs of their household than those who had not previously experienced homelessness, however the difference was marginal.

Satisfaction with location amongst those respondents who had previously experienced homelessness was highest with:

- child care facilities (90%) for public housing tenants
- shops and banking facilities (88%) for SOMIH tenants
- shops and banking facilities and public transport (both at 88%) for community housing tenants.

Amongst those who had not experienced homelessness in the 5 years prior to the NSHS, satisfaction was highest with shops and banking facilities for all social housing tenants (92% for PH, SOMIH and CH). Public housing tenants also highly rated proximity to emergency services, medical services and hospitals (92%).

Table 2.13: Location aspects rated by tenants as meeting the needs of the household, by previous homelessness, 2012 (per cent)

Proximity to	Public housing (%)		SOMIH (%)		Community housing (%)	
	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years
Shops and banking facilities	87.6	92.1	87.5	92.1	88.3	91.7
Public transport	89.2	90.8	81.1	89.5	87.7	86.7
Parks and recreational facilities	88.8	91.1	83.0	88.7	84.5	91.2
Emergency services, medical services and hospitals	88.6	91.9	83.8	90.8	86.7	90.5
Child care facilities	89.5	89.6	81.0	90.3	84.4	89.8
Education and training facilities	81.7	88.8	66.2	87.9	84.5	85.8
Employment or place of work	71.6	86.0	67.8	88.1	79.4	85.9
Community and support services	79.1	87.6	72.4	87.3	80.0	89.2
Family and friends	77.5	90.0	75.6	91.3	74.5	89.2

Notes:

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on those households which indicated that the particular amenity was important to the household.
2. Responses to this question relate to the person in the household who completed the survey form.

Box 2.4: Demographic characteristics of survey respondents related to satisfaction with location

- Respondents aged 55-64 were the most likely to report their proximity to 5 out of 9 facilities and services as meeting the needs of their household, ranging from 89% for employment or place of work to 94% for child care facilities.
- Those aged 75 and over were most likely to rate their proximity to community support services, education and training facilities, and to family and friends as meeting their needs.
- Respondents who completed primary school as their highest level of education were the most likely to report their proximity to 4 out of 9 facilities as meeting the needs of their household, ranging from 87% for proximity to family and friends to 92% for parks and recreation facilities and shops and banking facilities.
- Respondents who were employed full-time and part-time were the most likely to report that the location of their dwelling met the needs of their household.

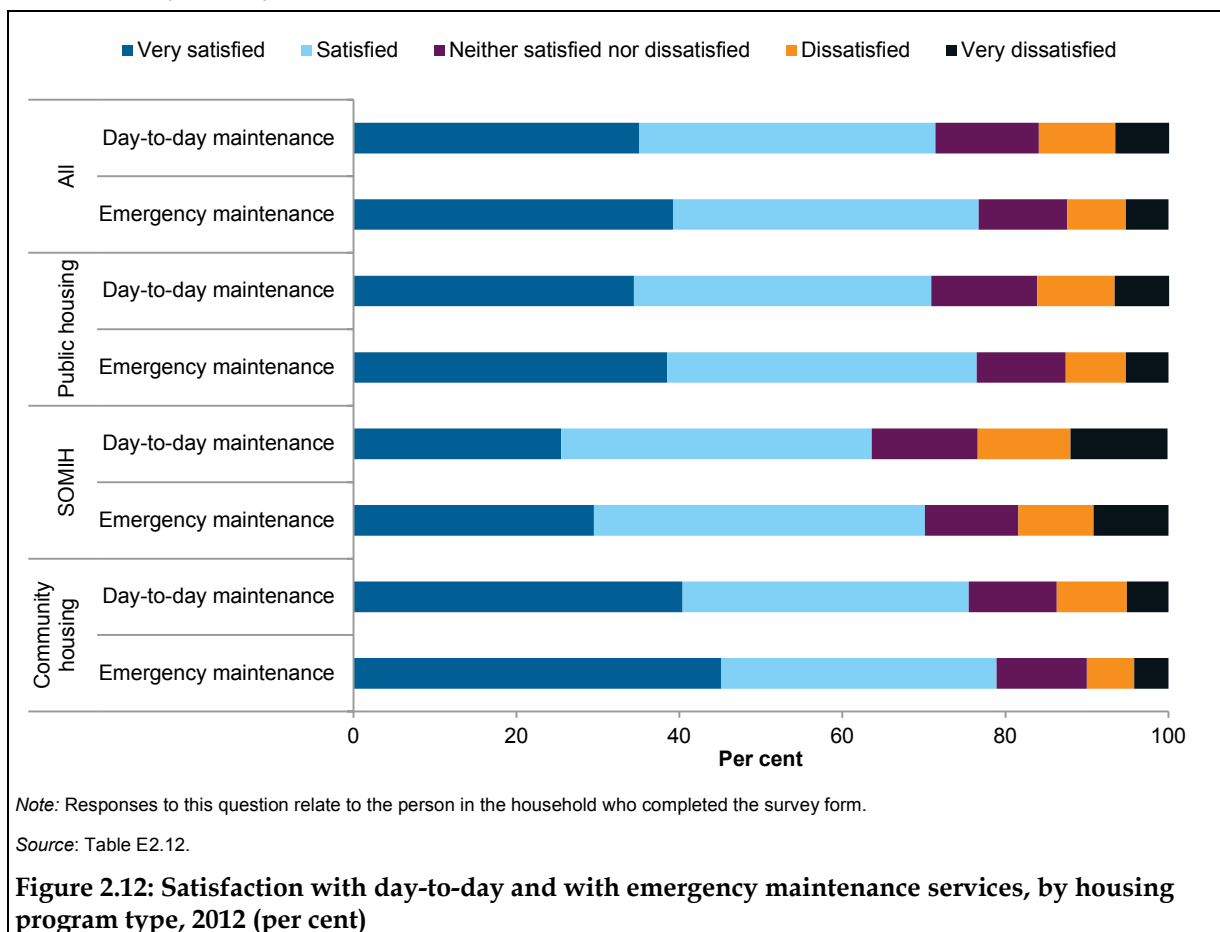
Satisfaction with maintenance services

The NSHS asked social housing tenants to rate their level of satisfaction with both day-to-day and emergency maintenance services:

- Day-to-day maintenance included such services as fixing slow-dripping taps, faulty internal door locks, or single power points or lights not working.
- Emergency maintenance included fixing a blocked or broken toilet system, burst water service or main, gas leaks, flooding, electrical faults, or storm or fire damage.

The level of satisfaction with emergency maintenance services was slightly higher than that observed for day-to-day maintenance services (Figure 2.12):

- 77% of public housing tenants and 79% of community housing tenants were satisfied with emergency maintenance services, as were 70% of SOMIH tenants.
- 71% of public housing tenants and 76% of community housing tenants were satisfied with day-to-day maintenance services, as were 64% of SOMIH tenants.



Satisfaction with day-to-day maintenance services

Satisfaction with day-to-day maintenance services, by state and territory

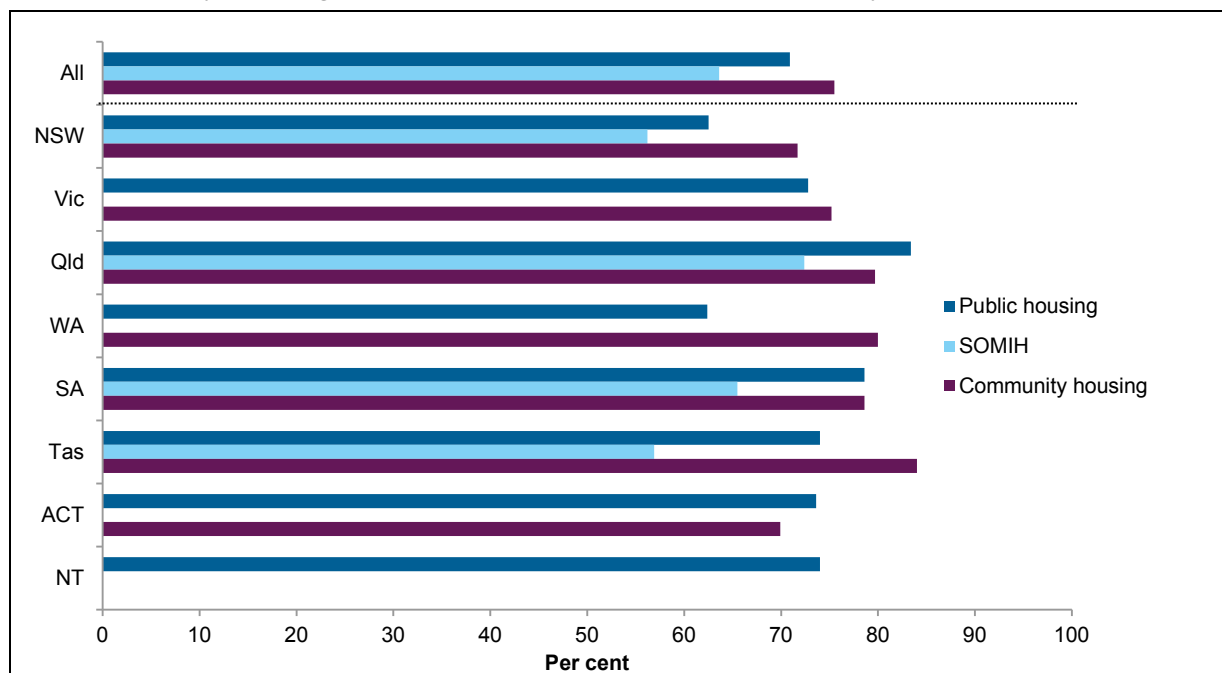
Around 3 in 5 social housing tenants were satisfied with the day-to-day maintenance services provided by their housing organisation across the different states and territories (Figure 2.13).

Compared to the national average (71% for PH, 64% for SOMIH and 76% for CH), satisfaction was higher for:

- public housing tenants in Queensland (83%) and South Australia (79%)
- SOMIH tenants in Queensland (72%)
- community housing tenants in Tasmania (84%).

Compared to the national average, satisfaction was lower for:

- public housing tenants in Western Australia (62%) and New South Wales (63%)
- SOMIH tenants in New South Wales (56%)
- community housing tenants in the Australian Capital Territory (70%).



Notes

1. Responses to this question refer to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table E2.13.

Figure 2.13: Proportion of tenants satisfied with day-to-day maintenance services, by state and territory, 2012 (per cent)

Satisfaction with day-to-day maintenance services, by location (remoteness)

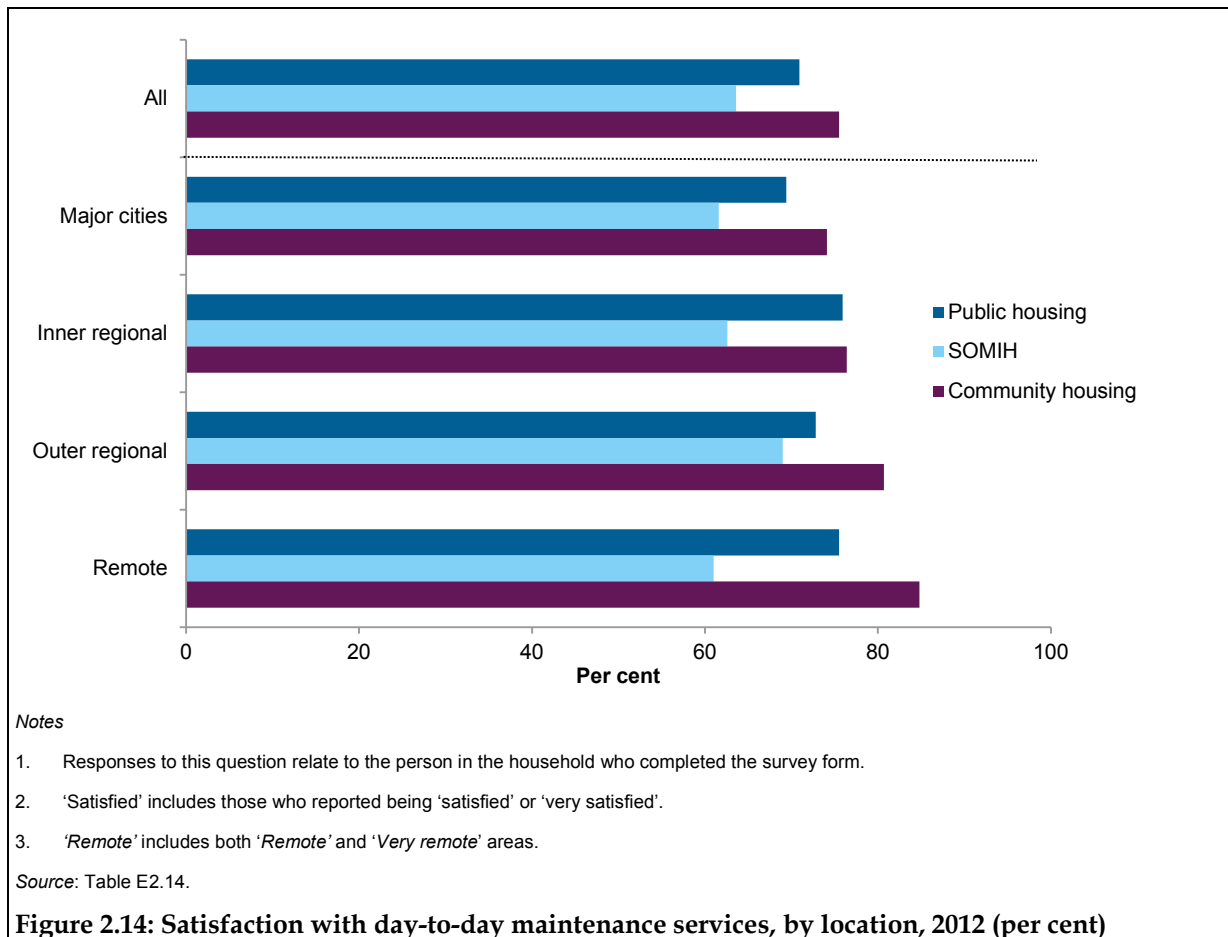
Satisfaction with day-to-day maintenance services differed across location for the various social housing programs. For community housing tenants, it increased along with increasing remoteness (Figure 2.14).

Satisfaction was highest for:

- public housing tenants (76%) who lived in *Inner regional* and *Remote* areas
- SOMIH tenants (69%) who lived in *Outer regional* areas
- community housing tenants (85%) who lived in *Remote* areas.

Satisfaction was lowest for:

- public housing tenants (69%) who lived in *Major cities*
- SOMIH tenants (61%) who lived in *Remote* areas
- community housing tenants (74%) who lived in *Major cities*.

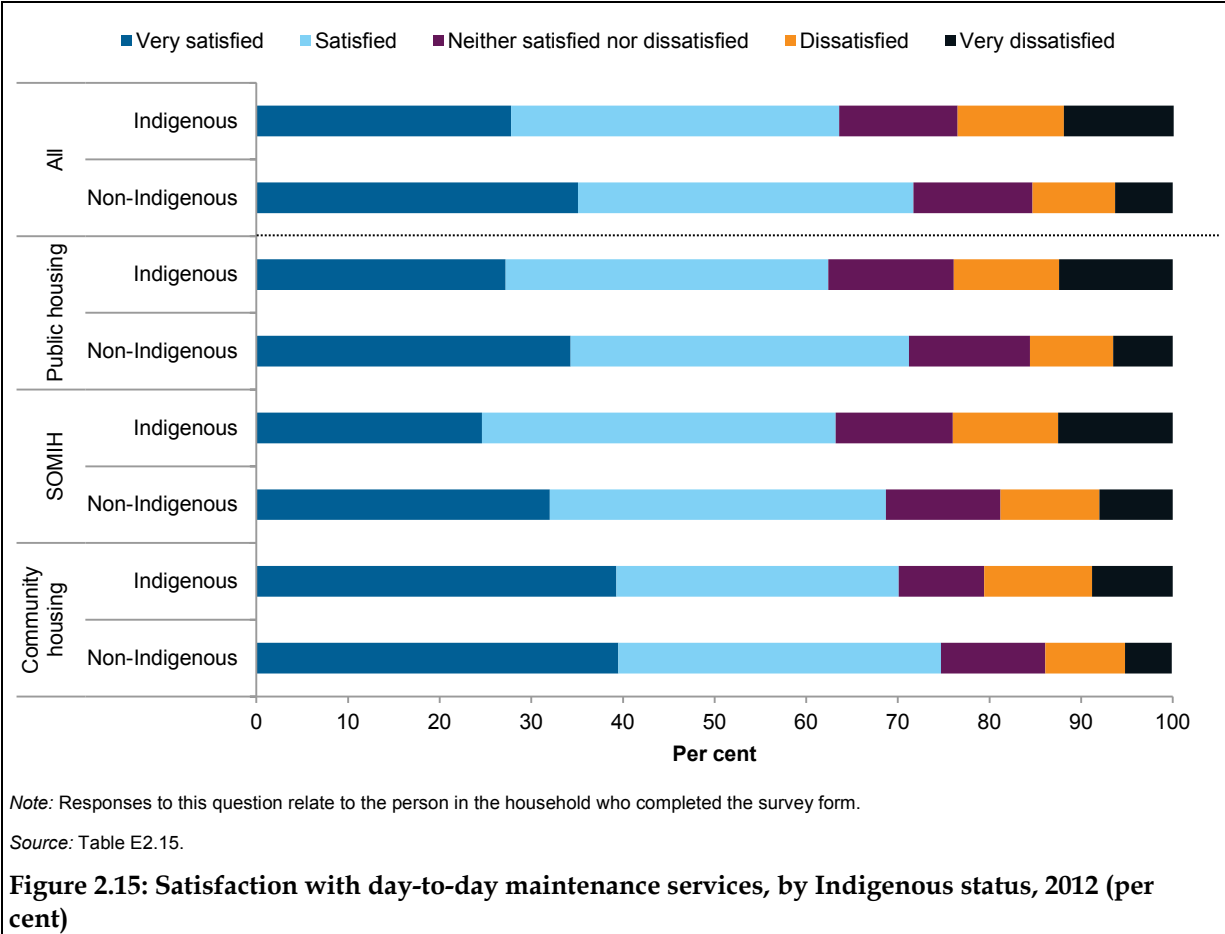


Satisfaction with day-to-day maintenance services, by Indigenous status

Satisfaction with day-to-day maintenance services was higher for non-Indigenous tenants across all social housing programs (Figure 2.15).

The rate of satisfaction (those who were satisfied and very satisfied) among Indigenous tenants was:

- almost identical for public housing (62%) and SOMIH tenants (63%)
- higher for community housing tenants (70%).

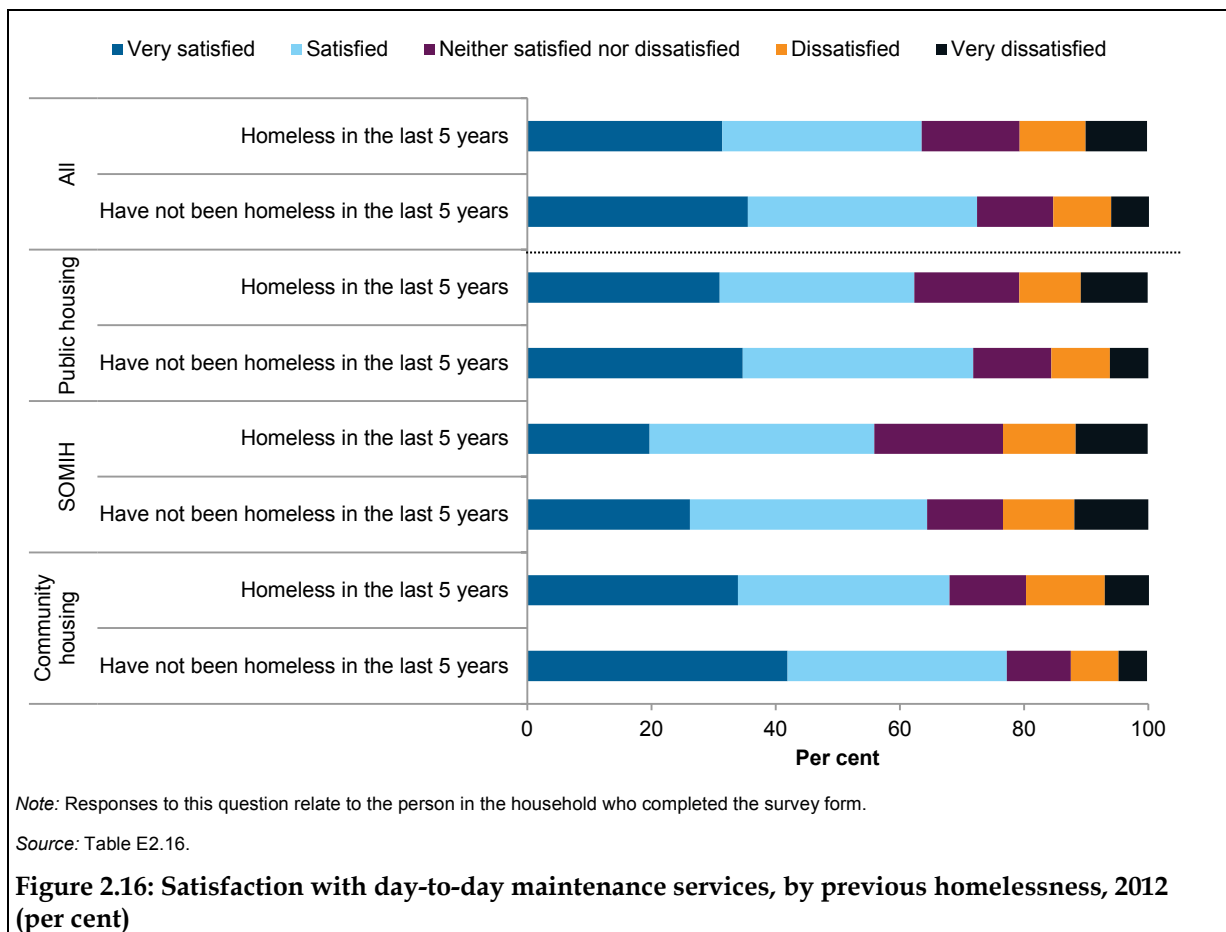


Satisfaction with day-to-day maintenance services, by previous homelessness

Overall, satisfaction with day-to-day maintenance services was higher among tenants who had not experienced homelessness in the 5 years prior to the survey compared to those who had, across the 3 social housing program types (Figure 2.16).

Regardless of prior experience of homelessness, satisfaction with day-to-day maintenance services was:

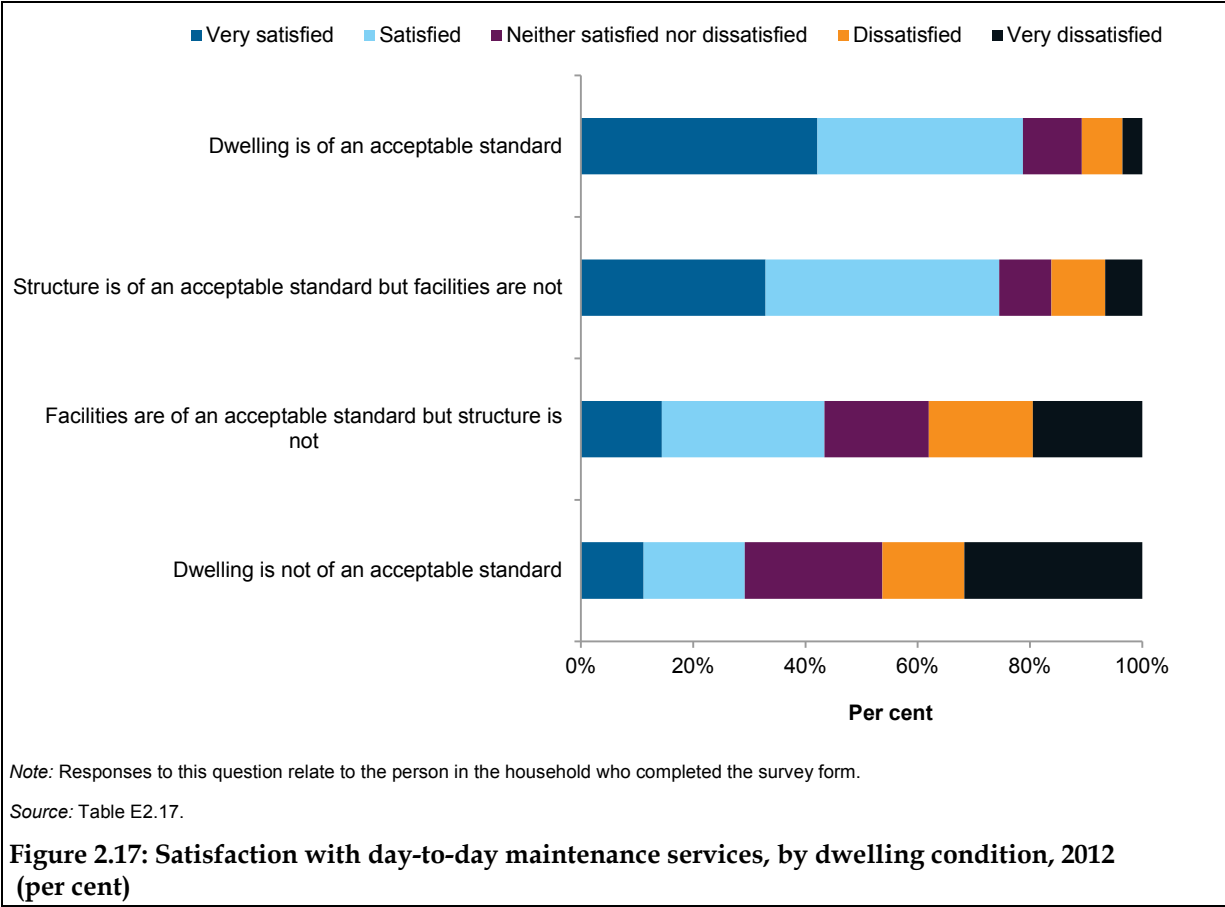
- highest among community housing tenants, both for those who had been homeless in the 5 years leading up to the survey and those who had not (68% and 77%, respectively)
- lowest for SOMIH tenants (56% of those who had been homeless, 64% of those who had not been homeless).



Satisfaction with day-to-day maintenance services, by dwelling condition

Satisfaction with day-to-day maintenance services increased as the dwelling standard increased (Figure 2.17).

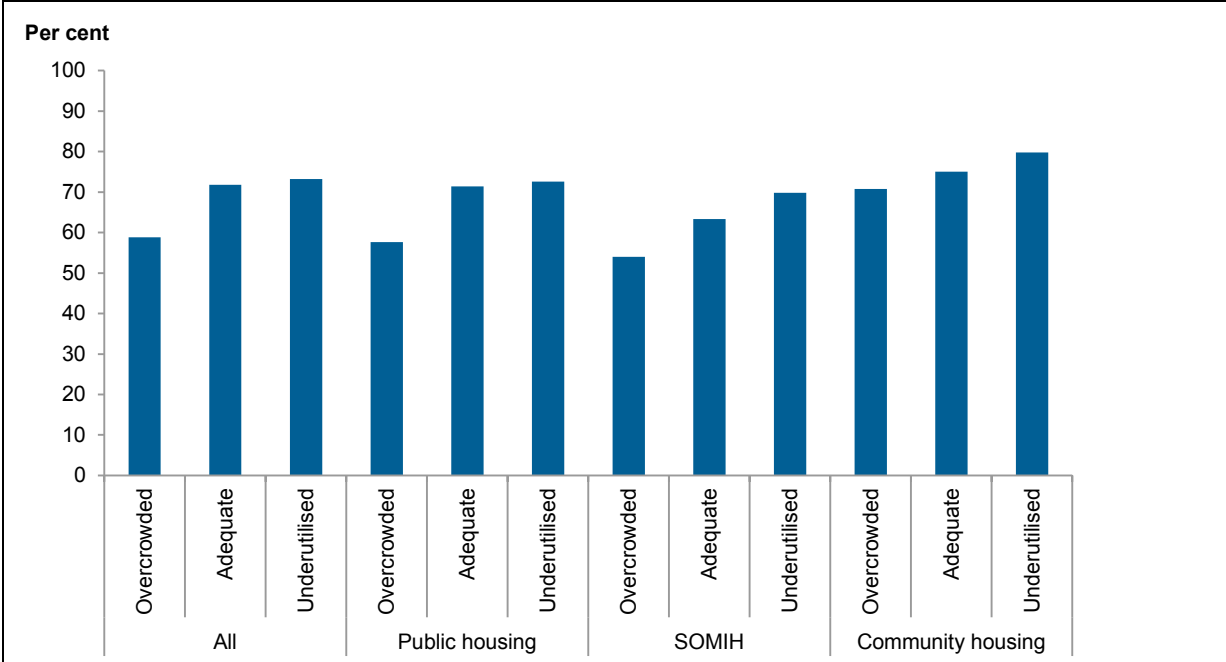
- Satisfaction with day-to-day maintenance was highest among tenants with dwellings that were of an acceptable standard (42% very satisfied, 37% satisfied).
- Satisfaction was also high among tenants whose dwellings were of an acceptable standard but their facilities were not (33% very satisfied, 42% satisfied).
- Those whose dwellings were of an unacceptable standard had the lowest proportion of tenants who were satisfied (11% very satisfied, 18% satisfied).



Satisfaction with day-to-day maintenance services, by dwelling utilisation

Satisfaction with day-to-day maintenance services was highest among tenants whose dwellings were underutilised, though public housing tenants in adequately utilised dwellings were equally satisfied (Figure 2.18).

Satisfaction was lowest among tenants living in overcrowded dwellings across all social housing programs – possibly due to a higher need for maintenance services due to the additional strain placed on facilities through overcrowding – with public housing tenants less satisfied than the national average.



- Notes
1. Responses to this question refer to the person who completed the survey form.
 2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table E2.18.

Figure 2.18: Proportion of tenants who were satisfied with day-to-day maintenance services, by dwelling utilisation, 2012 (per cent)

Box 2.5: Demographic characteristics of survey respondents related to satisfaction with day-to-day maintenance services

- Satisfaction with day-to-day maintenance increased with increasing age. Four in 5 (81%) respondents aged 75 and over reported being satisfied with the day-to-day maintenance services provided by their housing organisation.
- Nearly 3 in 4 (71%) respondents who had no formal education reported being satisfied with the day-to-day maintenance services they received from their housing organisation. For respondents who had some form of formal education, satisfaction with day-to-day maintenance services decreased with increasing level of education.
- Around 4 in 5 (81%) retired respondents were satisfied with the day-to-day maintenance services they received from their housing organisation, compared to only 59% of those in full-time study.

Satisfaction with emergency maintenance services**Satisfaction with emergency maintenance, by state and territory**

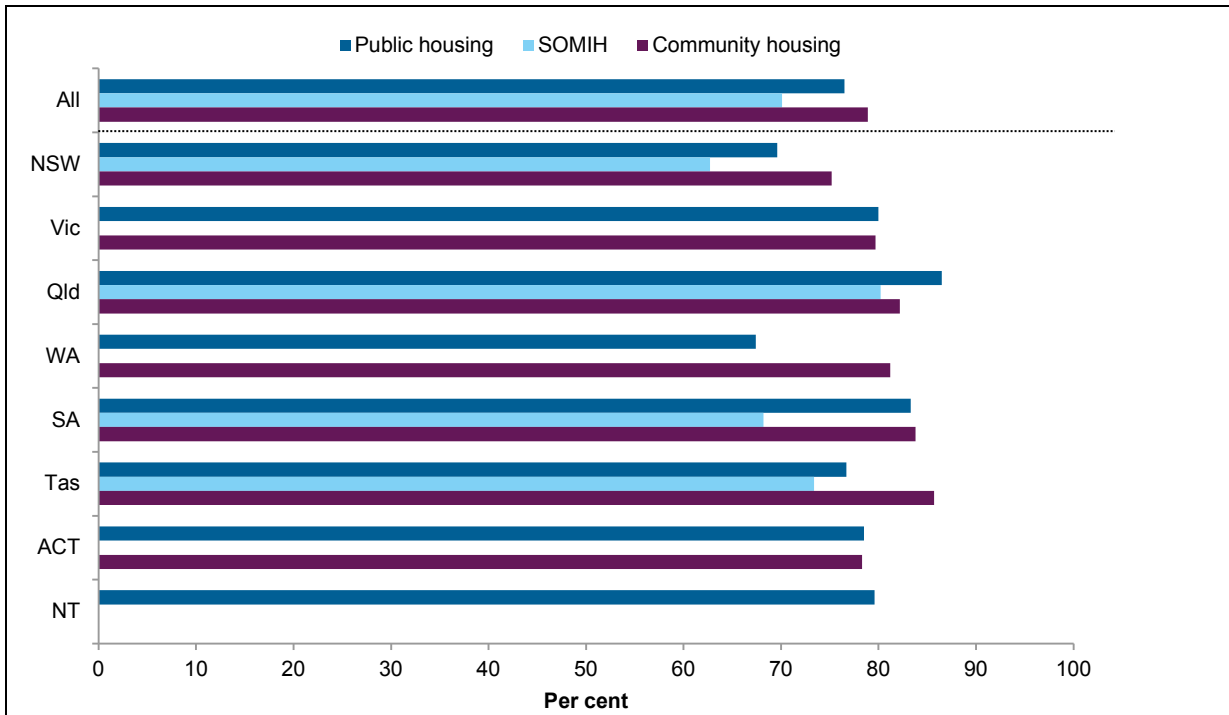
Overall, satisfaction with emergency maintenance services was higher than satisfaction with day-to-day maintenance services.

Compared to the national average (77% for PH, 70% for SOMIH and 79% for CH), satisfaction was higher for (Figure 2.19):

- public housing tenants in Queensland (87%) and South Australia (83%)
- SOMIH tenants in Queensland (80%)
- community housing tenants in South Australia (84%) and Tasmania (86%).

Compared to the national average, satisfaction was lower for:

- public housing tenants in New South Wales (70%) and Western Australia (67%)
- SOMIH tenants in New South Wales (63%).



Notes

1. Responses to this question refer to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table E2.19.

Figure 2.19: Satisfaction with emergency maintenance services, by state and territory, 2012 (per cent)

Satisfaction with emergency maintenance services, by location (remoteness)

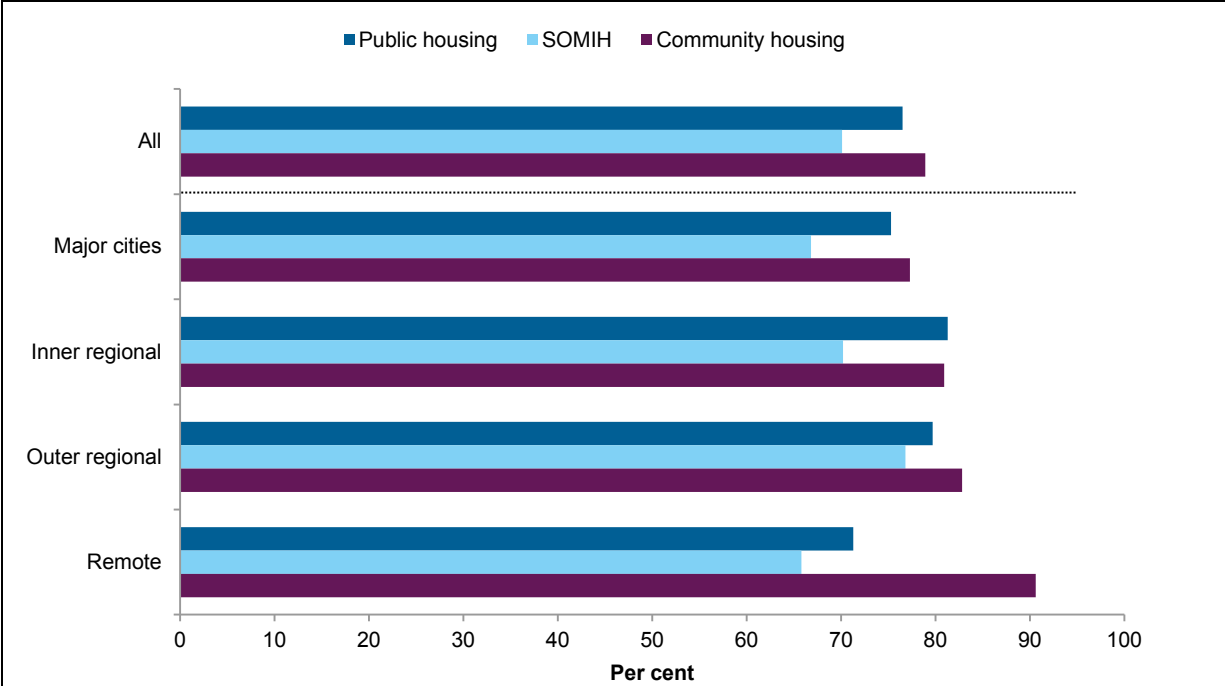
Satisfaction with emergency maintenance services differed across location for the various social housing programs, and as with day-to-day maintenance satisfaction increased for community housing tenants along with remoteness (Figure 2.20).

Satisfaction with emergency maintenance was highest for respondents in:

- public housing (81%) who lived in *Inner regional* areas
- SOMIH (77%) who lived in *Outer regional* areas
- community housing (91%) who lived in *Remote* areas.

Satisfaction was lowest for:

- public housing (71%) and SOMIH (66%) respondents in *Remote* areas
- community housing (77%) respondents in *Major cities*.



Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.
3. 'Remote' includes 'Remote' and 'Very remote' areas.

Source: Table E2.20.

Figure 2.20: Satisfaction with emergency maintenance services, by location, 2012 (per cent)

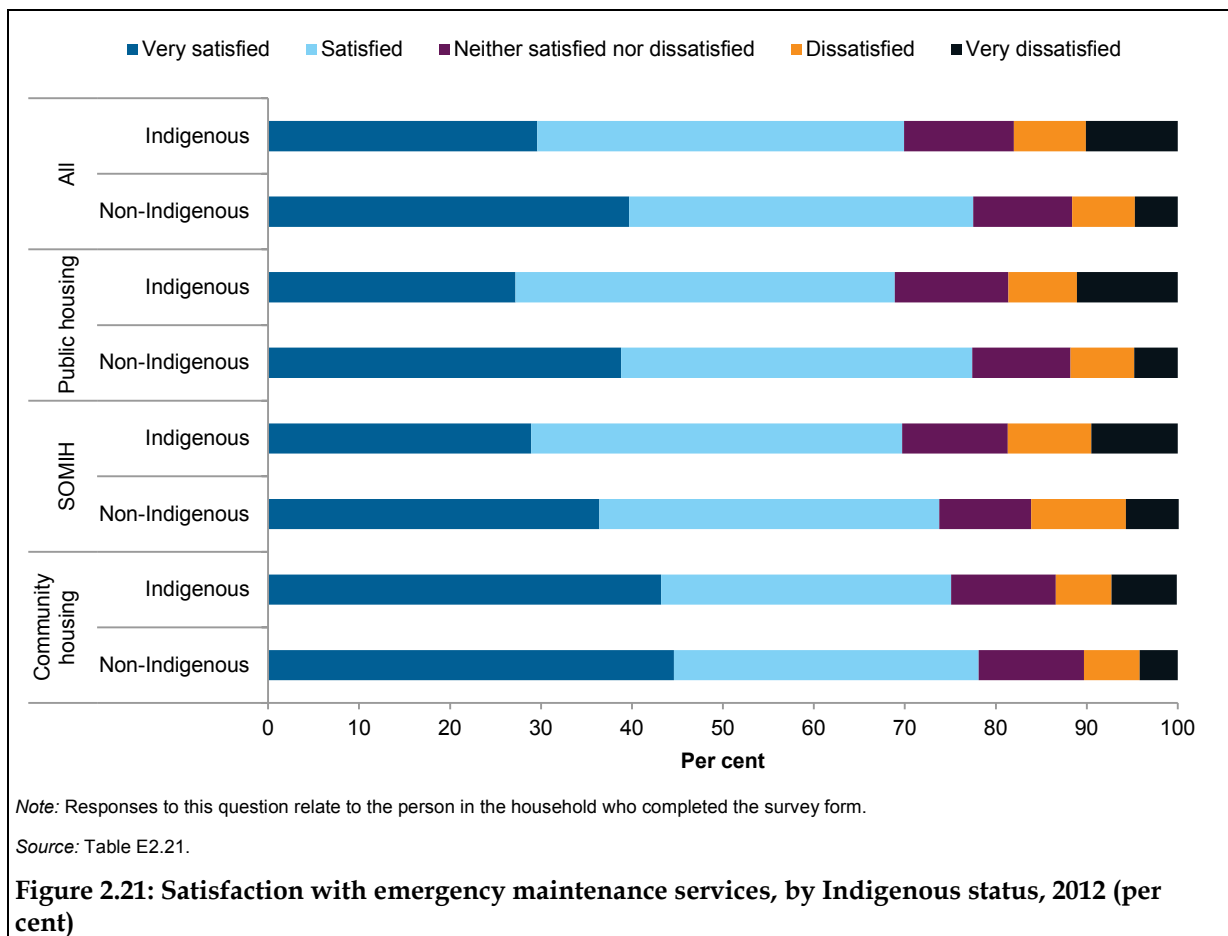
Satisfaction with emergency maintenance services, by Indigenous status

Overall, the NSHS found that satisfaction with emergency maintenance services was higher amongst non-Indigenous tenants than Indigenous tenants across all social housing programs (Figure 2.21).

The rate of satisfaction (those who were satisfied and those who were very satisfied) amongst Indigenous tenants was:

- almost identical for public housing tenants (69%) and SOMIH tenants (70%)
- higher for community housing tenants (75%).

The biggest difference in the rates of satisfaction between Indigenous and non-Indigenous tenants was for public housing.

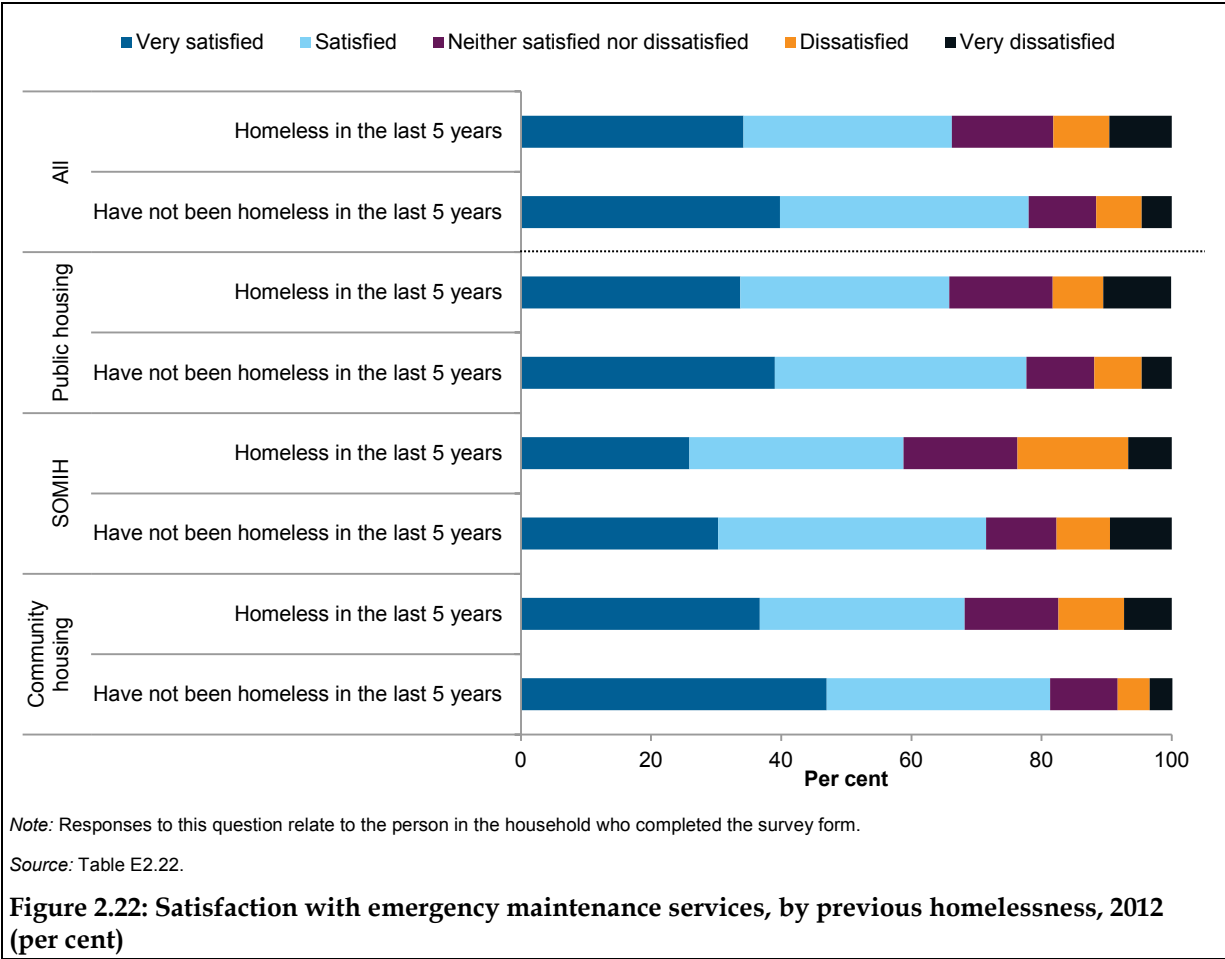


Satisfaction with emergency maintenance services, by previous homelessness

Satisfaction with emergency maintenance services was lower among tenants who had experienced homelessness in the 5 years prior to the survey compared to those who had not. This trend was seen across the 3 social housing programs (Figure 2.22).

The NSHS found that satisfaction with emergency maintenance services was:

- highest for public housing tenants (78%) and community housing tenants (81%) who had not experienced homelessness in the past 5 years
- lowest for SOMIH tenants (59%) who had been homeless in the past 5 years.

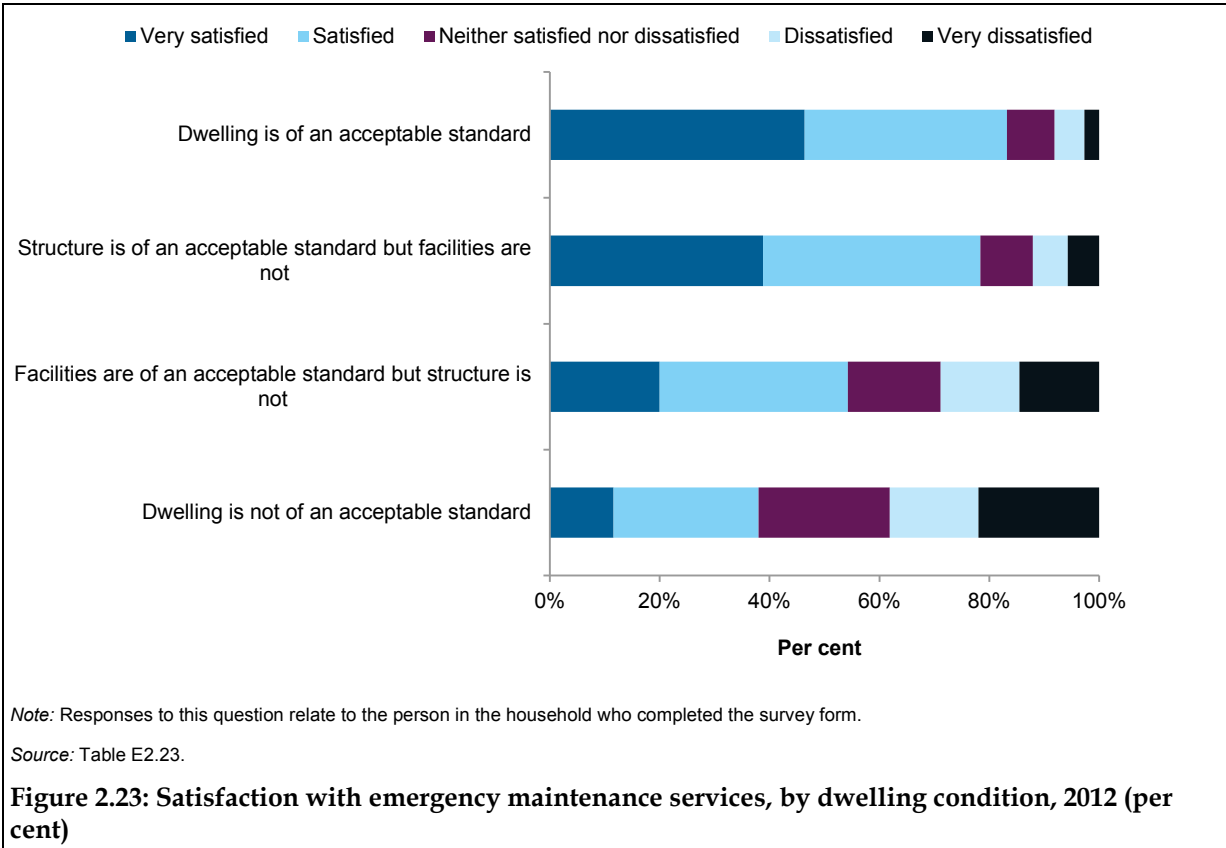


Satisfaction with emergency maintenance services, by dwelling condition

Satisfaction with emergency maintenance services increased as the dwelling standard increased (Figure 2.23). This finding may reflect that respondents living in dwellings of an acceptable standard are less likely to rely on emergency maintenance services than tenants living in a dwelling with structural and/or facilities problems.

- Satisfaction with emergency maintenance services was highest among respondents with dwellings that were of an acceptable standard (46% very satisfied and 37% satisfied).
- Satisfaction was also high among tenants whose dwellings were of an acceptable standard but their facilities were not (39% very satisfied and 40% satisfied).
- Respondents whose dwellings were of an unacceptable standard had the lowest proportion of tenants who were satisfied with emergency maintenance services (12% very satisfied and 26% satisfied).

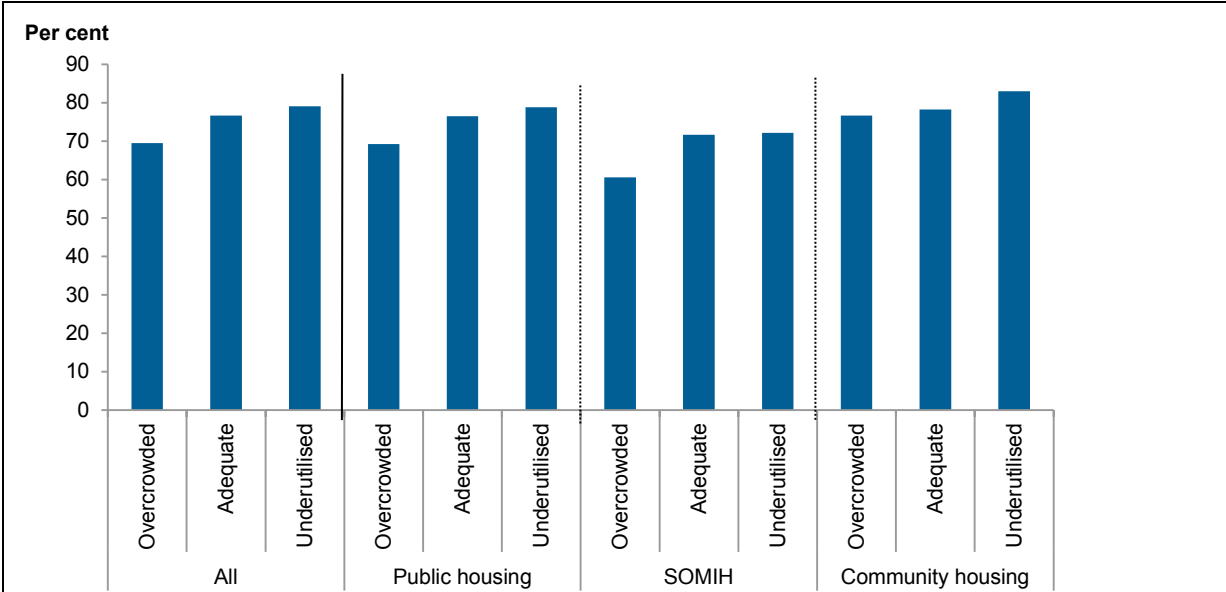
Notably, the rates of dissatisfaction was lower for emergency maintenance services compared to day-to-day maintenance services for all 4 types of dwelling condition.



Satisfaction with emergency maintenance services, by dwelling utilisation

The proportion of tenants satisfied with emergency maintenance was highest among those who live in underutilised dwellings, and was lowest among respondents who live in overcrowded dwellings (Figure 2.24). This may be explained by less strain on the facilities in underutilised houses.

The proportion of tenants who were satisfied with emergency maintenance services was higher compared to the proportion satisfied with day-to-day maintenance services, regardless of the dwelling’s utilisation.



- Notes
1. Responses to this question refer to the person who completed the survey form.
 2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.
- Source: Table E2.24.

Figure 2.24: Proportion of tenants satisfied with emergency maintenance services, by dwelling utilisation, 2012 (per cent)

Box 2.6: Demographic characteristics of survey respondents related to satisfaction with emergency maintenance services

- Satisfaction with emergency maintenance services increased with increasing age. Over four-fifths (84%) of respondents aged 75 and over were satisfied with the emergency maintenance services they received from their housing organisation.
- Nearly three-quarters (71%) of respondents who had no formal education reported being satisfied with the emergency maintenance services they received from their housing organisation. For respondents who had some form of formal education, satisfaction with emergency maintenance services decreased with increasing level of education.

- Respondents who are retired had the highest level of satisfaction with emergency maintenance services (85%) while those who were unemployed and those who were employed full time had the lowest (68%).

Reasons for level of satisfaction with maintenance services

In 2012, social housing tenants were also asked why they were satisfied or dissatisfied with the maintenance services provided by their housing organisation. The most common reason reported by tenants for satisfaction with their housing organisation was fast day-to-day maintenance. This was followed by having no problems, and therefore no need to contact their housing organisation. No further analysis was done, due to the small number of respondents who reported the reasons for their dissatisfaction.

‘Whenever I find I am unable to use the household gadgets like the stove, the tube, the toilet cistern, everything is replaced immediately. The plumbers and the electricians immediately come and attend to any faults when I inform them’.

Public housing tenant, 2012 NSHS

‘Always on call, workers were at my house the next day their service is great’.

Community housing tenant, 2012 NSHS

The most common reason cited for dissatisfaction was non-emergency repairs being done too slowly, followed by maintenance not being done or having to call or follow-up several times.

‘Been waiting for 8 weeks for a light switch to be fixed and it still isn’t. When I phoned emergency when my sink pipe burst I was told it wasn’t an emergency – when you have 2 kids, it is’.

Public housing tenant, 2012 NSHS

‘There hasn’t been any maintenance as they keep losing the paperwork’.

Community housing tenant, 2012 NSHS

‘It is extremely stressful and frustrating when I have to ring several times before some things get fixed. This is causing unnecessary increased stress etc. to my already mental health problems which is a major problem’.

Community housing tenant, 2012 NSHS

3 Benefits of living in social housing

Perceived benefits of living in social housing

Social housing tenants surveyed in the NSHS reported a range of benefits from living in social housing (Figure 3.1).

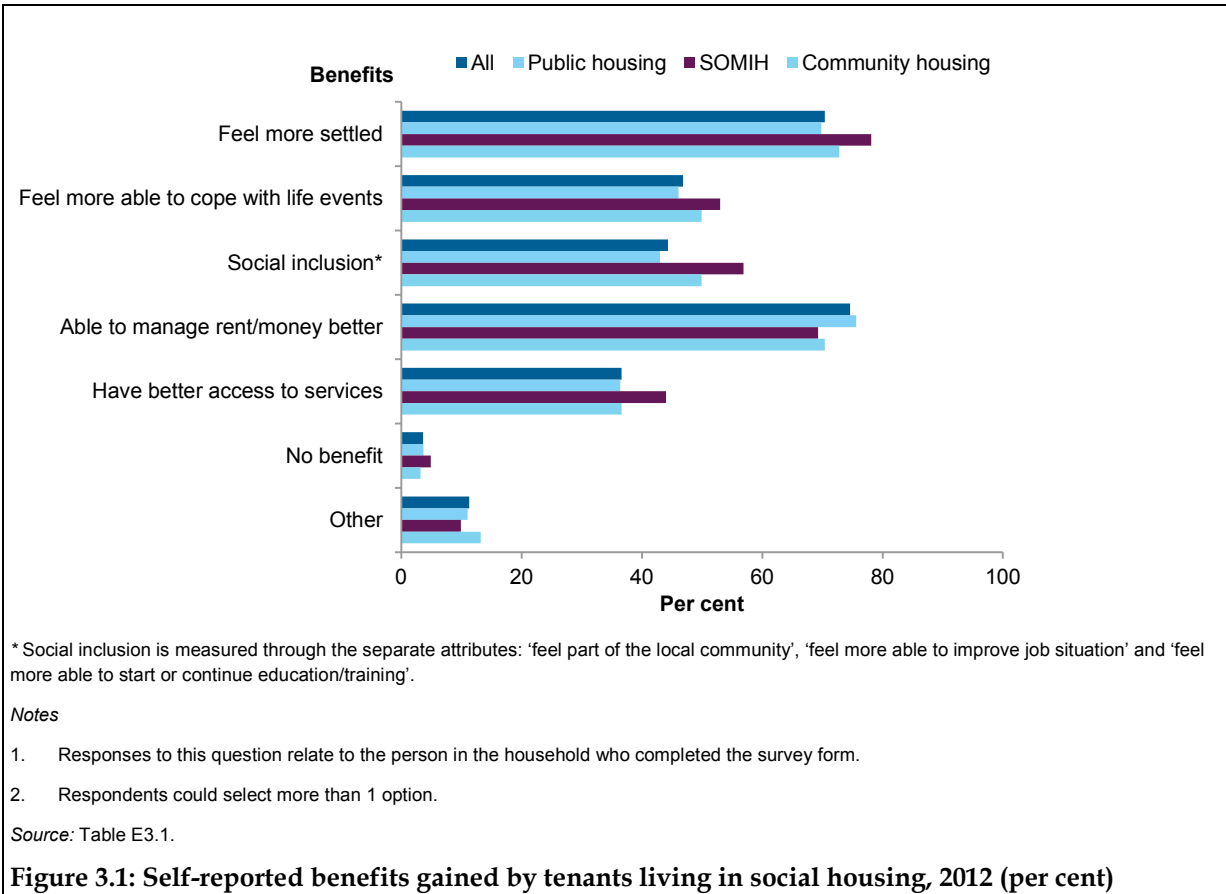
The benefits most commonly reported from living in social housing were:

- feeling more settled in general (70% for PH, 78% for SOMIH and 73% for CH)
- being able to manage rent or money better (76% for PH, 69% for SOMIH and 71% for CH).

The benefits least commonly reported from living in social housing were:

- have better access to services (36% for PH, 44% for SOMIH and 37% for CH)
- an improved sense of social inclusion (43% for PH, 57% for SOMIH and 50% for CH).

Around 1 in 10 tenants (11%) reported that they, or their household, received ‘other benefits’ from living in social housing. These benefits included a greater feeling of security and stability and a greater sense of independence.



What is social inclusion?

Social inclusion recognises that many Australians are excluded from the opportunities they need to create the life they want. This can lead then to a cycle of disadvantage caused by family circumstances, low expectations, community poverty, a lack of suitable and affordable housing, illness or discrimination. This results in leaving school early, long-term unemployment and chronic ill health (Stone 2012). The role of social inclusion in housing has been illustrated by Stone and Reynolds (2012). The authors identified 7 dimensions to housing wellbeing, and indicators for each dimension (Table 3.1).

Table 3.1: Dimensions and potential indicators of 'housing wellbeing'

	Indicators of poor housing wellbeing	← Dimension →	Indicators of positive housing wellbeing	
Social exclusion	Insecure / highly dependent, e.g. low-income private rental, public housing	Tenure	Secure/independent, e.g. affordable home purchase; outright ownership	Social inclusion
	Experienced homelessness / at risk of homelessness	Homelessness	No experience of homelessness / at low risk of homelessness	
	High proportion of household income on housing costs	Affordability	Low/moderate proportion of household income on housing costs	
	Too few bedrooms for household size/composition	Crowding	Appropriate bedrooms for household size/composition	
	Forced mobility / high rates of mobility	Security/mobility	Desired mobility/low rates of mobility	
	Dwelling condition, high utilities costs, extensive need for maintenance and is unhealthy	Housing quality	Dwelling condition which is sustainable, has low running costs and supports good health	
	Housing with limited amenity	Dwelling type	Housing with indoor/outdoor amenity	

Source: Stone 2012.

Social inclusion is a multidimensional concept, and to fully define it goes beyond the scope of this report. Instead, the degree of social inclusion perceived by social housing tenants has been inferred through tenants' responses to the 2012 NSHS question 'what are the benefits of living in social housing', and has been calculated from the responses given to 'feel part of the local community', 'feel more able to improve job situation', and 'feel more able to start or continue education/training'. Given the structure of the question, the categories define social inclusion in the context of this survey.

In terms of the dimensions outlined above, please refer to the following for further information regarding:

- **tenure and homelessness** – Appendix A: Profile of 2012 social housing survey respondents
- **housing quality** – Chapter 2: Tenant satisfaction
- **dwelling type** – Chapter 5: Dwelling condition
- **crowding** – Chapter 6: Dwelling utilisation.

Box 3.1: Demographic characteristics of survey respondents related to perception of social inclusion

- Around half of respondents aged 20-24 (52%), 25-34 (49%), 45-54 (49%), and 35-44 (47%) reported an improved sense of social inclusion after entering social housing, compared to only 40% for tenants aged 75 and over.
- The proportion of respondents who reported an improved sense of social inclusion after entering social housing was highest among those who obtained a certificate, diploma or advanced diploma (53%) and those who obtained a Bachelor's degree or higher (49%) and lowest among those with no formal education (41%) and those who completed primary school as their highest level of education (38%).
- Nearly two-thirds (65%) of respondents studying full time reported an improved sense of social inclusion after entering social housing, compared to only 40% of retired respondents.

Benefits of social housing, by state and territory

Overall, social housing tenants from Queensland were more likely than tenants from other states or territories to have reported they had benefitted from moving into social housing (Table 3.2).

Compared to the national average:

- Public housing:
 - Queensland tenants were *more* likely to report they were able to manage rent/money better (82%), felt more settled (76%), were more able to cope with life events (59%), had a greater sense of social inclusion (51%) and had better access to services (45%).
 - Northern Territory tenants were *less* likely to report they felt more settled (61%) or were able to manage rent/money better (70%).
- SOMIH:
 - Queensland tenants were *more* likely to report they were able to manage rent/money better (77%) and had better access to services (54%).
 - New South Wales tenants were *less* likely to report a higher feeling of social inclusion (48%) or they had better access to services (36%).
- Community housing:
 - Queensland tenants were *more* likely to report they had better access to services (46%) while tenants in South Australia were more likely to report they were able to manage rent/money better (77%).
 - Tenants in both Tasmania and the Australian Capital Territory were *less* likely to report they were able to manage rent/money better (62% and 52% respectively).

Table 3.2: Benefits of living in social housing, by state and territory, 2012 (per cent)

Benefits	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	All (%)
Public housing									
Feel more settled	67.8	70.2	‡76.0	68.4	69.9	67.7	67.1	‡61.2	69.8
Feel more able to cope with life events	44.2	45.2	‡58.6	39.1	44.1	39.0	45.5	44.8	46.1
Social inclusion*	41.7	39.2	‡51.0	42.6	41.6	41.0	45.5	44.1	43.0
Able to manage rent/money better	74.5	74.6	‡82.1	74.7	74.4	72.8	72.1	‡70.4	75.6
Have better access to services	34.9	37.2	‡44.6	32.7	32.2	36.8	32.5	39.3	36.4
No benefit	‡‡3.6	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	‡‡3.7
Other	11.3	‡‡11.6	‡‡12.3	‡‡9.0	‡‡11.7	n.p.	‡‡8.2	n.p.	11.0
SOMIH									
Feel more settled	75.9	..	78.1	..	83.8	76.5	78.1
Feel more able to cope with life events	46.9	..	56.1	..	62.0	50.0	53.0
Social inclusion*	‡47.8	..	63.7	..	65.5	53.2	56.9
Able to manage rent/money better	65.0	..	‡76.7	..	64.0	71.4	69.3
Have better access to services	‡35.5	..	‡53.9	..	44.8	38.9	44.0
No benefit	n.p.	..	1.2	..	n.p.	n.p.	‡‡4.9
Other	‡‡9.0	..	‡‡12.2	..	‡‡7.6	n.p.	‡‡9.9
Community housing									
Feel more settled	74.0	74.6	70.8	68.2	75.4	68.5	65.3	..	72.8
Feel more able to cope with life events	49.3	49.5	54.6	46.9	50.2	44.0	42.9	..	49.9
Social inclusion*	45.8	51.6	53.7	52.0	54.7	50.4	57.1	..	49.9
Able to manage rent/money better	72.8	68.8	69.7	64.5	‡76.8	‡61.7	‡52.0	..	70.4
Have better access to services	34.3	36.3	‡46.3	33.5	32.2	35.5	34.7	..	36.6
No benefit	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	n.p.
Other	12.8	‡‡15.0	‡‡11.2	‡‡12.8	‡‡15.3	‡‡14.2	‡‡19.4	..	13.2

* 'Social inclusion' is measured through the separate attributes: 'feel part of the local community', 'feel more able to improve job situation' and 'feel more able to start or continue education/training'.

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

‡‡ Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

.. Not applicable.

Notes

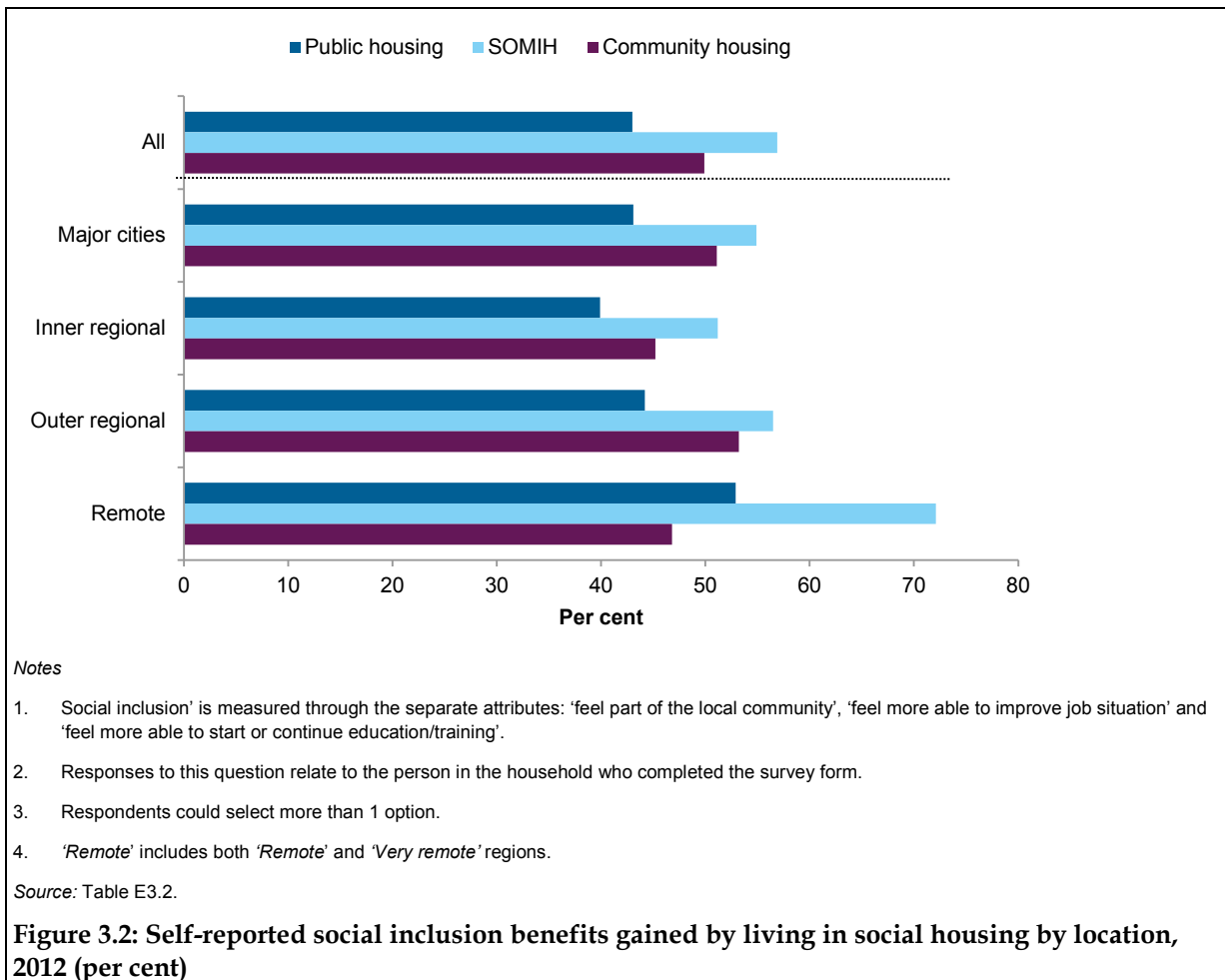
1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 option.

Benefits of social housing, by location

SOMIH tenants were more likely to report social inclusion as a benefit of living in social housing compared to public and community housing for all areas of remoteness (Figure 3.2).

Social housing tenants in *Remote* areas were more likely to report social inclusion as a benefit of social housing compared to tenants in other locations, with the exception of community housing where less than half (47%) reported social inclusion as a benefit.

With the exception of *Remote* areas, community housing tenants were also more likely to report the benefit of social inclusion compared with public housing tenants across the remaining remoteness categories.

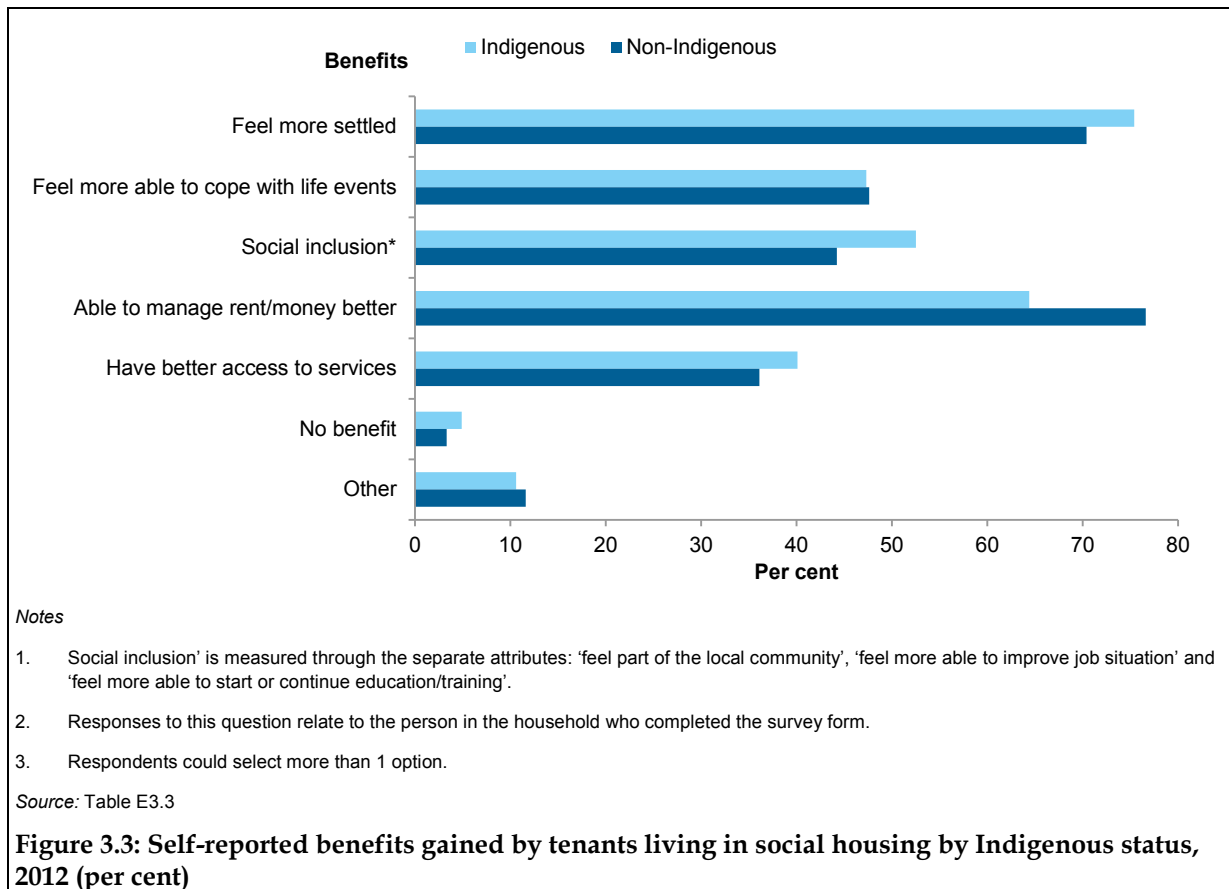


Benefits of social housing, by Indigenous status

Figure 3.3 illustrates the differences between Indigenous and non-Indigenous respondents with regard to the perceived benefits of living in social housing.

Notably, these include:

- Indigenous tenants reported that they were more likely to feel settled (75%), have an improved sense of social inclusion (53%), and have better access to services (40%) compared to non-Indigenous tenants (70%, 44% and 36% respectively)
- Indigenous tenants were less likely to feel able to manage rent/money better (64%) compared to non-Indigenous tenants (77%).



Benefits of social housing, by prior homelessness

Social housing tenants who had been homeless at some point in the 5 years prior to the survey were more likely to record a range of benefits from living in social housing (Table 3.3). These benefits included:

- feeling more settled in general (81% for PH, 83% for SOMIH and 81% for CH)
- feeling more able to cope with life events (65% for PH, 67% for SOMIH and 62% for CH)
- an improved sense of social inclusion (55% for PH, 64% for SOMIH and 61% for CH)
- able to manage rent/ money better (74% PH, 69% SOMIH and 71% CH)
- better access to services (44% for PH, 47% for SOMIH and 43% for CH).

On the other hand, those who had not experienced homelessness in the 5 years prior to the survey were more likely to report being able to manage rent or money better and not having experienced any benefits.

Table 3.3: Self-reported benefits gained by tenants who have experienced homelessness prior to living in social housing, 2012 (per cent)

	Public housing (%)		SOMIH (%)		Community housing (%)		All (%)	
	Homeless in the last 5 years	Have <i>not</i> been homeless	Homeless in the last 5 years	Have <i>not</i> been homeless	Homeless in the last 5 years	Have <i>not</i> been homeless	Homeless in the last 5 years	Have <i>not</i> been homeless
Feel more settled	81.1	68.6	82.9	77.6	80.6	71.0	81.0	69.1
Feel more able to cope with life events	64.6	44.2	67.0	51.0	61.7	47.2	63.9	44.7
Social inclusion*	54.6	41.7	63.6	55.9	60.7	47.4	56.4	42.3
Able to manage rent/money better	73.9	75.7	68.7	69.3	70.8	70.5	73.0	74.8
Have better access to services	43.8	35.7	46.8	43.7	42.7	35.1	43.6	35.8
No benefit	n.p.	⁺⁺ 3.6	n.p.	n.p.	n.p.	n.p.	n.p.	3.5
Other	21.1	10.0	n.p.	⁺⁺ 9.2	17.1	12.3	19.9	10.3

* 'Social inclusion' is measured through the separate attributes: 'feel part of the local community', 'feel more able to improve job situation' and 'feel more able to start or continue education/training'.

⁺⁺ Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 option.

4 Use of support services

Beyond the provision of social housing and financial housing assistance, governments provide a variety of services which may assist people with housing difficulties – where for example, people may be either:

- living on very low incomes
- experiencing domestic violence or conflict with neighbours, or
- struggling with a health issue.

Governments provide a range of services which social housing tenants may access, including financial counselling, mental health support workers, domestic violence services, mediation services and alcohol and other drug treatment services. Social housing tenants were asked about their, or anyone in their household's, use of various health and community services in the 12 months leading up to the survey. Of primary interest was whether these services were accessed with or without their housing provider's assistance.

Household need for, and use of, other community and health services

Community or health services were most commonly accessed by community housing tenants – a higher proportion of community housing tenants than public housing or SOMIH tenants had accessed 9 out of the 12 services listed (Table 4.1).

Across all states and territories, the most frequently used services were:

- health and medical services (53% for PH, 46% for SOMIH and 54% for CH)
- mental health services (19% PH, 14% SOMIH and 26% CH).

'Mental health services' includes 'psychological services', 'psychiatric services' and 'mental health services'.

More than a third of respondents (36%) did not use any of the 12 services listed.

Table 4.1: Proportion of households using community and health services in the past 12 months, 2012 (per cent)

Service	Public housing (%)		SOMIH (%)		Community housing (%)		All (%)	
	Access service	Housing provider assisted ^(a)	Access service	Housing provider assisted ^(a)	Access service	Housing provider assisted ^(a)	Access service	Housing provider assisted ^(a)
Drug and alcohol counselling	**3.1	n.p.	n.p.	n.p.	**4.0	n.p.	3.2	**9.7
Mental health services ^(b)	19.4	**4.8	14.4	n.p.	25.6	**9.1	20.2	**5.6
Health/medical services	52.6	**3.5	45.6	n.p.	54.0	**6.4	52.7	**4.0
Life skills / personal development services	4.6	n.p.	**5.5	n.p.	8.7	**17.0	5.3	**8.7
Aged care	8.5	**10.5	**9.1	**19.9	9.0	23.2	8.6	12.7
Information, advice and referral services	9.8	12.6	**9.6	**20.8	13.2	21.8	10.3	14.5
Day-to-day living support services	9.4	**10.1	**9.2	**18.2	12.4	20.5	9.8	12.2
Residential care and supported accommodation services	**3.0	28.4	n.p.	46.3	7.3	44.8	3.7	33.6
Services that provide support for children, family or carers	6.7	**8.3	9.8	n.p.	**6.6	n.p.	6.8	**9.0
Training and employment support services	7.1	n.p.	10.2	n.p.	9.0	**12.7	7.5	**7.0
Financial and material assistance	7.1	**10.9	**6.5	n.p.	10.3	23.5	7.5	13.6
Other support services	7.2	**12.3	**7.5	**18.0	8.2	**18.4	7.3	13.5
None of the above	36.1	—	41.0	—	31.6	—	35.5	—

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

. — Nil or rounded to zero.

(a) Only those who reported they had accessed a service were then asked to indicate if they had accessed that service in the past 12 months with the help of their housing provider.

(b) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question relate to the person in the household who completed the survey form. Respondents could select more than 1 option.

Use of support services, by state and territory

The most commonly accessed community and health services in the past 12 months across all social housing programs were health/medical services and mental health services.

Public housing tenants across all jurisdictions most commonly accessed (Table 4.2):

- health/medical services (53%)
- mental health services (19%).

More than one-third (36%) of public housing tenants did not access any of the community or health services listed, ranging from a low of 34% in both Victoria and Queensland to a high of 41% in the Australian Capital Territory.

Table 4.2: Proportion of public housing households utilising community and health services in the past 12 months, by state and territory, 2012 (per cent)

Service	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	All (%)
Drug and alcohol counselling	**3.6	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	**3.1
Mental health services ^(a)	20.2	21.5	17.4	19.1	19.5	**16.1	15.9	††10.2	19.4
Health/medical services	50.7	56.3	54.3	50.6	52.8	53.5	47.4	53.4	52.6
Life skills/personal development services	**4.3	n.p.	**7.5	n.p.	n.p.	n.p.	n.p.	n.p.	4.6
Aged care	8.5	n.p.	**9.3	n.p.	n.p.	n.p.	n.p.	††13.6	8.5
Information, advice and referral services	9.1	**9.9	††10.9	††11.0	††9.7	††8.6	††9.8	n.p.	9.8
Day-to-day living support services	8.0	††10.0	††12.2	††11.7	n.p.	††9.2	††9.2	††7.9	9.4
Residential care and supported accommodation services	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	††3.0
Services that provide support for children, family or carers	6.0	††8.8	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	6.7
Training and employment support services	6.7	††9.5	n.p.	n.p.	n.p.	n.p.	††8.6	n.p.	7.1
Financial and material assistance	6.3	††10.8	n.p.	n.p.	n.p.	n.p.	††7.7	n.p.	7.1
Other support services	6.7	††8.9	n.p.	n.p.	n.p.	n.p.	††7.2	n.p.	7.2
None of the above	38.4	33.5	34.0	35.2	34.9	37.1	41.1	37.9	36.1

** Indicates RSE of over 25% and less than 50%.

† Indicates jurisdictional finding is statistically significantly different from the national finding.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 response.

SOMIH tenants across all states and territories most commonly accessed (Table 4.3):

- health/medical services (46%)
- mental health services (14%).

Two in 5 (41%) SOMIH tenants did not access any of the services listed in the survey question. Tasmania had the lowest proportion (36%) of tenants who did not use any of the services while New South Wales had the highest (42%).

Table 4.3: Proportion of SOMIH households accessing community and health services in the past 12 months, by state and territory, 2012 (per cent)

Service	NSW (%)	Qld (%)	SA (%)	Tas (%)	All (%)
Drug and alcohol counselling	n.p.	n.p.	n.p.	n.p.	n.p.
Mental health services ^(a)	15.2	^{**} 10.7	^{**} 19.4	^{**} 14.8	14.4
Health/medical services	45.7	46.8	42.6	49.7	45.6
Life skills/personal development services	n.p.	n.p.	n.p.	n.p.	^{**} 5.5
Aged care	^{**} 6.9	^{**} 10.3	^{**} 11.7	n.p.	^{**} 9.1
Information, advice and referral services	^{**} 7.7	^{**} 10.1	^{**} 12.6	n.p.	9.6
Day-to-day living support services	^{**} 7.6	10.7	n.p.	n.p.	^{**} 9.2
Residential care and supported accommodation services	n.p.	n.p.	n.p.	n.p.	n.p.
Services that provide support for children, family or carers	^{**} 9.6	^{**} 10.8	n.p.	n.p.	9.8
Training and employment support services	^{**} 9.2	^{**} 10.7	^{**} 11.4	n.p.	10.2
Financial and material assistance	n.p.	n.p.	n.p.	n.p.	^{**} 6.5
Other support services	n.p.	n.p.	n.p.	n.p.	^{**} 7.5
None of the above	[‡] 42.1	[‡] 40.7	[‡] 40.0	[‡] 35.9	[‡] 41.0

^{**} Indicates RSE of over 25% and less than 50%.

[‡] Indicates jurisdictional finding is statistically significantly different from the national finding.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 response.

Community housing tenants across all states and territories most commonly accessed (Table 4.4):

- health/medical services (54%)
- mental health services (26%).

Around one-third (32%) of community housing tenants did not access any of the community and health services listed. South Australia had the lowest proportion (26%) of tenants who did not use any of the services while New South Wales had the highest (38%).

Table 4.4: Proportion of community housing households accessing community and health services in the past 12 months, by state and territory, 2012 (per cent)

Services	NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	All (%)
Drug and alcohol counselling	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	**4.0
Mental health services ^(a)	23.4	29.3	27.7	26.6	23.1	[†] 14.7	[†] 27.5	25.6
Health/medical services	[‡] 48.1	58.6	55.7	60.4	59.2	54.8	55.0	54.0
Life skills/personal development services	[†] 6.6	n.p.	[†] 10.0	[†] 11.0	n.p.	n.p.	[†] 19.3	8.7
Aged care	[†] 7.7	n.p.	[†] 11.5	[†] 11.6	n.p.	[†] 14.4	n.p.	9.0
Information, advice and referral services	[†] 10.5	[†] 16.3	[†] 16.2	[†] 13.5	[†] 12.3	[†] 10.3	[†] 18.3	13.2
Day-to-day living support services	[†] 8.9	[†] 13.1	[†] 15.2	[†] 17.5	[†] 12.1	[†] 15.1	[†] 27.5	12.4
Residential care and supported accommodation services	n.p.	n.p.	n.p.	[†] 12.2	n.p.	[†] 10.8	[†] 23.9	7.3
Services that provide support for children, family or carers	[†] 6.4	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	[†] 6.6
Training and employment support services	[†] 7.7	[†] 11.9	n.p.	[†] 9.9	[†] 12.9	n.p.	n.p.	9.0
Financial and material assistance	[†] 9.9	[†] 10.5	[†] 9.8	[†] 12.4	n.p.	n.p.	n.p.	10.3
Other support services	[†] 7.0	n.p.	[†] 11.3	n.p.	n.p.	n.p.	n.p.	8.2
None of the above	[‡] 37.6	27.9	27.9	26.7	25.5	32.4	[†] 27.5	31.6

[†] Indicates RSE of over 25% and less than 50%.

[‡] Indicates jurisdictional finding is statistically significantly different from the national finding.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 response.

Use of support services, by location

Access to community and health services differed across location for the various social housing programs, and the proportion of tenants not accessing any community or health services increased along with increasing remoteness.

The most commonly accessed community or health services were:

- health/ medical services – all locations for public housing tenants and SOMIH tenants
- mental health services – all locations for all social housing tenants.

The only exception to this was for community housing tenants in *Remote* areas where more than one-quarter of tenants accessed aged care services.

Around one-third or more of social housing tenants did not access any of the community or health services listed ranging from:

- public housing tenants – a low of 18% in *Remote* areas to a high of 39% in *Outer regional* areas
- SOMIH tenants – a low of 34% in *Major cities* to a high of 58% in *Remote* areas
- community housing tenants – a low of 30% in *Outer regional* areas to a high of 32% in both *Major cities* and *Inner regional* areas.

Please note the proportion of social housing tenants living in *Remote* areas and SOMIH tenants living in *Outer regional* areas who accessed community or health services was very small. As such no further analysis was possible and these groups have been excluded.

For further information please see Appendix tables E4.1, E4.2 and E4.3.

Use of support services, by Indigenous status

The 2 most commonly accessed services were consistent across both Indigenous and non-Indigenous tenants for all 3 social housing programs (Table 4.5):

- health/ medical services
- mental health services.

One-third of both Indigenous tenants (35%) and non-Indigenous tenants (34%) across all social housing programs did not access any of the services listed.

- Indigenous tenants in public housing were slightly less likely than non-Indigenous tenants to report not accessing any services (32% compared to 34%).
- There was no difference between the proportions of Indigenous and non-Indigenous tenants in both SOMIH and community housing who did not access any of the listed services.

SOMIH tenants were the most likely to report that they did not use any of the listed services. This may be because a number of Indigenous respondents live in *Remote* areas, so rather than not choosing to access particular services it may be that they did not have access to those services.

Due to the small number Indigenous tenants for public and community housing, further analysis by jurisdiction was not possible.

Table 4.5: Community and health services accessed in the past 12 months, by Indigenous status, 2012 (per cent)

Service	Public housing (%)		SOMIH (%)		Community housing (%)		All (%)	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Drug and alcohol counselling	n.p.	**2.9	n.p.	n.p.	n.p.	n.p.	**4.4	**3.0
Mental health services ^(a)	22.6	19.5	14.4	**15.4	30.6	25.5	20.8	20.4
Health/medical services	52.5	55.3	45.9	42.7	55.5	55.9	50.7	55.4
Life skills/personal development services	n.p.	**4.6	**5.7	n.p.	n.p.	8.1	**7.3	5.1
Aged care	n.p.	8.6	**9.5	n.p.	n.p.	9.0	**7.3	8.7
Information, advice and referral services	**13.6	10.2	10.4	n.p.	**21.6	13.0	13.5	10.6
Day-to-day living support services	**11.6	9.2	**9.2	n.p.	**18.4	11.3	11.6	9.5
Residential care and supported accommodation services	n.p.	**3.0	n.p.	n.p.	n.p.	**7.0	n.p.	**3.6
Services that provide support for children, family or carers	**16.2	6.5	10.1	n.p.	n.p.	**6.2	13.7	6.4
Training and employment support services	**9.9	7.2	10.5	n.p.	n.p.	9.1	10.3	7.5
Financial and material assistance	**11.8	7.0	**6.8	n.p.	n.p.	10.3	10.1	7.5
Other support services	**13.7	6.7	**7.7	n.p.	n.p.	7.9	11.8	6.9
None of the above	31.7	34.3	40.9	40.7	30.6	30.3	34.6	33.7

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents could select more than 1 response.

Prior homelessness

Of those social housing tenants who experienced homelessness in the 5 years prior to the survey, the most commonly accessed community or health services were health/medical services (60% for PH, 49% for SOMIH and 56% for CH) followed by mental health services (40% for PH, 28% for SOMIH and 42% for CH) (Table 4.6).

Around 1 in 4 social housing tenants who previously experienced homelessness had not accessed any community or health services in the 12 months prior to the survey (23% for PH, 28% for SOMIH and 25% for CH). This pattern is noticeably different from the analysis by housing program type, jurisdiction, ASGS location, and Indigenous status.

Table 4.6: Community and health services accessed by respondents who have been homeless in the last 5 years, 2012 (per cent)

Service	Public housing (%)	SOMIH (%)	Community housing (%)	All (%)
Drug and alcohol counselling	**11.1	n.p.	**10.9	11.1
Mental health services ^(a)	39.5	28.3	42.1	39.9
Health/medical services	60.4	48.9	56.3	59.1
Life skills/personal development services	**11.9	n.p.	**12.0	11.9
Aged care	n.p.	n.p.	n.p.	**4.9
Information, advice and referral services	19.8	**16.1	22.3	20.3
Day-to-day living support services	12.9	**15.1	**14.6	13.4
Residential care and supported accommodation services	**7.0	n.p.	**10.6	**7.9
Services that provide support for children, family or carers	14.7	**14.8	**11.8	13.9
Training and employment support services	17.5	**15.8	16.1	17.1
Financial and material assistance	18.9	n.p.	21.6	19.5
Other support services	15.8	**15.4	**12.9	15.1
None of the above	23.3	27.8	24.7	23.8

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

- Responses to this question relate to the person in the household who completed the survey form.
- Respondents could select more than 1 response.

Box 4.1: Demographic characteristics of survey respondents who accessed community and health services

Those who accessed community or health services were more likely to:

- be aged 25–44, with the exception of health/medical services which were most commonly accessed by respondents aged 45–54, aged care which was most commonly accessed by respondents aged 75 and over, and training which was most commonly accessed by respondents aged 20–24
- be female; however mental health services were accessed equally by men and women and drug and alcohol counselling and residential care and supported accommodation services were more commonly accessed by men
- have obtained a graduate certificate, diploma or advanced diploma. Respondents who had no formal education or whose highest level of education was Year 6 accessed aged care, and residential care and supported accommodation services most frequently
- be unemployed or unable to work. Respondents who were retired accessed aged care the most while respondents who reported that they were studying full time accessed information, advice and referral services and services that provide support for children, family or carers most frequently.

Housing provider assistance in obtaining services

Tenants who had accessed community and health services in the 12 months leading up to the survey were asked if they had accessed this service with assistance from their housing provider.

Overall, a considerably lower proportion of public housing tenants received assistance from their housing provider when accessing community and health services (Table 4.1).

Residential care and supported accommodation services were most commonly accessed with assistance from the tenant's housing provider (28% for PH, 46% for SOMIH and 45% for CH), but this was one of the least accessed services.

Due to the small number of social housing tenants who accessed community and health services with the assistance of their housing provider, analysis by jurisdiction, location, Indigenous status, and prior homelessness was not possible.

Box 4.2: Demographic characteristics of survey respondents who accessed community and health services with assistance from their housing provider

Respondents who accessed community and health services with the assistance of their housing provider were more likely to:

- be aged 55-64 or 75+ with the exception of health/medical services, day-to-day living support services, residential care and supported accommodation services, and other support services
- be male, with the exception of aged care; particularly for life skills/personal development services, information, advice and referral services, day-to-day living support services and residential care and supported accommodation services
- have attained either junior secondary school or a Bachelor Degree or above as their highest level of education, with the exception of mental health services, health/medical services, and training and employment support services
- be retired or unemployed, with the exception of day-to-day living support services, which was accessed mostly by those employed part-time with assistance from their housing provider, and training and employment services, which was mostly accessed with assistance by those not in the labour force.

5 Dwelling condition

In order to assess dwelling condition, tenants were asked what facilities their dwelling had and whether or not these facilities were in working order. Tenants were also asked to report the number of structural problems present in the dwelling. As this is based on self-reporting, structural problems may be under-reported, as the tenant may not have been able to identify these.

A dwelling is considered to be of an acceptable standard if it has 4 or more working facilities, and if it has no more than 2 major structural problems.

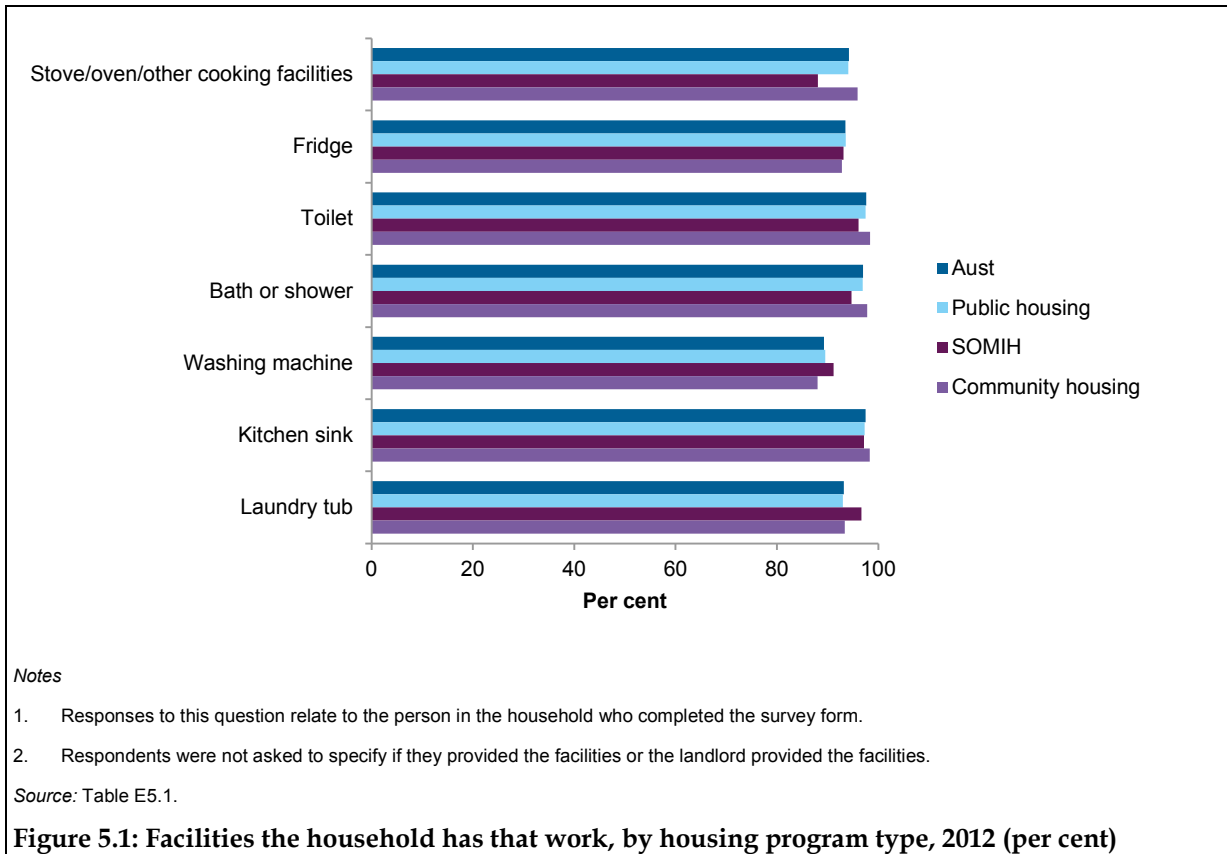
Facilities

From the list provided, around 90% or more of all social housing tenants reported that their household had the facility and it was currently in working order (see Figure 5.1). It is important to note that the survey did not identify who owned or supplied the facility. The list of facilities included:

- stove/oven/other cooking facilities
- fridge
- toilet
- bath or shower
- washing machine
- kitchen sink
- laundry tub.

The most common facilities that the household either did not have or that were not currently in working order included:

- washing machine (10%) and laundry tub (7%) for public housing tenants
- stove (12%) and washing machine (9%) for SOMIH tenants
- washing machine (12%), fridge (7%) and laundry tub (7%) for community housing tenants.



Structure

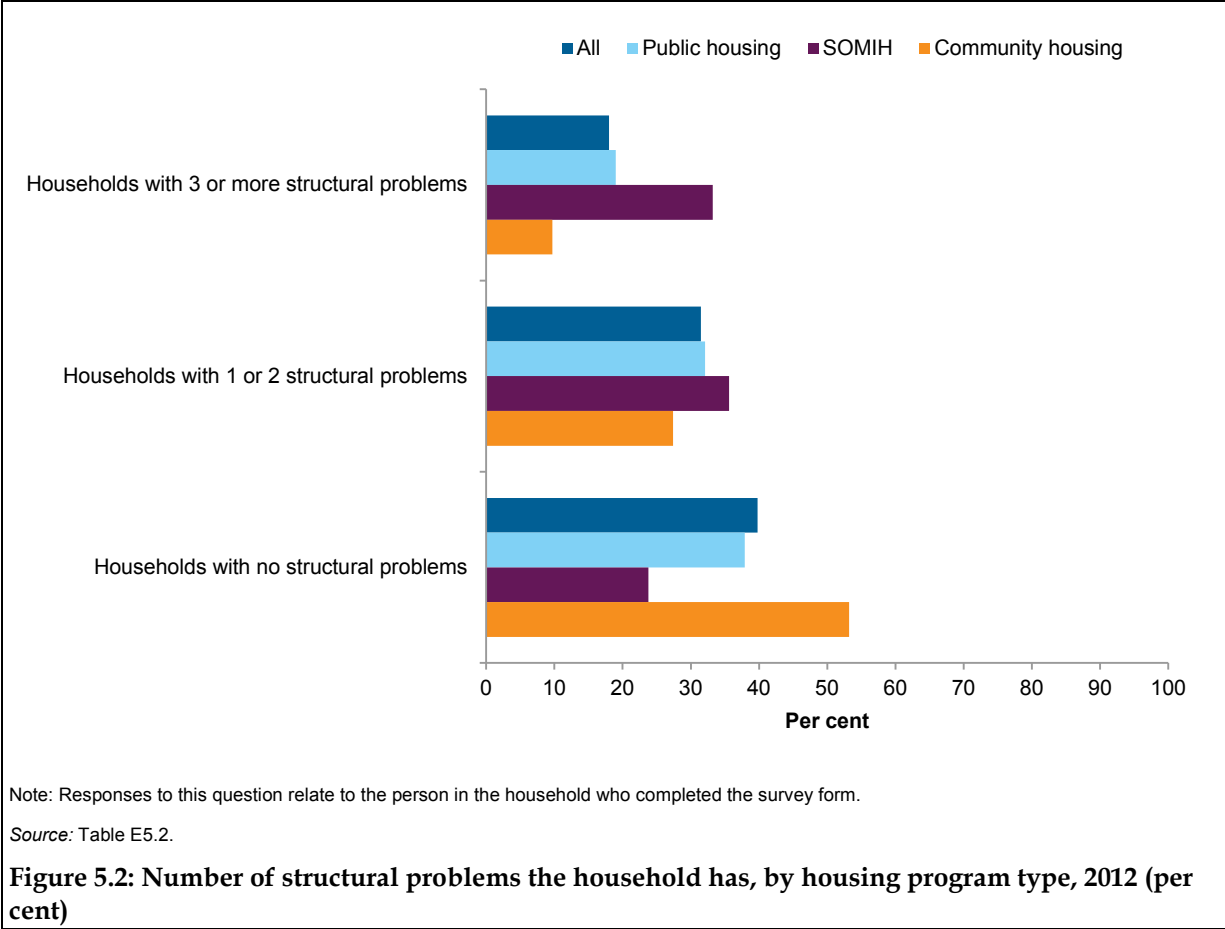
Major structural problems that could be reported (that is, were listed on the survey questionnaire) by social housing tenants were:

- rising damp
- major cracks in walls/floors
- sinking/moving foundations
- sagging floors
- walls/windows out of plumb
- wood rot/termite damage
- major electrical problems
- major plumbing problems
- major roof defect
- other structural problems.

Compared to the national average (Figure 5.2; Table E5.2):

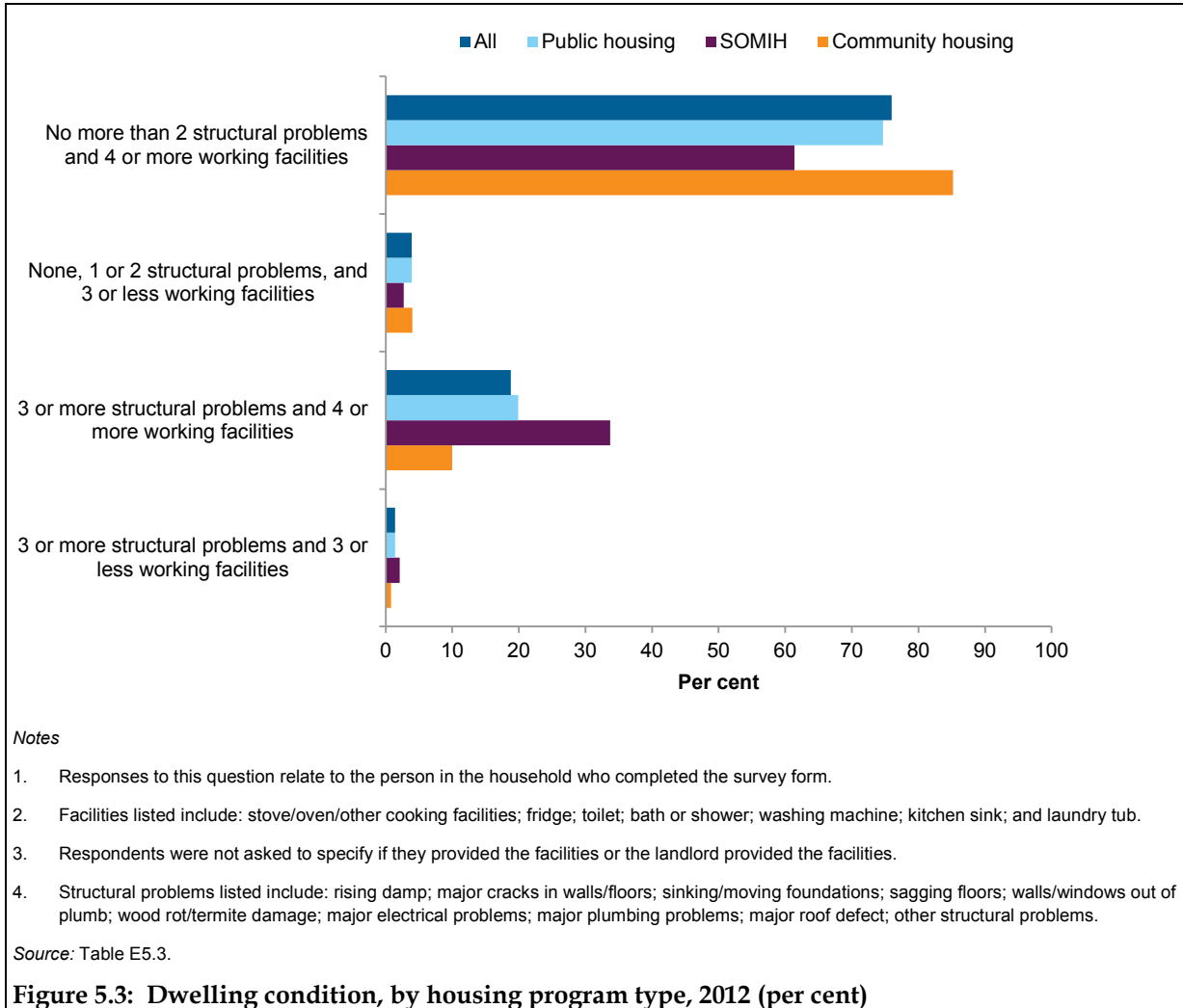
- more than one-third of public housing tenants (38%) reported that their dwelling had no structural problems while a slightly lower proportion reported their dwelling had 1 or 2 structural problems (32%). Less than 1 in 5 public housing tenants (19%) reported that their dwelling had 3 or more structural problems, in line with the national average
- community housing tenants were significantly *more* likely to report their dwelling had no structural problems (53%) and significantly *less* likely to report their dwelling had 1 or 2 (27%) or 3 or more structural problems (10%). This may be a consequence of the fact that community housing stock is newer than that found in public housing or SOMIH
- SOMIH tenants were significantly *more* likely to report their dwelling had 3 or more structural problems (33%) and significantly *less* likely to report their dwelling had no structural problems (24%). Around 36% reported their dwelling had 1 or 2 structural problems.

The most commonly reported structural problems for social housing tenants were major cracks in walls/floors (24% for PH, 33% for SOMIH and 14% for CH) and rising damp (18% for PH, 25% for SOMIH and 12% for CH).



Dwelling standard

The majority of social housing tenants reported that their house was of an acceptable standard (75% for PH, 61% for SOMIH and 85% for CH) (Figure 5.3).



Dwelling standard, by state and territory

Community housing had the highest proportion of tenants rating their dwelling as of an acceptable standard, both nationally and across each of the jurisdictions, with 4 in 5 or more tenants rating their dwelling as of an acceptable standard (Table 5.1). It is important to note, that for this breakdown a high proportion of results are unable to be published due to concern over data quality. As such, these results should be interpreted with caution.

Compared to the national average (75% for PH, 61% for SOMIH and 85% for CH), the highest proportions of tenants in a dwelling of an acceptable standard were in:

- Queensland (84%), South Australia (82%) and the Northern Territory (82%) – public housing
- Queensland (70%) – SOMIH
- Queensland (89%) and Western Australia (89%) – community housing.

Compared to the national average, the lowest proportion of tenants living in a dwelling of an acceptable standard were located in:

- New South Wales (68%) – public housing
- New South Wales (81%) – community housing.

Overall, social housing tenants were *more* likely to report that the facilities in their dwelling were of an acceptable standard but the structure was not, compared to the reverse.

- For public housing, tenants from New South Wales (26%) were *more* likely to report their dwelling currently had facilities of an acceptable standard yet was of an unacceptable structure while Queensland tenants were *less* likely to do so (11%).
- Around 1 in 3 (34%) SOMIH tenants were more likely to report their dwelling had facilities of an acceptable standard yet the structure was not, ranging from a low of 26% in Queensland to a high of 39% in New South Wales.
- One in 10 (10%) community housing tenants were more likely to report their dwelling had facilities of an acceptable standard yet the structure was not, ranging from a low of 11% in South Australia to a high of 13% in New South Wales.

The highest proportions of tenants living in such dwellings are among those in New South Wales (26% for PH, 39% for SOMIH and 13% for CH).

Table 5.1: Dwelling condition in social housing, by state and territory, 2012 (per cent)

Dwelling condition	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Facilities are of an acceptable standard but structure is not	‡25.8	20.5	‡‡‡11.1	18.8	‡‡16.1	19.6	19.2	‡‡13.4	19.9
Dwelling is of an acceptable standard	‡67.7	73.7	‡83.5	75.9	‡81.7	76.2	76.6	‡81.6	74.7
SOMIH									
Facilities are of an acceptable standard but structure is not	38.9	..	25.9	..	36.2	32.0	33.7
Dwelling is of an acceptable standard	56.4	..	‡69.9	..	56.9	64.9	61.4
Community housing									
Facilities are of an acceptable standard but structure is not	13.1	n.p.	n.p.	n.p.	‡‡11.4	n.p.	n.p.	..	10.0
Dwelling is of an acceptable standard	‡81.4	87.1	‡89.4	‡89.1	86.1	84.4	80.2	..	85.2

‡‡ Indicates RSE of over 25% and less than 50%.

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

.. Not applicable.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling standard, by location

Across all social housing programs and all degrees of remoteness, the NSHS found that more than half of tenants rated their dwelling of an acceptable standard (Table 5.2).

- For public housing, while no dwelling was rated as of an unacceptable standard in *Remote* areas, a lower proportion of dwellings were rated an acceptable standard than dwellings in other areas. *Remote* areas also had the highest proportion of dwellings with facilities that were of an acceptable standard yet the structure was not (28%). Public housing dwellings in *Major cities* and *Inner regional* areas on the other hand, were more likely to be of an acceptable standard structurally while facilities were not (both at 4%).
- For SOMIH, *Major cities* had the lowest proportion of dwellings of an acceptable standard (56%) and the highest proportion of dwellings with facilities that are of an acceptable standard but the structure is not (39%) when compared to *Inner*, *Outer regional* and *Remote* areas.
- For community housing, dwellings in *Remote* areas were more likely than other areas to be of an unacceptable standard (6%). Tenants in *Remote* areas also reported the lowest proportion of dwellings of an acceptable standard (80%) of all areas. Meanwhile, dwellings in *Major cities* had the highest proportion of dwellings with facilities that are of an acceptable standard while the structure was not (11%).

Table 5.2: Dwelling condition in social housing, by location, 2012 (per cent)

Dwelling condition	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote</i> ^(a)	All
Public housing					
Facilities are of acceptable standard but structure is not	20.7	18.4	14.2	^{**} 27.5	19.9
Dwelling is of an acceptable standard	73.7	76.7	81.2	69.8	74.7
SOMIH					
Facilities are of acceptable standard but structure is not	38.6	29.4	30.8	^{**} 34.8	33.7
Dwelling is of an acceptable standard	55.7	66.5	62.9	63.4	61.4
Community housing					
Facilities are of acceptable standard but structure is not	10.6	^{**} 8.3	n.p.	n.p.	10.0
Dwelling is of an acceptable standard	85.1	87.4	82.9	80.4	85.2

^{**} Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) '*Remote*' includes both '*Remote*' and '*Very remote*' areas.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling standard, by Indigenous status

The NSHS found that Indigenous households across all social housing programs were less likely than non-Indigenous households to rate their dwelling as being of an acceptable standard (Indigenous 62% compared to 78% non-Indigenous respondents) (Table 5.3).

The differences between the 2 were most pronounced in community housing where:

- 21% of Indigenous household dwellings reported that their dwelling had facilities of an acceptable standard but the structure was not, compared to 10% for non-Indigenous households
- 69% of Indigenous household dwellings were rated by respondents as an acceptable standard, compared to 88% for non-Indigenous respondents.

Table 5.3: Dwelling condition in social housing, by Indigenous status, 2012 (per cent)

Dwelling condition	Indigenous	Non-Indigenous
	Public housing	
Facilities are of acceptable standard but structure is not	34.7	19.1
Dwelling is of an acceptable standard	61.1	76.7
	SOMIH	
Facilities are of acceptable standard but structure is not	33.8	32.0
Dwelling is of an acceptable standard	61.2	65.2
	Community housing	
Facilities are of acceptable standard but structure is not	^{**} 21.2	9.5
Dwelling is of an acceptable standard	69.0	87.5
	All	
Facilities are of acceptable standard but structure is not	32.9	17.7
Dwelling is of an acceptable standard	62.0	78.3

^{**} Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling standard, by prior homelessness

The NSHS found no large differences in tenants' perceptions of their dwelling condition between those who had experienced homelessness in the 5 years prior to the survey and those who had not (Table 5.4).

- Around three-quarters (73%) of social housing tenants who had been homeless in the 5 years prior to the survey reported that their current dwelling was of an acceptable standard, while 3% reported that their dwelling was of an unacceptable standard.
- Among tenants who experienced homelessness in the 5 years prior to the survey:
 - community housing tenants were the most likely to report their dwelling was of an acceptable standard (82%) and less likely to report the facilities are of an acceptable standard yet the dwelling structure is not (12%), compared to both public housing and SOMIH tenants
 - SOMIH tenants were the least likely to report their dwelling was of an acceptable standard (63%) and most likely to report the facilities are of an acceptable standard yet the dwelling structure is not (31%).

Box 5.1: Demographic characteristics of survey respondents related to dwelling condition

- Over four-fifths (85%) of respondents aged 75 and over reported living in dwellings of an acceptable standard, while only 62% of those aged 25–34 lived in dwellings of an acceptable standard.
- Around three-quarters (78%) of those who obtained a bachelor's degree or higher reported living in dwellings of an acceptable standard, compared to 73% of those with no formal education.
- Over four-fifths (85%) of retired respondents reported living in dwellings of an acceptable standard, compared to only 69% of unemployed respondents.

Table 5.4: Dwelling condition in social housing, by housing program type, for those who had been homeless in the last 5 years, 2012 (per cent)

	Public housing		SOMIH		Community housing		All	
	Homeless in the last 5 years	Have not been homeless in the last 5 years	Homeless in the last 5 years	Have not been homeless in the last 5 years	Homeless in the last 5 years	Have not been homeless in the last 5 years	Homeless in the last 5 years	Have not been homeless in the last 5 years
Facilities are of an acceptable standard but structure is not	23.1	19.6	30.8	34.5	**12.3	9.4	20.6	18.6
Dwelling is of an acceptable standard	70.4	75.2	62.6	61.1	82.1	86.0	73.1	76.4

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the person in the household who completed the survey form.

6 Dwelling utilisation

Matching the size of a dwelling to the size of the household ensures that existing dwelling stock is used to capacity and that households are housed according to their requirements. The currently accepted standard by which the dwelling size requirements of a household are measured is the Canadian National Occupancy Standard (CNOS) (Box 6.1).

Matching dwelling size to household composition is not a straightforward process. Factors to be considered include:

- the availability, state of repair and location of existing dwellings
- the availability of options to relocate existing tenants to alternative accommodation
- the willingness of tenants to relocate
- the cost of rehousing existing tenants.

'Overcrowded' or 'underutilised' are terms used to describe a dwelling whose size is not well matched to the household occupying it. They are concepts related to each other, but with different outcomes for the tenants. 'Overcrowding' occurs when the dwelling size is too small for the size and composition of the households living in it. Overcrowding of dwellings increases the stress on kitchens, bathrooms, laundry facilities and sewage systems, which in turn increases the risk of spreading infectious diseases between residents and places unnecessary strain on interpersonal relationships (AIHW 2012). 'Underutilisation' occurs when the dwelling size is larger than that required to adequately house the household.

Box 6.1: Canadian National Occupancy Standard

The CNOS measures the bedroom requirements of a household based on the number, sex, age and relationships of household members. For a household not to be considered as overcrowded, it specifies that:

- no more than 2 people share a bedroom
- parents or couples may share a bedroom
- children under 5, either of the same sex or opposite sex, may share a bedroom
- children under 18 of the same sex may share a bedroom
- a child aged 5-17 should not share a bedroom with a child under 5 of the opposite sex
- single adults aged 18 and over and any unpaired children require a separate bedroom.

Source: AIHW 2012.

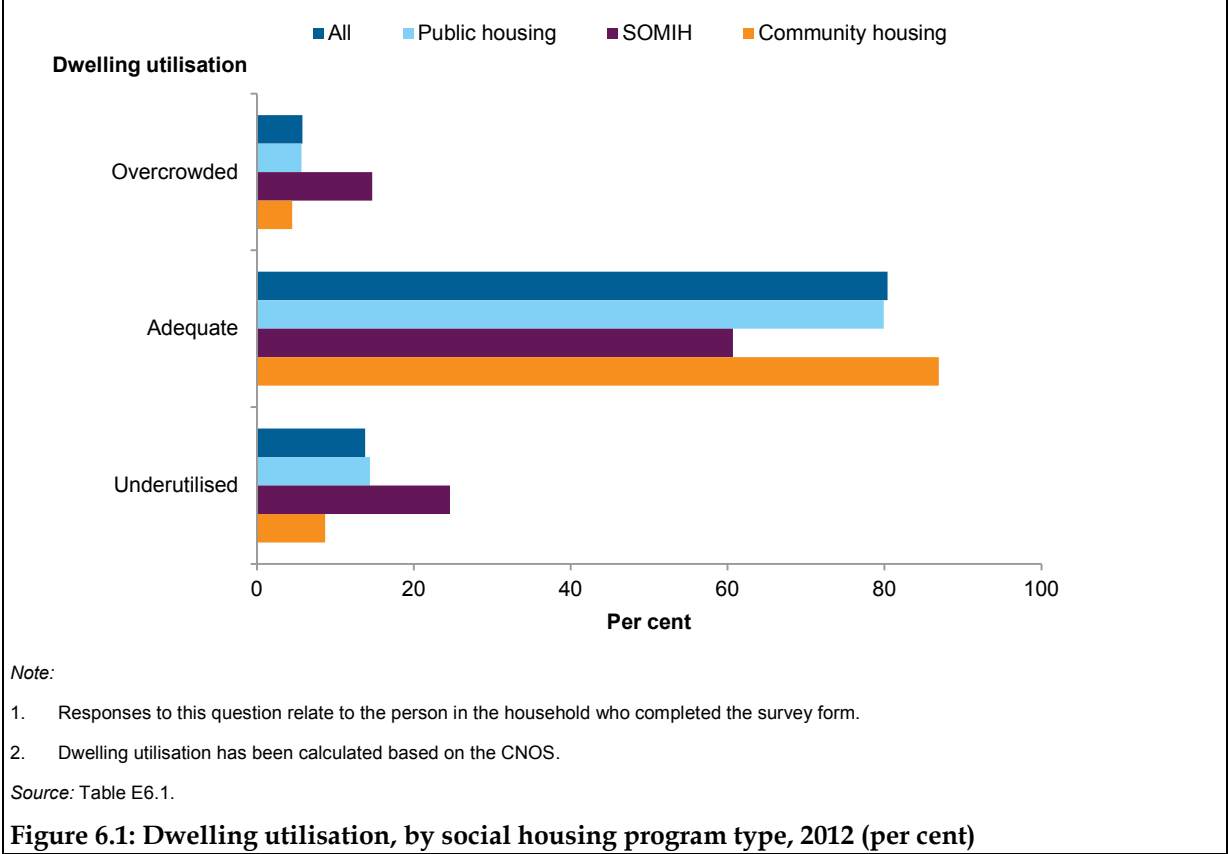
In order to determine whether the size of the dwelling matches the size and needs of the household, surveyed tenants were asked 2 questions:

- how many bedrooms their home had
- who shares bedrooms in their home, if anyone.

Overcrowding occurs when the dwelling size is too small for the size and composition of its occupants. A dwelling requiring at least 1 additional bedroom according to CNOS is designated 'overcrowded'. Underutilisation occurs when the dwelling size is larger than required to adequately house the household. A dwelling is said to be 'underutilised' when it consists of 2 or more bedrooms surplus to requirements according to CNOS.

The majority of households in public and community housing had 1 or 2 bedrooms (64% and 74%, respectively), while the majority of SOMIH households had 3 bedrooms (61%).

Based on the CNOS standard, the majority of social housing dwellings were considered to be adequate in size for the household, with only a small percentage of social housing dwellings considered overcrowded (6%) or underutilised (14%) (Figure 6.1).



Dwelling utilisation, by state and territory

It is important to note that a high proportion of results for this breakdown cannot be published due to concerns over data quality. This is particularly evident for social housing dwellings that are classified as overcrowded and are therefore not reported in detail. The results published should be interpreted with caution.

The NSHS found that social housing dwellings classified as adequate were more likely to be in:

- Western Australia (87%) and Northern Territory (86%) for public housing
- Queensland (94%) and Western Australia (91%) for community housing.

South Australia was least likely to have social housing dwellings classified as adequate, due to a higher proportion classified as underutilised than other jurisdictions.

Table 6.1: Dwelling utilisation, by state and territory, 2012 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Overcrowded	**5.0	**8.9	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	5.7
Adequate	80.9	79.5	79.6	‡86.7	‡74.0	79.6	‡72.4	‡86.2	79.9
Underutilised	14.1	**11.6	14.7	n.p.	‡23.5	**16.0	‡21.8	n.p.	14.4
SOMIH									
Overcrowded	**11.9	..	18.9	..	**15.1	n.p.	14.7
Adequate	62.6	..	62.7	..	51.5	66.9	60.7
Underutilised	25.6	..	18.4	..	33.3	**27.2	24.6
Community housing									
Overcrowded	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	**4.5
Adequate	87.3	84.2	‡93.7	‡90.7	‡69.6	88.3	91.2	..	86.9
Underutilised	**8.4	n.p.	n.p.	n.p.	‡27.9	n.p.	n.p.	..	8.7

** Indicates RSE of over 25% and less than 50%.

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

.. Not applicable.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling utilisation, by location

Dwelling utilisation varied across the different locations with the level of overcrowding increasing as the level of remoteness increased (Table 6.2).

Across all remoteness categories:

- SOMIH dwellings were the least likely to be rated by respondents as adequately utilised (61%), compared to community housing (87%) and public housing (80%) respondents
- Additionally, SOMIH dwellings were most likely to be either overcrowded (15%) or underutilised (25%).

Table 6.2: Dwelling utilisation, by location, 2012 (per cent)

	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote^(a)</i>	All
Public housing					
Overcrowded	6.0	n.p.	n.p.	n.p.	5.7
Adequate	80.7	80.5	74.8	69.6	79.9
Underutilised	13.3	15.9	20.9	n.p.	14.4
SOMIH					
Overcrowded	14.7	⁺⁺ 10.5	⁺⁺ 14.6	⁺⁺ 22.2	14.7
Adequate	64.9	63.1	59.4	48.8	60.7
Underutilised	20.5	26.4	26.0	⁺⁺ 29.1	24.6
Community housing					
Overcrowded	⁺⁺ 5.1	n.p.	n.p.	—	⁺⁺ 4.5
Adequate	87.4	84.2	88.1	91.1	86.9
Underutilised	⁺⁺ 7.5	⁺⁺ 11.5	n.p.	n.p.	8.7

⁺⁺ Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

— Nil or rounded to zero.

(a) 'Remote' includes both 'Remote' and 'Very remote' areas.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling utilisation, by Indigenous status

The rate of overcrowding was higher in Indigenous households (16%) compared to non-Indigenous households (5%) (Table 6.3).

Due to concerns over data quality, detailed analysis of dwelling utilisation by program type and Indigenous status is unable to be undertaken and figures presented in Table 6.3 should be interpreted with caution.

Table 6.3: Dwelling utilisation, by Indigenous status, 2012 (per cent)

		Overcrowded	Adequate	Underutilised
Public housing	Indigenous	**16.1	71.4	**12.4
	Non-Indigenous	5.1	80.7	14.2
SOMIH	Indigenous	15.8	60	24.2
	Non-Indigenous	n.p.	65.1	**25.6
Community housing	Indigenous	n.p.	77.7	n.p.
	Non-Indigenous	n.p.	87.8	8.2
All	Indigenous	15.5	68.4	16.1
	Non-Indigenous	4.9	81.7	13.4

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the person in the household who completed the survey form.

Box 6.2: Demographic characteristics of survey respondents related to dwelling utilisation

- 88% of respondents aged 75 and over reported living in adequate dwellings. One-fifth (20%) of respondents aged 55–64 reported living in underutilised dwellings while 19% of those aged 25–34 reported living in overcrowded dwellings.
- Over four-fifths (85%) of respondents who completed a bachelor's degree or higher reported living in adequate dwellings. Nearly one-fifth (16%) of respondents who completed junior high school as the highest level of education attained reported living in underutilised dwellings, while 8% of those who completed secondary high school as the highest level of education attained reported living in overcrowded dwellings.
- Over four-fifths (85%) of retired respondents and 86% of those studying full-time reported living in adequate dwellings. One-fifth (21%) of respondents employed full time reported living in underutilised dwellings, while 13% of those in full-time study, those employed full-time and those unemployed reported living in overcrowded dwellings.
- 88% of respondents who lived in a house composed of a group of unrelated adults reported living in adequate dwellings. More than half (54%) of respondents living with extended family, including 1 or more children, reported living in overcrowded dwellings. Meanwhile, 40% of couples without children reported living in underutilised dwellings.

Appendix A: Profile of 2012 NSHS social housing survey respondents

Demographic characteristics are routinely collected in surveys to provide the opportunity when analysing the data to better understand the population surveyed – for example, questions about age, sex, education and employment help researchers understand whether those surveyed are similar to other populations.

As with past surveys, questions relating to demographic characteristics were included in the 2012 NSHS. The information sought was from 2 perspectives:

- the respondent, presented first, under ‘Characteristics of survey respondents’
- the household, presented second under ‘Characteristics of households’.

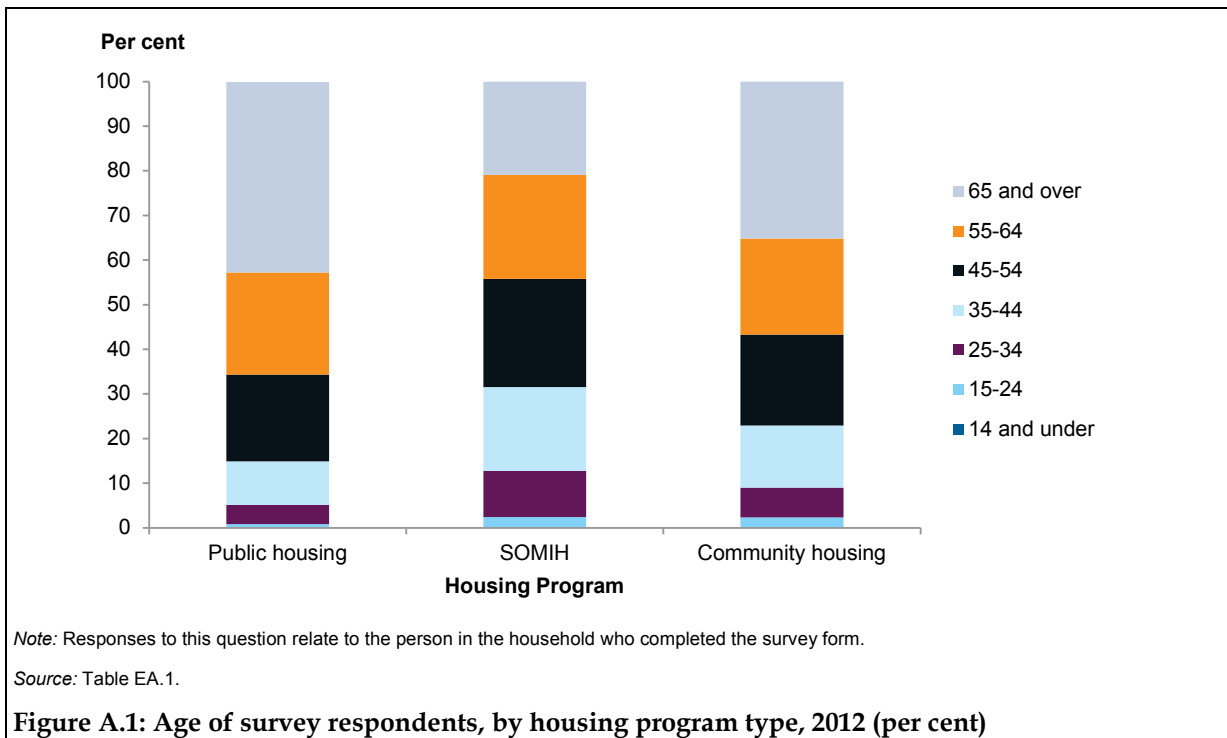
Characteristics of survey respondents

Age and sex

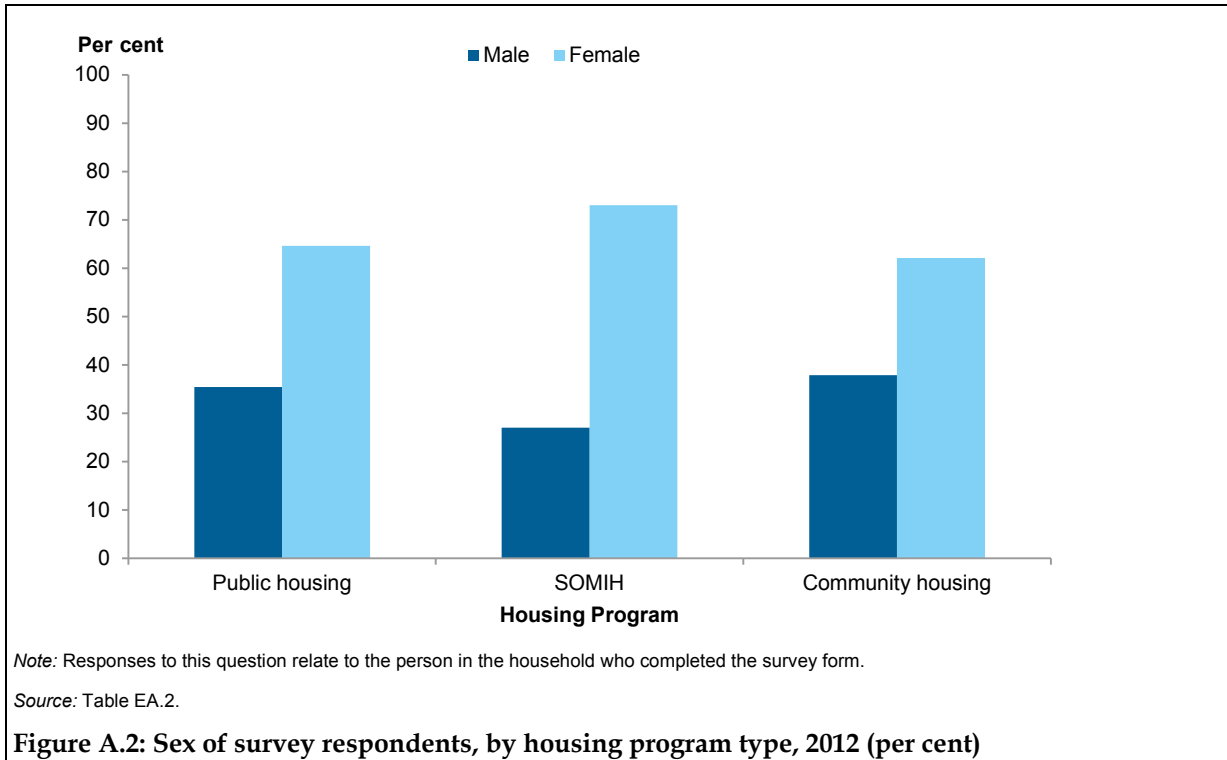
The age profile of survey respondents was concentrated in the older age groups – particularly for public housing and community housing respondents (Figure A.1).

Across the programs the majority of tenants were aged 55 and over (66% for PH, 57% for CH and 44% for SOMIH).

The younger age profile of SOMIH respondents reflects the fact that the Aboriginal and Torres Strait Islander population has a younger age-distribution than the Australian population as a whole (ABS 2012a).



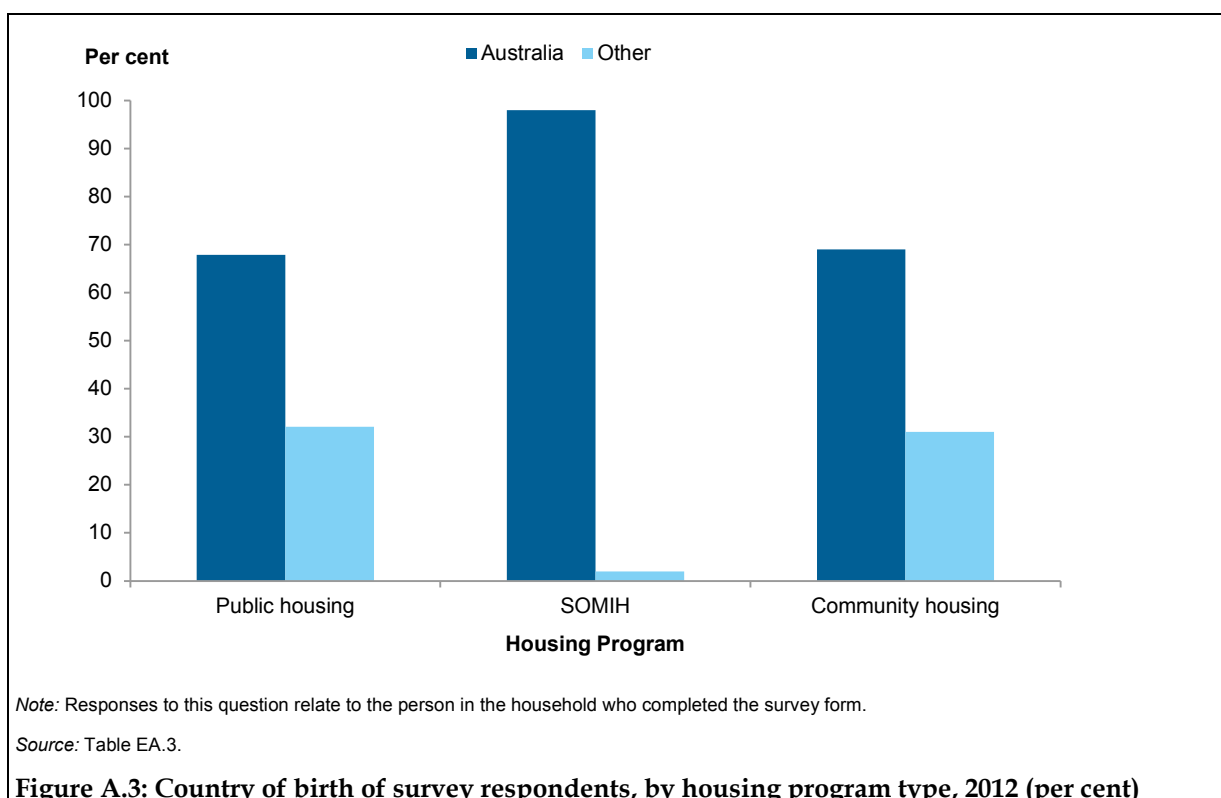
Almost two-thirds of both public housing (65%) and community housing respondents (62%) were female, as were almost 3 in 4 SOMIH respondents (73%) (Figure A.2).



Country of birth

More than two-thirds of public and community housing respondents were born in Australia (68% and 69% respectively), as were 98% of SOMIH respondents (Figure A.3). Of those born outside of Australia, the largest group was classified as being born in European countries (59% of PH and 46% of CH). For the SOMIH population, only 100 respondents were born outside of Australia and, as such, further analysis has not been undertaken).

The proportion of overseas-born respondents was slightly higher than the proportion of the general population born overseas. According to the ABS, at 30 June 2011, about a quarter (27%) of the estimated resident population of Australia were born overseas (ABS 2012b) compared with 31% of social housing survey respondents.



Language spoken

Just over 1 in 10 public and community housing respondents spoke a language other than English at home (12% for PH and 13% for CH), as did 1 in 20 (5%) SOMIH respondents.

For those tenants who mainly spoke a language other than English at home, the next 2 most frequently recorded languages were:

- Vietnamese (12%) and Chinese (9%) – public housing
- Creole (53%) and Indigenous dialects (40%) – SOMIH
- Arabic (13%) and Chinese (12%) – community housing.

Respondents were provided with the option of requesting a survey translated in 1 of 8 languages. The list of languages available for translation was made in consultation with the jurisdictions. A total of 215 respondents requested surveys to be translated into 1 of the

languages detailed on the survey covering letter and a total of 116 completed surveys were returned – a response rate of 54%.

Indigenous status

For a household to be classified as Indigenous, only 1 member of that household needed to identify as Indigenous and this may not have been the person responding to the survey.

Almost 9 in 10 SOMIH respondents (89%) reported that they were of ‘Aboriginal or Torres Strait Islander origin’, compared with around 1 in 20 respondents for both public housing (5%) and community housing (6%) (Table A.1).

On Census night 2011, Indigenous Australians represented around 2.5% of the Australian population, which suggests that they are over-represented in social housing (ABS 2012a).

Table A.1: Indigenous status of survey respondents, by housing program type, 2012 (per cent)

Indigenous status	Public housing (%)	SOMIH (%)	Community housing (%)
Aboriginal and/or Torres Strait Islander origin	5.3	89.0	6.0
Neither Aboriginal or Torres Strait Islander origin	94.7	11.0	94.0

Note: Responses to this question relate to the person in the household who completed the survey form.

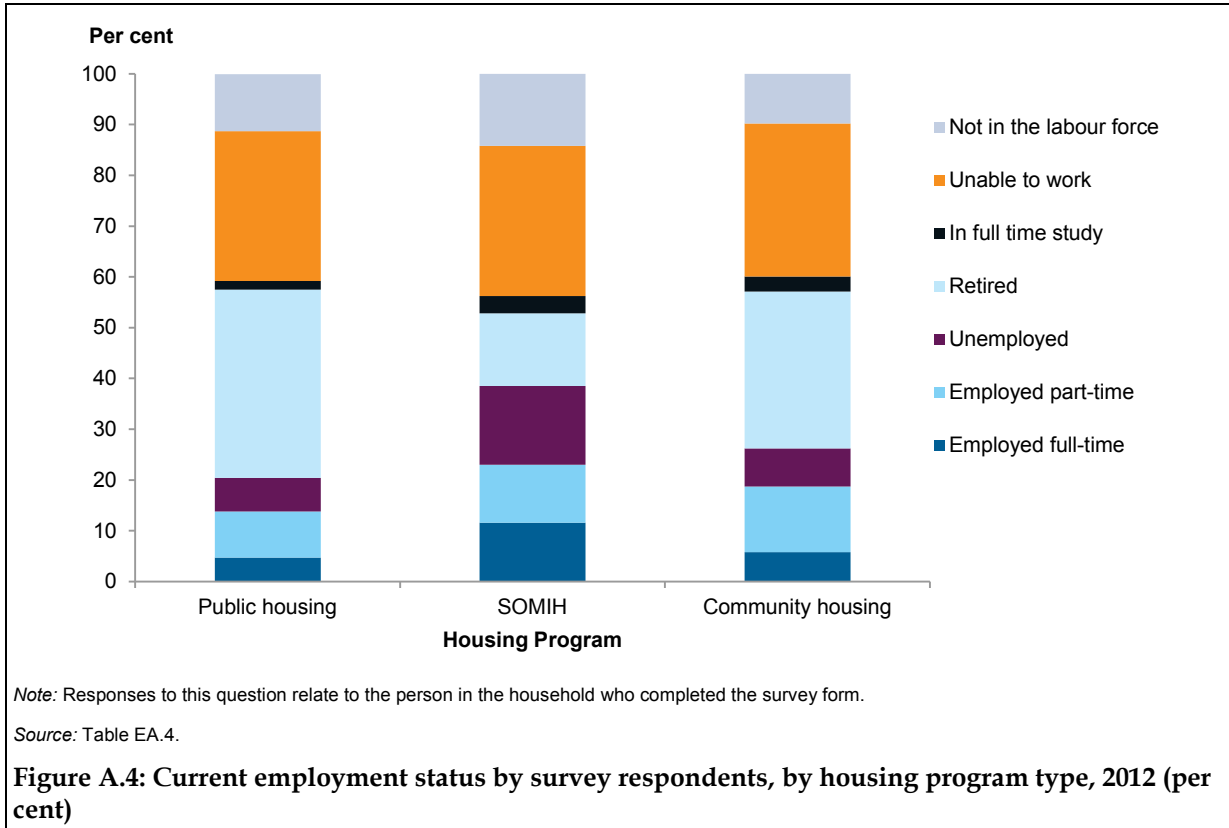
Tenants’ labour force status

More than 1 in 5 (22%) social housing respondents were in the labour force in 1 of the following categories:

- employed full time (35 hours or more per week in all jobs) (5%)
- employed part time (less than 35 hours per week in all jobs) (10%)
- unemployed (not in paid employment but seeking work) (7%).

The remainder were either studying, engaged in volunteer work or a full-time parent or carer, retired or unable to work due to long-term illness or disability (Figure A.4).

Around a third of social housing respondents were retired (36%). SOMIH respondents were less likely to be retired (14%) than either public housing (37%) or community housing respondents (31%).



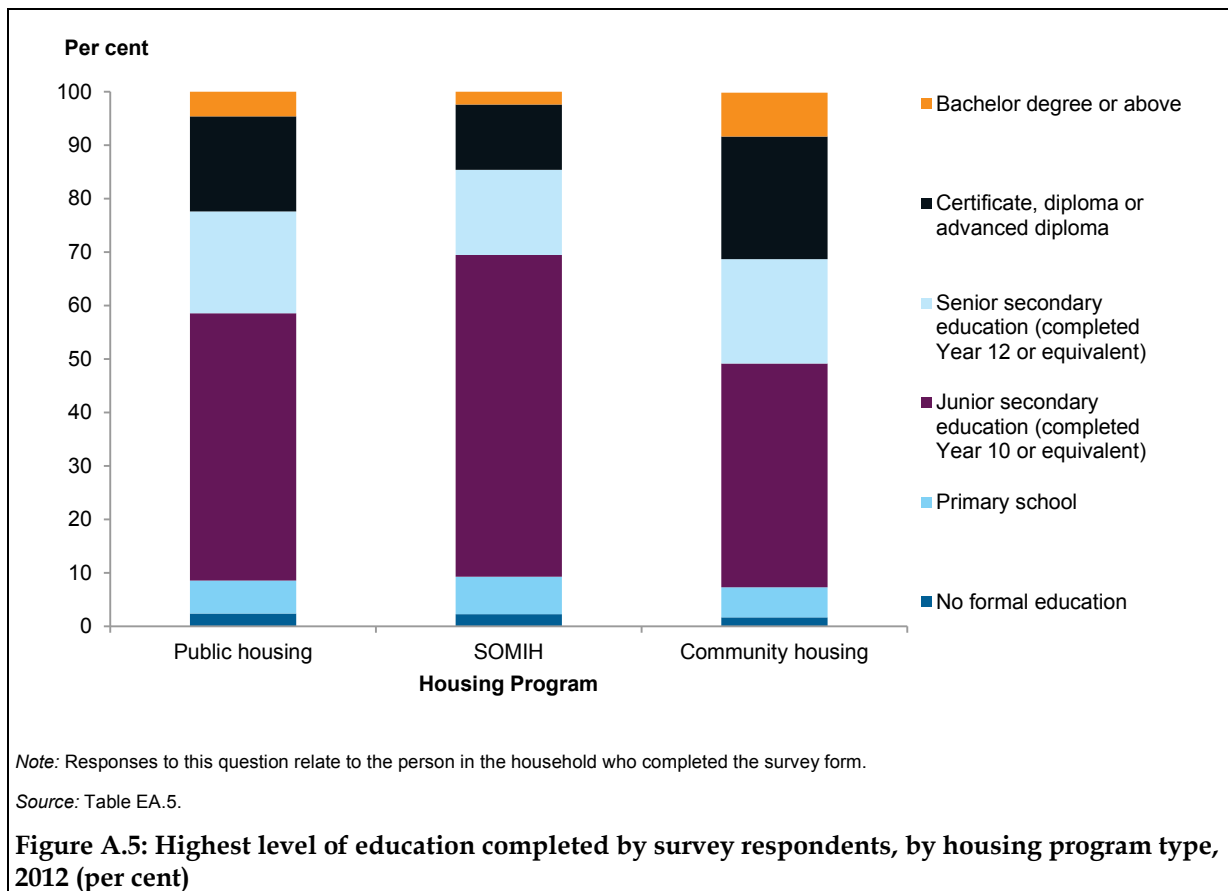
Education status of tenants

Community housing respondents were more likely to have a higher level of education than public housing and SOMIH respondents (Figure A.5):

- 51% of community housing respondents had completed Year 12 or above
- 42% of public housing respondents had completed Year 12 or above
- 31% of SOMIH respondents had completed Year 12 or above.

Community housing respondents (31%) were more likely than those from public housing (23%) or SOMIH (14%) to hold post-secondary school qualifications.

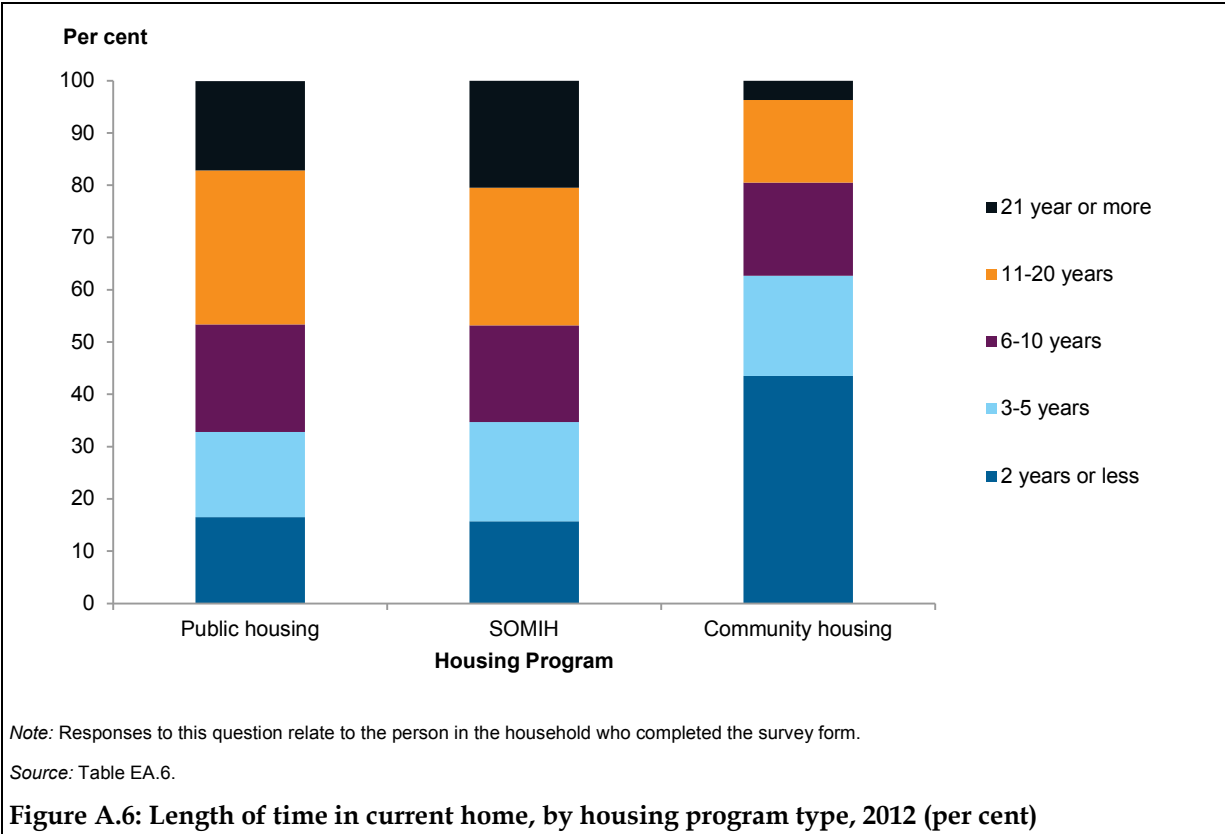
Around 2% of social housing respondents reported no formal education.



Housing histories

Time in current home

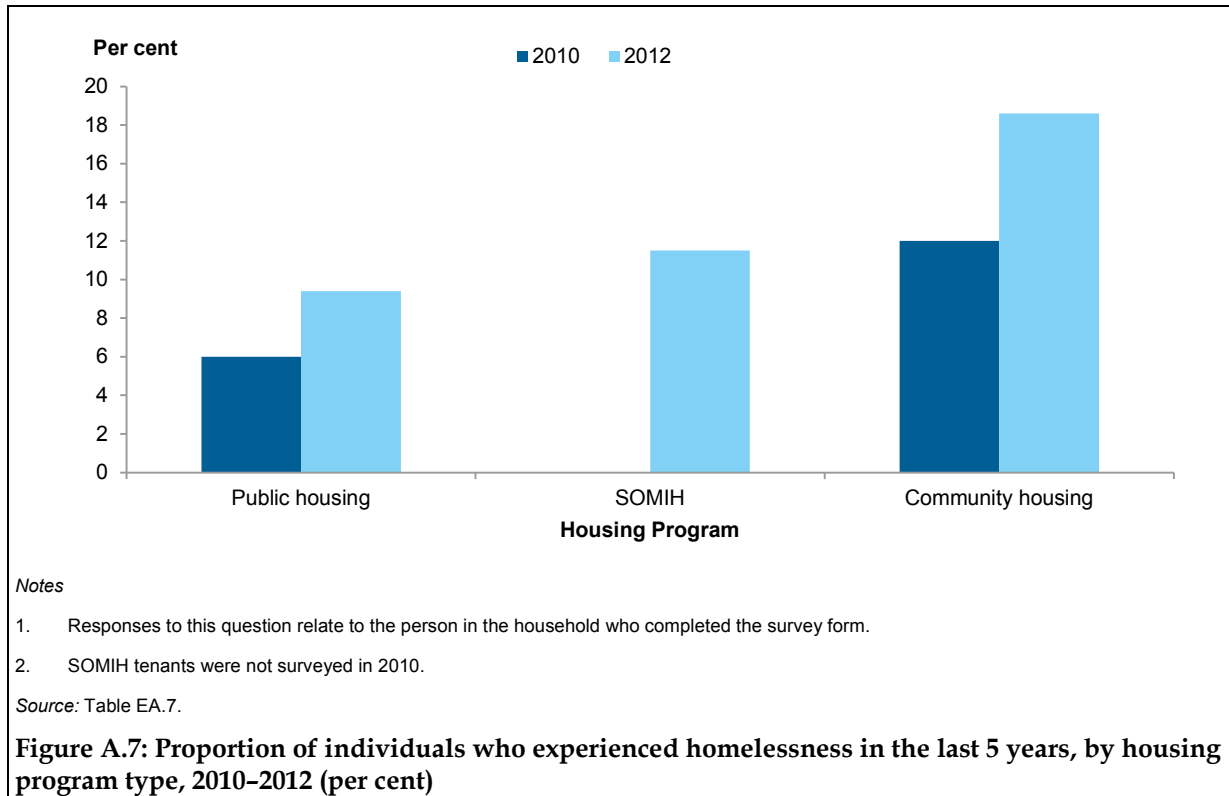
Public housing and SOMIH respondents had lived in their current home longer than community housing respondents, partly reflecting the fact that community housing has been available in Australia for a shorter amount of time than public housing and has grown at a faster rate since its introduction (Figure A.6). Community housing respondents (43%) were more likely to have moved into their current home within the last 2 years than public housing (17%) or SOMIH (16%) respondents, while almost half of public housing and SOMIH respondents (47% for both) had been in their current home for 11 years or more compared with 20% of community housing respondents.



Prior homelessness

In the 2012 NSHS, being ‘homeless’ refers to times when the respondent had to live in emergency accommodation provided by a homelessness agency, had stayed temporarily with friends or relatives because they had nowhere else to live, had been totally without permanent shelter or had lived in shelter unlawfully such as squatting in derelict buildings. In the 5 years leading up to the survey:

- 9% of public housing respondents had experienced homelessness (up from 6% in 2010)
- 12% of SOMIH respondents had experienced homelessness
- 19% of community housing respondents had experienced homeless (up from 12% in 2010) (Figure A.7).



Those who had been homeless in the 5 years prior to the survey were asked to indicate whether they were living in non-conventional accommodation, non-private dwellings or short-term or emergency accommodation.

- Respondents most commonly reported that they had resided in short-term or emergency accommodation.
- More than 1 in 4 respondents reported that they had slept rough or in non-conventional accommodation.

Table A.2: Proportion of 2012 NSHS respondents who experienced homelessness in the last 5 years, by housing program type (per cent)

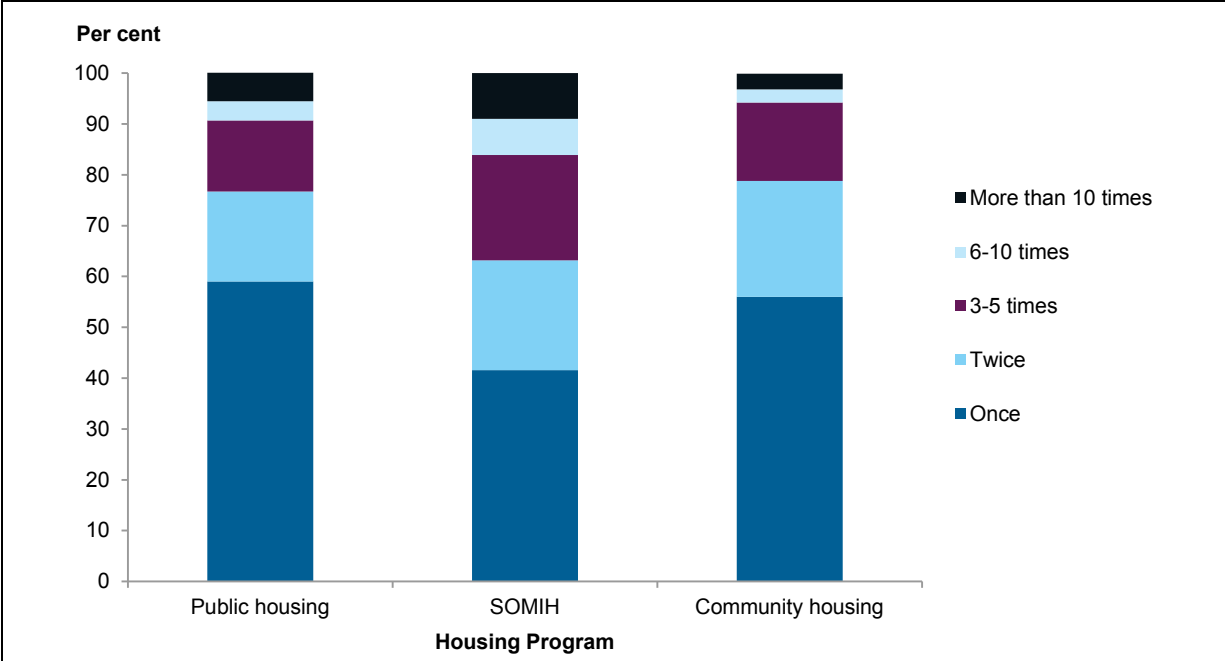
Homeless category	Public housing (%)	SOMIH (%)	Community housing (%)
Sleeping rough or in non-conventional accommodation	31.2	25.2	26.7
Short-term or emergency accommodation	73.0	84.3	71.7
In a private boarding house	14.9	6.0	17.4
Hotel/motel, caravan park, or other temporary accommodation	25.9	16.4	21.8

Notes

- Responses to this question relate to the person in the household who completed the survey form.
- Respondents could select more than 1 response.

Of those respondents who had experienced homelessness in the 5 years prior to the survey (Figure A.8):

- around 4 in 10 public and community housing respondents had experienced *more than 1* episode of homelessness in those 5 years (41% for PH and 44% for CH)
- nearly 6 in 10 (58%) SOMIH respondents had experienced repeated periods of homelessness in those 5 years, with 1 in 10 (9%) experiencing homelessness *more than 10 times* in the 5 years.



Notes
 1. Base is people who were homeless prior to moving into social housing.
 2. Responses to this question relate to the person in the household who completed the survey form.

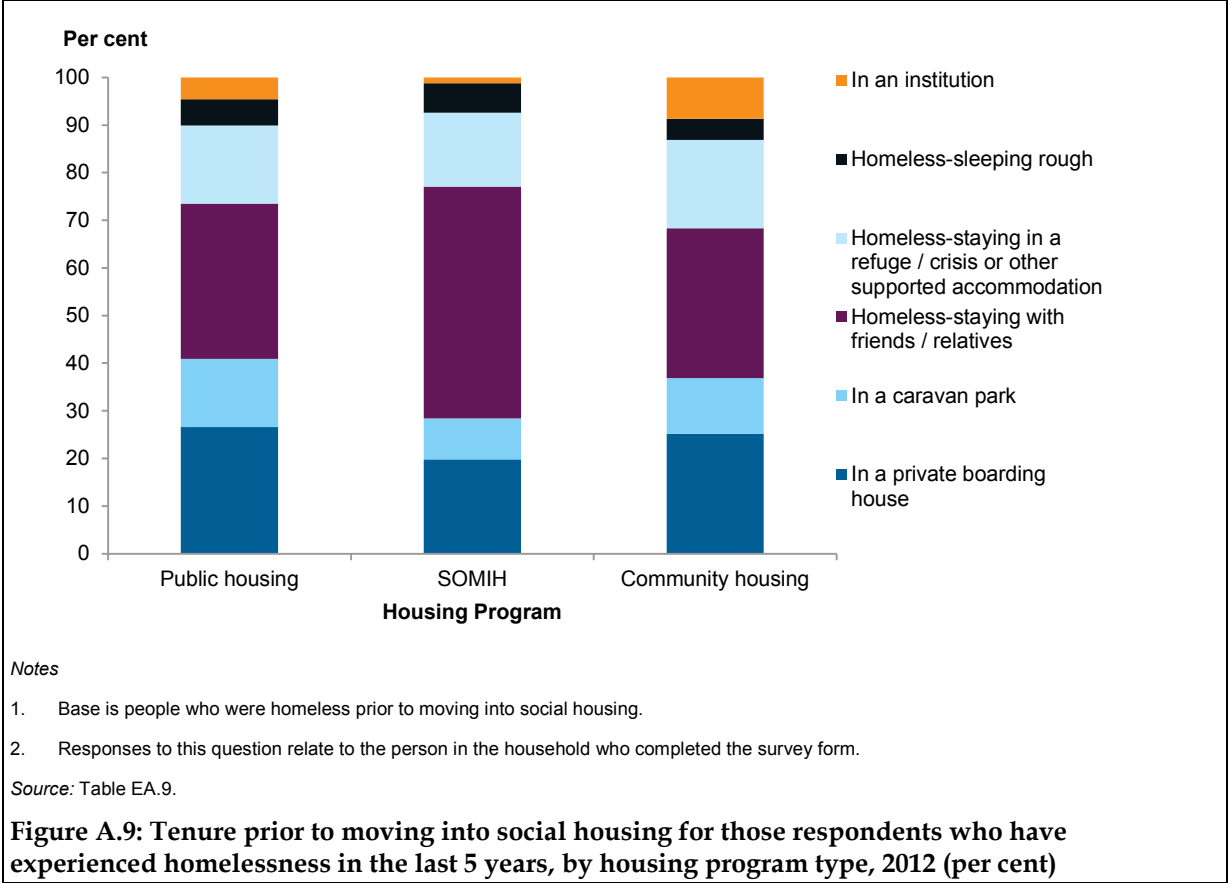
Source: Table EA.8.

Figure A.8: Number of times homeless in last 5 years, for those respondents who previously experienced homelessness, by housing program type, 2012 (per cent)

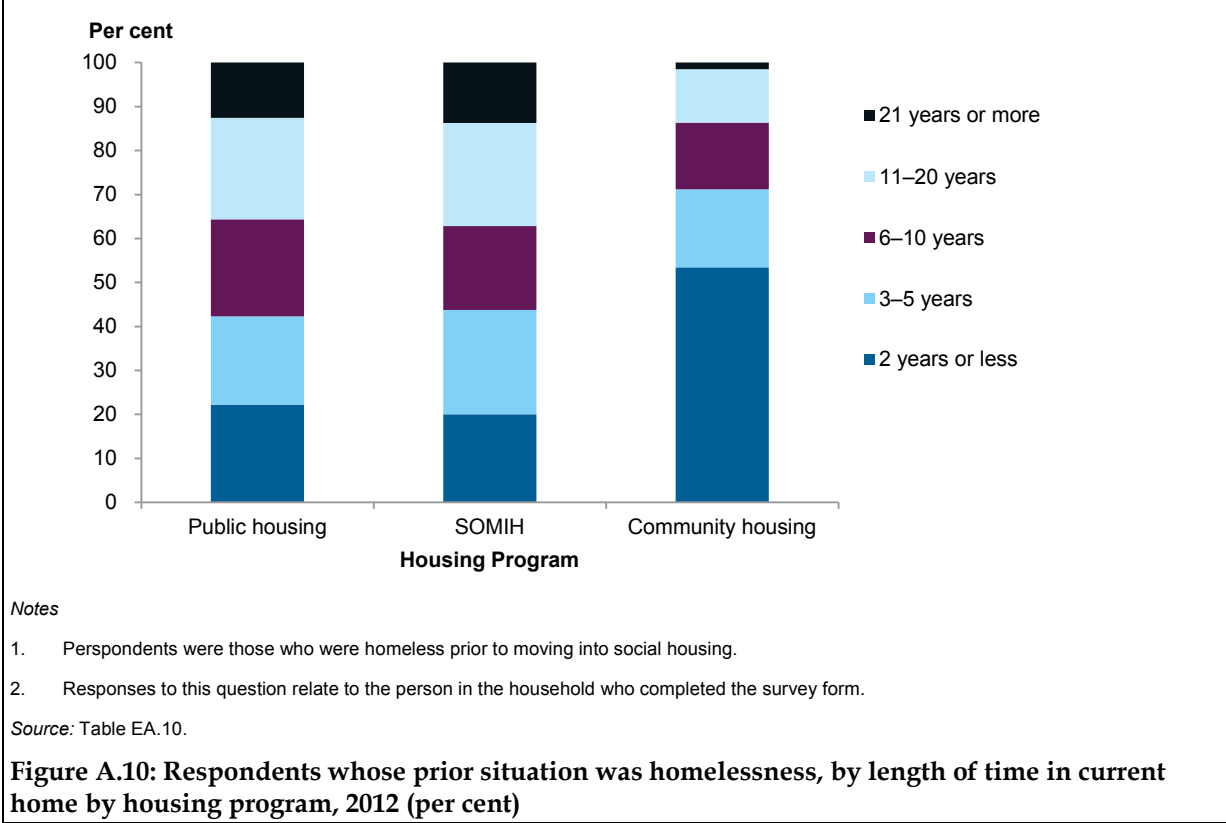
Prior tenure

Social housing respondents who were homeless prior to moving into their current home were most likely to describe their previous situation as:

- ‘homeless – staying with friends/relatives’ (33% PH, 49% SOMIH and 31% CH)
- ‘residing in a private boarding house’ (27% PH, 20% SOMIH and 25% CH) (Figure A.9).



One of the outcomes committed to under the NAHA is that people who are homeless, or at risk of homelessness achieve sustainable housing (COAG 2012). According to those surveyed in the 2012 NSHS, about 3 in 10 social housing respondents were homeless prior to moving into their current home (26% for PH, 33% for SOMIH and 31% for CH). Of these, 78% of public housing respondents, 80% of SOMIH respondents, and 47% of community housing respondents have been living in their current home for 3 years or more (Figure A.10).

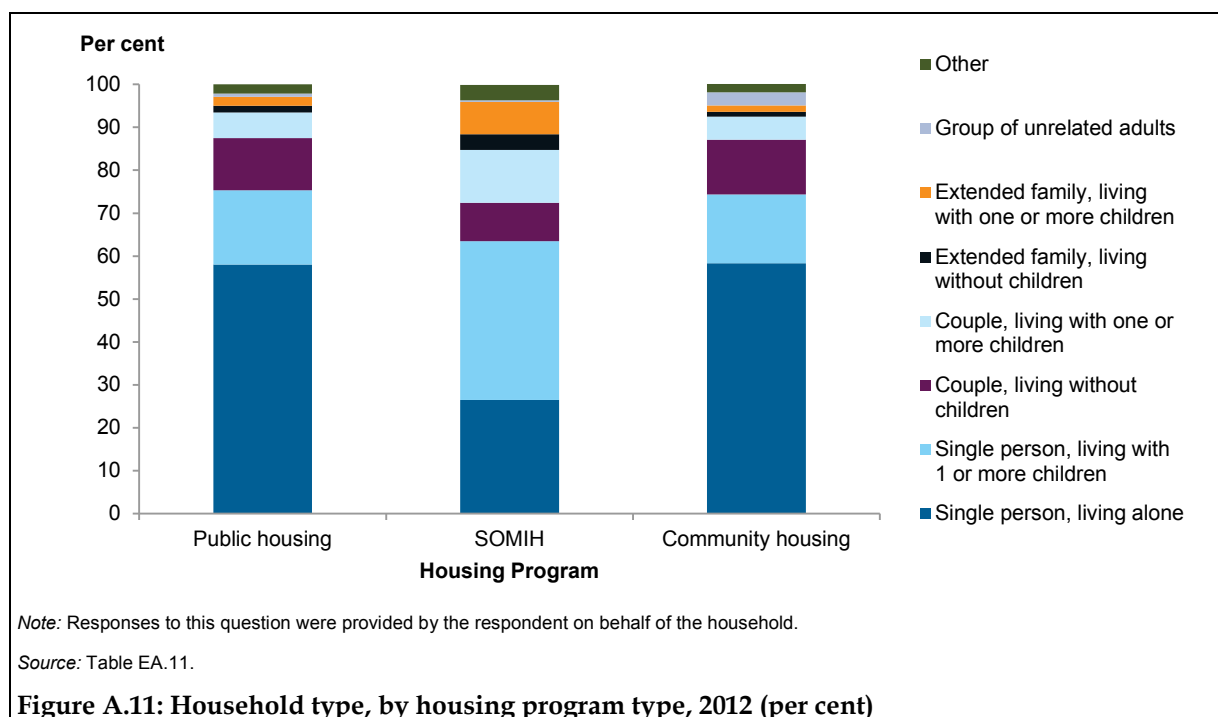


Characteristics of households

Household types

More than half of public housing and community housing households surveyed (58% for both) comprised a single person living alone, compared with just over a quarter of SOMIH households (27%) (Figure A.11). Around 1 in 10 of all social housing households comprised couples only (12% PH, 9% SOMIH and 13% CH).

Less than a quarter of public housing and community housing households contained 1 or more dependent children (23% and 22% respectively). Consistent with 2010 findings, almost two-thirds (66%) of dependent children in public housing and almost three-quarters (70%) in community housing lived in a single parent household. In comparison, almost half of SOMIH households consisted of 1 or more dependent children (49%), with almost two-thirds (66%) of these dependent children residing in a single parent household.



Indigenous status

Almost all SOMIH survey respondents reported that at least 1 member of their household was of 'Aboriginal and/or Torres Strait Islander origin' (96%), compared with less than 1 in 10 for both public housing and community housing (8% and 9%, respectively) (Table A.3).

Table A.3: Indigenous status of other members of the household by housing program type, 2012 (per cent)

	Public housing (%)	SOMIH (%)	Community housing (%)
Aboriginal and/or Torres Strait Islander origin	8.0	95.8	8.6
Neither Aboriginal or Torres Strait Islander origin	92.0	4.2	91.4

Notes

- Responses to this question were provided by the respondent on behalf of the household.
- Excludes the survey respondent.

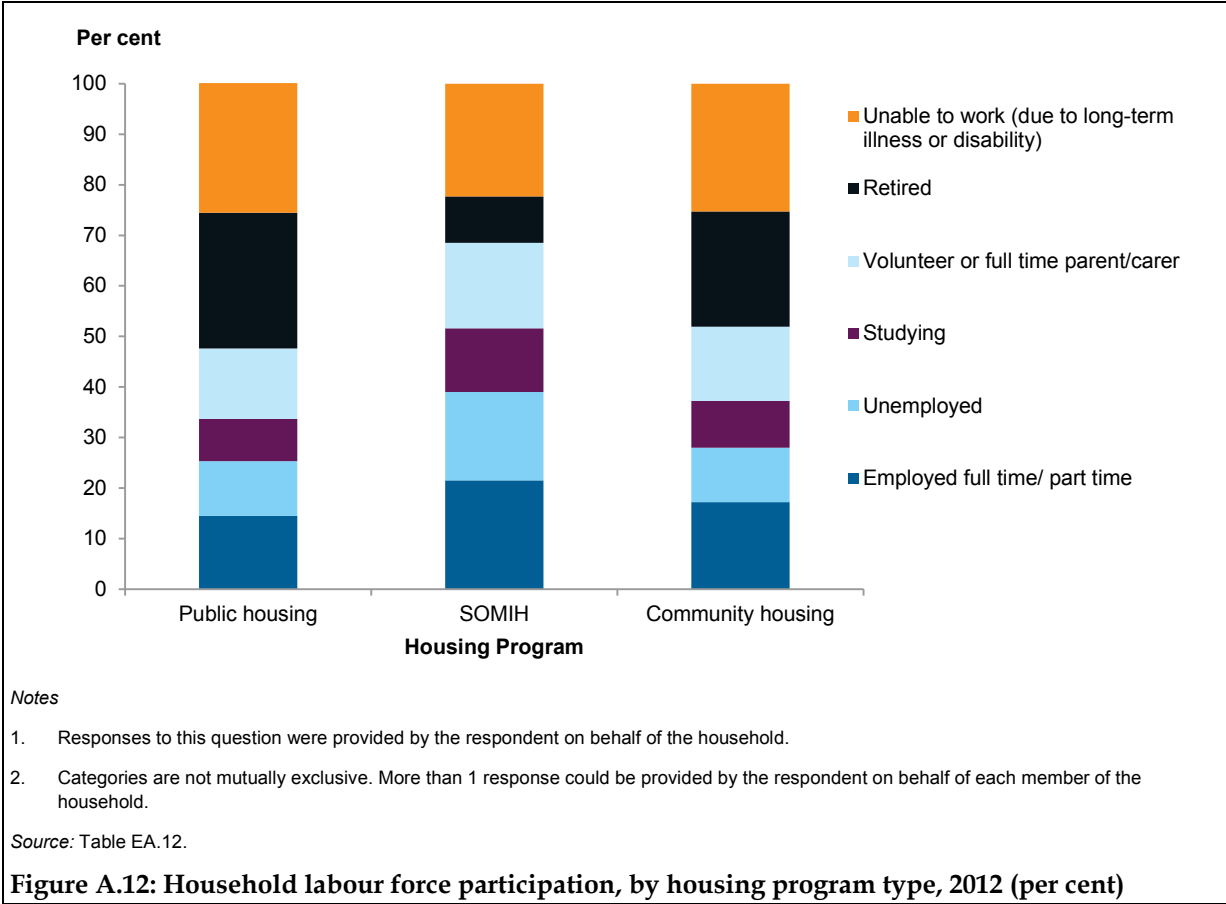
Household labour force status

Around a quarter of those in public housing (25%) or mainstream community housing (28%) and 39% of SOMIH respondents aged 15 or over were in the labour force in 1 of the following categories:

- employed full time (35 hours or more per week in all jobs) (6% PH, 6% CH, and 11% SOMIH respondents were employed full time)
- employed part time (less than 35 hours per week in all jobs) (8% PH, 11% of CH, and 10% SOMIH respondents were employed part time)
- unemployed (not in paid employment but seeking work) (11% PH, 11% CH, and 18% SOMIH).

The remainder of those in public housing and community housing households were either studying, engaged in volunteer work or a full-time parent or carer, retired or unable to work due to long-term illness or disability (Figure A.12).

People in SOMIH households were less likely than those in either public housing or community housing to be retired (27% PH, 9% SOMIH and 23% CH) or unable to work due to long-term illness or injury (26% PH, 22% SOMIH and 25% CH).



Young people engaged in full-time education

Around 9 in 10 public housing and community housing households did not contain any young people – defined as those younger than 25 – enrolled in full-time education at the time of the survey (Table A.4). A higher proportion of SOMIH households contained at least 1 young person aged 14 or under currently enrolled in full-time education (31% compared to around 12% for both PH and CH).

Table A.4: Young people engaged in full-time education by housing program type, 2012 (per cent)

	Public housing (%)		SOMIH (%)		Community housing (%)	
	15–24	14 and under	15–24	14 and under	15–24	14 and under
None	90.5	88.3	81.1	68.8	90.7	88.2
1	7.5	6.5	13.8	14.6	7.1	7.1
2	1.6	3.4	4.0	9.4	1.7	3.7
3 or more	0.3	1.7	1.1	7.4	0.4	0.9

Note: Responses to this question were given by the survey respondent on behalf of the other members of the household.

Appendix B: Survey and reporting methodology

The approach for the 2012 survey differed from that used in previous years due to limitations on the time available for fieldwork. An initial random sample was drawn from the administrative or sample databases supplied by jurisdictions, and households in this sample were sent a survey pack containing a questionnaire (including covering letter) and a reply-paid envelope. A total of 82,235 initial survey packs were lodged in 3 separate batches between 18 May 2012 and 18 July 2012.

Non-response within 2 weeks of these initial mailings was followed up with a reminder mailing encouraging tenants to complete the survey (in the ACT reminder mailings took place 10 days after the initial mailing due to time restrictions on fieldwork). The reminder mail-out included a questionnaire (including reminder letter) and a reply-paid envelope. Reminder packs were sent to a total of 32,313 social housing tenants. In Tasmania, due to small numbers, the sample included all tenants in community housing and SOMIH programs. As such, a second reminder mail-out was conducted in Tasmania to maximise survey response activity.

During the fieldwork period, it became apparent that a higher response was achieved from initial mailings than from reminder mailings. As the time available for fieldwork decreased the focus shifted to achieving the minimum sample size for reporting for each program and jurisdiction. Therefore additional survey forms were sent out to randomly selected top-up sample households until the required numbers of responses were achieved. In previous years, a single sample was selected and followed up with reminder mailings until the required number of responses was achieved.

The 2012 survey weighting was calculated as:

$$\frac{\text{The number of households}}{\text{number of responses for each housing program type} \times \text{accessibility/remoteness index of Australia (ARIA)} \times \text{jurisdiction (except the Australian Capital Territory)}}$$

For the Australian Capital Territory, weights were calculated by the same method by housing program type without ARIA. (See Box 2.1 for a full description). All population counts were provided by the jurisdictions to the AIHW, and those ARIA areas without completed surveys were excluded from weighting calculations. This approach differs from that used in 2010 when the area (as defined individually by each jurisdiction) was used for stratification and selection rather than ARIA.

As with the 2010 NSHS, the 2012 NSHS used the same survey instrument across all social housing programs. Prior to 2010 the content differed slightly across the programs, reflecting the different areas of interest in relation to each program. The approach used for the 2012 survey was undertaken in order to maximise data comparability across all social housing programs. Further, while there was some change to the survey questions between the 2 survey waves, the same topics were covered and content for key issues remained essentially

the same. A copy of the questionnaire is located in Appendix C: Final 2012 NSHS questionnaire.

Further information regarding the methodological approach to the 2012 NSHS can be found in the *2012 National Social Housing Survey: Methodological Report* published on the AIHW website <www.aihw.gov.au>.

Survey response rates

The questionnaire was mailed to a randomly selected sample of 55,101 public housing, 9,504 SOMIH and 17,570 community housing households. A total of 13,381 completed questionnaires were received (8,984 for public housing, 1,346 for SOMIH and 3,051 for community housing).

The overall response rate for the 2012 NSHS was 16% and ranged from a low of 12% for Queensland SOMIH tenants, to a high of 35% for Tasmanian community housing tenants – program specific response rates were 16% for public housing, 14% for SOMIH and 17% for community housing. This represents a drop in the overall response compared with the 2010 NSHS (reported as 40% for PH and 36% for CH).

Table B.1 2012 NSHS response rates, by social housing type and jurisdiction

Component	Public housing		Community housing		SOMIH	
	Number of surveys completed	Response rate (%)	Number of surveys completed	Response rate (%)	Number of surveys completed	Response rate (%)
Total number of surveys completed	8,975		3,037		1,183	
NSW	5,082	15.5	1,119	17.0	544	12.7
Vic	526	13.8	376	15.7	..	
Qld	665	22.2	399	16.0	347	11.0
SA	506	21.9	372	17.4	187	10.8
ACT	665	24.7	109	20.0	..	
WA	517	15.4	391	15.0	..	
Tas	477	17.9	271	33.1	105	31.5
NT	537	11.8	

.. Not applicable.

Notes

1. SOMIH program currently operates in 4 jurisdictions: NSW, Qld, SA, Tas.
2. Community housing program operates in all jurisdictions except for the Northern Territory.

Scope

The NSHS is a national survey encompassing a range of tenancies by geography and remoteness. In 2012, the NSHS was conducted across 3 social housing programs: public rental housing, SOMIH, and community housing. Indigenous community housing was out of scope for the 2012 survey.

All tenants were eligible to participate in the survey. In the majority of cases, census databases were provided to Lonergan Research via the AIHW. In a minority of cases, sample databases were provided to Lonergan Research directly from jurisdictions. Each jurisdiction was asked to provide the following information for each tenancy:

- address (including post code)
- program type
- remoteness category (by ARIA code).

As Housing NSW required a minimum sample size for each area they were also required to provide area information for each tenancy.

Participation in the survey was voluntary and respondents were asked their permission to pass non-identifiable unit record data to their housing provider. A total of 3,292 respondents did not provide permission to pass their data on (24% of public housing respondents, 28% of SOMIH respondents, 24% of community housing respondents). For these survey participants, responses are only available in collated form.

Methodology

The 2012 NSHS consisted of 3 key stages: pre-fieldwork, fieldwork and post-fieldwork. Each of these stages is outlined briefly below. For full details of each of the stages please refer to the *National Social Housing Survey 2012: technical report* available on the AIHW website: <www.aihw.gov.au>.

Pre-fieldwork

The pre-fieldwork stage consisted of several distinct steps:

- First was a critical assessment of the existing 2010 NSHS questionnaire and findings undertaken by Lonergan Research. To reduce overall project costs, 1 key recommendation from this review was to develop 1 core questionnaire which could be used across all social housing tenants. Previously, separate surveys had been developed for public and community housing tenants.
- Following this, a draft questionnaire was developed in consultation with the AIHW and the NSHS steering committee.
- To evaluate and further refine the questionnaire, Lonergan Research undertook a 2-stage pilot survey with a sample of social housing tenants.
 - Face-to-face cognitive testing was undertaken to evaluate the design and content of the draft 2012 NSHS questionnaire. Due to time and budgetary constraints, cognitive testing was limited to the Australian Capital Territory and New South Wales only. Tenant lists were provided to Lonergan Research by Housing and Community Services ACT, Housing NSW and NSW Aboriginal Housing Authority. Recruitment

was undertaken by senior Lonergan Research consultants. Participants were paid \$50 to cover expenses incurred as a result of taking part in cognitive interviews.

- Following cognitive interviewing the draft questionnaire underwent minor revision. This questionnaire was then endorsed by the steering committee for use in the pilot test. Due to time constraints and the availability of sample, the pilot mail-out survey was restricted to tenants in New South Wales and Queensland only. Survey packs were mailed to a total of 120 tenants offering them the option to complete the survey online or return by hard copy (using the reply-paid envelope provided). Due to time constraints, tenants were only allowed 12 days to respond, and although sample sizes were small, the survey indicated that a better response rate could be expected from public housing tenants.

Fieldwork

For the 2012 NSHS, a common approach to fieldwork was adopted for all social housing programs. That is, an initial survey was mailed to the selected sample and followed up with reminder packs if the tenant had not responded in the time allowed.

Primary approach packs

For the 2012 NSHS, primary approach letters were not included as a standard step in the fieldwork. The exception to this is NSW SOMIH tenants who did receive a primary approach letter from their housing organisation.

Primary approach packs, containing a covering letter and a frequently asked questions (FAQ) sheet were sent to a total of 2,485 New South Wales SOMIH tenants. To further boost response rates, towards the end of the survey a census mail-out was conducted by mailing to an additional 1,799 tenants. Due to pressing timescales, each tenant was mailed the FAQ sheet in advance.

Survey packs

Each survey pack contained a questionnaire (including covering letter, see Appendix C) and a reply-paid envelope. A total of 82,235 initial survey packs were lodged in 3 separate batches between 18 May and 18 July 2012. The lodgement date varied by geographical location and priority was given to remote areas and those areas under quota at that point in time.

Reminder packs

Each reminder pack contained a questionnaire (including reminder letter, see Appendix C) and a reply-paid envelope. Reminder packs were sent to a total of 32,313 tenants. In those cases where a census mailing was undertaken in wave 1, second reminder packs were also sent. A total of 37,506 reminder packs were mailed.

Post-fieldwork

Following completion of the fieldwork, a client workshop was held at the AIHW with Lonergan Research. Members of the 2012 NSHS steering committee were also invited to attend. The purpose of the workshop was to discuss specific aspects of each of the stages of the project, including:

- cognitive testing and pilot survey
- primary approach letter
- sampling selection
- address files
- 1300 number
- response rates, including the use of reminder letters
- weighting
- returns since the final reporting date
- data storage, retention and disposal, including the disposal of physical questionnaires and delivery of electronic data securely through AIHW secure messaging (ASM)
- recommendations for the 2014 survey.

Recommendations

The recommendations coming out of this meeting in relation to future iterations of the NSHS were:

- Investigate the possibility of placing an embargo on any 'competing' tenant surveys from being undertaken during the 2014 NSHS.
- Consider reinstating the use of primary approach letters for all jurisdictions and all social housing programs.
- For all future mailings, the deadline date for response is consistent with the survey completion date (as opposed to 14 days after the initial mailing).
- Allow sufficient time after the survey end date for returns to be received and processed – recommended as no less than 4 weeks.

Table B.2: Detailed survey response rates, by housing program type, by state and territory

	Total sample mailed (Number)	Returned surveys^(a) (Number)	Total responses (Number)	Response rate (2012) (%)	Response rate (2010) (%)	Difference (%)
Public housing						
NSW	32,759	212	5,082	15.5	44.2	-28.7
Vic	3,802	37	526	13.8	35.2	-21.4
Qld	2,990	16	665	22.2	37.8	-15.6
WA	3,352	224	517	15.4	32.8	-17.4
SA	2,308	17	506	21.9	50.3	-28.4
Tas	2,662	18	486	18.3	38.9	-21.0
ACT	2,691	21	665	24.7	n.a.	n.a.
NT	4,537	90	537	11.8	25.4	-13.6
SOMIH						
NSW	4,284	127	658	15.4
Qld	3,154	202	370	11.7
SA	1,733	66	213	12.3
Tas	333	2	105	31.5
Community housing						
NSW	6,577	226	1,119	17.0	39.2	-22.2
Vic	2,395	274	376	15.7	38.3	-22.6
Qld	2,488	141	399	16.0	31.4	-15.4
WA	2,608	330	391	15.0	37.6	-22.6
SA	2,139	55	372	17.4	41.4	-24.0
ACT	544	8	109	20.0
Tas	819	133	285	34.8	49.1	-16.0

.. Not applicable.

n.a Not available.

(a) Includes both blank questionnaires received as well as 'return to sender' survey packs.

Issues for consideration

Several factors may have contributed to the fall in response rates:

- Different criteria for sample selection may have been used between 2010 and 2012.
- Jurisdictions and housing programs with lower response rates had sample top-ups to achieve a representative sample (by ARIA and area) in 2012.
- In 2012, other tenant surveys were being conducted at the same time as the NSHS.
- With the exception of New South Wales SOMIH, pre-approach letters were not sent to tenants in the 2012 NSHS. Pre-approach letters were used during the 2010 NSHS for New South Wales, Queensland and the Northern Territory public housing tenants, and New South Wales and Queensland mainstream community housing tenants.
- Supplementary computer assisted telephone interviews were not undertaken in 2012. When minimum sample sizes were not achieved for New South Wales public housing in 2010, a number of these interviews were undertaken in order to achieve quota and this may have improved response rates.
- Deadline dates of 14 days were highlighted in the covering letter in 2012 – this may have been a disincentive for tenants in remote areas to complete and return the survey.
- A steady stream of returns continued to be received after the survey end date. Those received prior to finalisation of the 2012 data set were included.

2012 NSHS sample representativeness

As highlighted in chapter 1, analysis was conducted comparing the demographic characteristics of NSHS respondents from the 2012 survey with equivalent demographic information contained in the national administrative data collections for public housing, SOMIH and community housing. This provides some indication as to whether social housing tenants surveyed as part of the NSHS are representative of the broader social housing population. The results of this analysis are contained in the following tables.

Table B.3: Demographic characteristics of public housing tenants – 2012 administrative database

		ACT	NSW	Vic	Qld	WA	SA	Tas	NT	Total
Number		9,810	89,788	57,312	46,435	29,644	30,953	9,934	5,320	279,196
Gender	Male	44.3%	45.0%	43.3%	43.3%	43.0%	45.3%	44.2%	45.6%	44.1%
	Female	55.7%	55.0%	56.7%	56.7%	57.0%	54.7%	55.8%	54.4%	55.9%
Age (years)	14 and under	25.6%	19.2%	24.3%	25.8%	29.1%	15.6%	27.8%	34.6%	22.8%
	15–19	9.3%	9.0%	9.4%	10.2%	8.1%	7.0%	7.9%	9.0%	8.9%
	20–24	5.8%	5.1%	5.8%	4.8%	4.3%	4.4%	4.9%	3.8%	5.0%
	25–34	10.5%	7.2%	8.8%	7.6%	8.4%	7.4%	9.7%	9.2%	8.0%
	35–44	12.3%	10.7%	11.4%	11.3%	10.8%	11.6%	12.0%	10.9%	11.1%
	45–54	13.1%	12.3%	12.3%	12.9%	10.6%	15.9%	13.2%	9.5%	13.4%
	55–64	9.6%	11.5%	11.5%	11.9%	10.8%	15.1%	11.4%	9.4%	12.6%
	65–74	7.4%	8.6%	8.6%	9.3%	9.7%	11.5%	7.9%	8.5%	9.8%
	75 and over	6.5%	7.9%	7.9%	6.3%	8.1%	11.5%	5.3%	5.2%	8.3%
	Tenancy composition	Single adult	48.5%	52.7%	48.8%	49.3%	49.4%	59.9%	49.9%	40.7%
Couple only		6.8%	9.5%	7.2%	10.3%	8.4%	10.8%	8.7%	7.3%	9.1%
Sole parent with kids		18.4%	17.6%	14.2%	25.4%	25.6%	8.7%	26.7%	27.7%	18.4%
Couple with kids		4.2%	6.0%	4.5%	9.1%	8.3%	3.6%	10.1%	9.7%	6.3%
Tenure Length	Group and mixed composition	22.2%	14.3%	25.3%	5.8%	8.3%	16.9%	4.6%	14.6%	14.7%
	6 months or less	5.2%	4.5%	4.4%	5.1%	7.3%	4.6%	6.1%	6.0%	5.0%
	Over 6 months to 2 years	11.9%	12.1%	12.9%	13.8%	14.9%	11.6%	15.3%	17.7%	12.9%
	Over 2 years to 5 years	18.1%	19.3%	19.9%	21.9%	24.2%	17.7%	19.6%	21.8%	20.1%
	Over 5 years to 10 years	23.1%	23.2%	25.3%	24.4%	25.6%	23.9%	21.4%	25.8%	24.1%
	Over 10 years	41.8%	40.9%	37.5%	34.9%	28.0%	42.3%	37.6%	28.8%	37.9%

Source: Australian Government Housing Data Repository.

Table B.4: Demographic characteristics of community housing tenants – 2012 administrative database

		ACT	NSW	Vic	Qld	WA	SA	Tas	Total
Gender	Not stated	0.7%	n.a.	3.0%	n.a.	3.9%	7.1%	4.9%	4.1%
	Male	62.6%	n.a.	46.0%	n.a.	46.9%	42.1%	46.9%	45.9%
	Female	36.7%	n.a.	51.0%	n.a.	49.2%	50.8%	48.3%	50.1%
Age (years)	Not stated	4.5%	n.a.	3.7%	n.a.	4.7%	4.0%	24.6%	4.7%
	14 and under	11.1%	n.a.	18.5%	n.a.	19.0%	19.9%	14.8%	18.6%
	15–19	3.9%	n.a.	7.4%	n.a.	5.8%	7.1%	3.7%	6.8%
	20–24	8.0%	n.a.	6.2%	n.a.	5.2%	6.0%	7.6%	6.0%
	25–34	20.4%	n.a.	11.7%	n.a.	12.2%	10.9%	13.0%	11.9%
	35–44	21.1%	n.a.	15.6%	n.a.	14.9%	13.6%	11.9%	15.1%
	45–54	14.2%	n.a.	15.5%	n.a.	13.4%	14.0%	9.1%	14.5%
	55–64	8.9%	n.a.	11.0%	n.a.	10.4%	10.6%	8.0%	10.6%
	65–74	5.3%	n.a.	5.9%	n.a.	8.5%	8.0%	4.7%	6.9%
	75 and over	2.6%	n.a.	4.5%	n.a.	6.1%	6.0%	2.5%	5.0%
	Tenancy composition	Not stated	n.a.	13.5%	n.a.	13.5%	3.1%	5.5%	1.5%
Single person, living alone		82.8%	n.a.	54.3%	n.a.	64.1%	57.9%	73.9%	59.0%
Sole parent, living with 1 or more children		7.0%	n.a.	9.4%	n.a.	5.4%	12.3%	9.4%	8.9%
Couple, living without children		2.1%	n.a.	5.6%	n.a.	7.3%	9.6%	3.9%	6.6%
Couple, living with 1 or more children		3.4%	n.a.	3.7%	n.a.	1.7%	3.7%	4.2%	3.2%
Extended family, living without children		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Extended family, living with 1 or more children		3.0%	n.a.	12.5%	n.a.	7.4%	12.2%	2.3%	10.5%
Extended family, living with other non-related members present		0.2%	n.a.	0.1%	n.a.	0.1%	0.1%	0.3%	0.1%
Group of unrelated adults		0%	n.a.	1.0%	n.a.	0.6%	1.1%	0.5%	0.9%

n.a Not available.

Source: Australian Government Housing Data Repository.

Table B.5: Demographic characteristics of SOMIH tenants – 2012 administrative database

		NSW	Qld	SA	Tas	Total
Number per state		12,229	10,771	4,733	812	28,545
Gender	Male	42.4%	43.2%	43.8%	43.8%	43.0%
	Female	57.6%	56.8%	56.2%	56.2%	57.0%
Age (years)	14 and under	38.4%	40.6%	34.6%	35.7%	38.5%
	15–19	11.8%	12.4%	11.6%	8.5%	11.8%
	20–24	5.4%	5.3%	5.7%	6.2%	5.4%
	25–34	10.3%	9.3%	9.6%	12.4%	9.9%
	35–44	12.4%	10.8%	13.3%	12.2%	12.0%
	45–54	10.8%	8.8%	12.2%	11.2%	10.3%
	55–64	6.7%	6.7%	7.9%	7.6%	6.9%
	65–74	3.2%	3.9%	3.8%	4.3%	3.6%
	75 and over	1.3%	2.1%	1.3%	1.9%	1.6%
	Tenancy composition	Single adult	24.7%	19.8%	30.8%	36.6%
Couple only		4.1%	8.2%	4.9%	8.3%	5.8%
Sole parent with kids		45.0%	40.4%	25.2%	36.0%	39.5%
Couple with kids		9.3%	18.0%	6.4%	13.6%	11.8%
Group and mixed composition		16.9%	13.6%	32.7%	5.6%	18.3%
6 months or less		7.5%	7.5%	5.3%	7.7%	7.1%
7 months to 2 years		19.8%	19.3%	14.5%	18.6%	18.6%
Tenure length	3 years to 5 years	20.8%	26.2%	23.6%	20.1%	23.1%
	6 years to 10 years	22.3%	23.1%	26.8%	31.0%	23.7%
	Over 10 years	29.6%	23.9%	29.9%	22.7%	27.5%

Source: Australian Government Housing Data Repository.

Table B.6: Demographic profile of 2010 and 2012 NSHS public housing survey respondents (per cent)

Public housing respondents		NSW		Vic		Qld		WA		SA		Tas		NT		Total	
		2010	2012	2010	2012	2010	2012	2010	2012	2010	2012	2010	2012	2010	2012	2010	2012
Gender	Not stated	3%	1%	5%	1%	7%	1%	5%	1%	5%	1%	5%	0%	4%	0%	5%	1%
	Male	34%	38%	29%	29%	30%	32%	31%	34%	35%	38%	30%	34%	39%	41%	33%	37%
	Female	62%	61%	66%	70%	64%	67%	63%	66%	60%	61%	65%	66%	57%	59%	63%	63%
Age (years)	Not stated	3%	2%	4%	1%	4%	1%	3%	3%	3%	3%	3%	1%	2%	1%	3%	2%
	Under 15	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	15–19	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	20–24	1%	1%	1%	1%	1%	0%	0%	1%	0%	1%	3%	2%	1%	0%	1%	1%
	25–34	4%	4%	7%	5%	5%	6%	6%	2%	4%	3%	8%	8%	6%	4%	5%	4%
	35–44	10%	10%	14%	11%	13%	7%	10%	8%	10%	12%	12%	12%	9%	9%	11%	10%
	45–54	20%	20%	20%	20%	21%	20%	16%	14%	19%	17%	20%	19%	12%	13%	19%	19%
	55–64	24%	23%	22%	21%	22%	28%	24%	19%	21%	21%	23%	24%	20%	19%	23%	22%
	65–74	21%	23%	19%	23%	20%	24%	22%	25%	20%	24%	18%	21%	32%	32%	20%	24%
75 or over	18%	17%	13%	19%	14%	15%	19%	28%	22%	20%	12%	14%	18%	22%	17%	18%	
Country of birth	Not stated	1%	2%	1%	1%	3%	1%	2%	2%	2%	3%	2%	1%	1%	1%	2%	2%
	Australia	67%	70%	76%	65%	73%	74%	65%	58%	73%	71%	90%	89%	66%	62%	72%	69%
	Other	31%	29%	22%	34%	25%	26%	33%	41%	26%	27%	8%	10%	32%	37%	27%	29%
Language mainly spoken at home	Not stated	2%	3%	1%	3%	3%	2%	2%	3%	2%	3%	2%	1%	2%	5%	2%	3%
	English	84%	84%	90%	80%	90%	91%	92%	89%	94%	92%	97%	98%	85%	84%	88%	86%
	Other	15%	13%	9%	17%	7%	7%	6%	8%	4%	6%	1%	1%	13%	12%	10%	11%
Highest level of education	Not stated	5%	6%	5%	4%	7%	5%	7%	5%	6%	4%	6%	5%	9%	6%	6%	6%
	Did not go to school	5%	2%	5%	3%	4%	2%	4%	2%	3%	1%	4%	1%	4%	1%	5%	2%
	Year 6 or below	15%	7%	17%	8%	18%	5%	15%	6%	21%	2%	10%	6%	17%	6%	16%	6%

Continued

Table B.6 (continued): Demographic profile of 2010 and 2012 NSHS public housing survey respondents

Highest level of education	Junior secondary	41%	51%	39%	45%	39%	53%	39%	45%	36%	47%	47%	56%	36%	38%	41%	48%
	Senior secondary	17%	13%	19%	21%	17%	13%	21%	19%	22%	26%	22%	16%	16%	21%	18%	16%
	Certificate, diploma or advanced diploma	12%	17%	13%	15%	12%	19%	11%	18%	10%	14%	9%	14%	14%	19%	12%	17%
	Bachelor's degree or above	4%	5%	3%	4%	4%	3%	2%	5%	2%	4%	1%	2%	5%	8%	3%	5%
Household composition	Single person, living alone	57%	58%	53%	57%	51%	54%	55%	64%	63%	64%	54%	58%	56%	55%	55%	57%
	Single person, living with 1 or more children	17%	15%	25%	22%	21%	19%	18%	14%	12%	12%	19%	17%	18%	17%	18%	17%
	Couple, living without children	14%	14%	9%	9%	12%	12%	17%	12%	17%	14%	14%	14%	13%	13%	14%	13%
	Couple, living with 1 or more children	7%	7%	9%	5%	9%	8%	7%	4%	5%	5%	10%	6%	9%	10%	8%	7%
	Extended family, living without children	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Extended family, living with 1 or more children	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	2%
	Group of unrelated adults	1%	1%	1%	1%	3%	1%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%
	Other	0%	2%	1%	2%	0%	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%
Tenure length (years)	Less than 1	6%	7%	8%	8%	6%	5%	7%	9%	4%	7%	7%	8%	8%	7%	6%	8%
	1–2	11%	9%	10%	10%	12%	9%	14%	9%	8%	9%	10%	10%	10%	10%	11%	9%
	3–5	17%	19%	20%	14%	19%	16%	23%	21%	19%	14%	18%	15%	22%	14%	19%	17%
	6–10	19%	19%	25%	21%	22%	21%	25%	24%	19%	21%	20%	19%	26%	24%	21%	20%
	11–15	15%	17%	15%	21%	18%	20%	14%	16%	14%	15%	15%	18%	12%	16%	15%	17%
	16–20	10%	11%	8%	12%	11%	13%	9%	11%	11%	14%	9%	11%	8%	10%	10%	11%
	20 or more	22%	18%	15%	15%	12%	15%	8%	10%	25%	22%	20%	18%	14%	17%	18%	18%

Table B.7: Demographic profile of 2010 and 2012 NSHS community housing survey respondents

Community housing respondents		NSW		Vic		Qld		WA		SA		Tas		Total	
		2010	2012	2010	2012	2010	2012	2010	2012	2010	2012	2010	2012	2010	2012
Gender	Not stated	4%	1%	3%	1%	7%	1%	6%	1%	4%	0%	6%	3%	5%	1%
	Male	31%	35%	36%	34%	39%	43%	37%	42%	35%	39%	27%	30%	36%	38%
	Female	65%	64%	61%	65%	54%	56%	57%	57%	62%	61%	67%	68%	59%	61%
Age (years)	Not stated	3%	2%	3%	4%	4%	2%	4%	2%	3%	2%	3%	3%	4%	2%
	Under 15	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	15–19	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	20–24	1%	1%	1%	3%	2%	2%	2%	1%	3%	2%	1%	3%	2%	2%
	25–34	7%	6%	9%	5%	8%	10%	10%	7%	10%	7%	4%	8%	8%	7%
	35–44	16%	13%	19%	17%	14%	11%	19%	11%	14%	12%	16%	13%	16%	14%
	45–54	21%	19%	24%	26%	17%	17%	20%	18%	18%	20%	16%	18%	19%	20%
	55–64	22%	22%	17%	21%	17%	20%	19%	18%	23%	25%	17%	17%	19%	21%
	65–74	19%	20%	15%	14%	19%	23%	15%	23%	16%	20%	17%	17%	17%	19%
	75 or over	12%	17%	14%	10%	18%	16%	10%	21%	13%	11%	27%	21%	15%	16%
Country of birth	Not stated	1%	2%	1%	3%	4%	2%	2%	3%	1%	1%	3%	3%	2%	2%
	Australia	62%	64%	73%	70%	70%	74%	60%	63%	65%	65%	88%	85%	68%	68%
	Other	36%	34%	26%	27%	26%	24%	38%	34%	34%	34%	9%	13%	30%	30%
Language mainly spoken at home	Not stated	2%	4%	1%	4%	4%	3%	2%	3%	2%	4%	3%	3%	2%	4%
	English	78%	77%	91%	86%	89%	90%	90%	91%	88%	91%	93%	94%	87%	85%
	Other	20%	20%	8%	11%	8%	8%	8%	6%	10%	5%	3%	3%	11%	12%
Highest level of education	Not stated	6%	4%	6%	5%	8%	5%	7%	5%	5%	3%	5%	6%	7%	5%
	Did not go to school	5%	2%	3%	1%	4%	1%	2%	2%	3%	1%	7%	0%	4%	2%
	Year 6 or below	11%	7%	10%	5%	18%	5%	8%	2%	10%	4%	18%	10%	13%	6%
	Junior secondary	39%	42%	34%	35%	34%	44%	40%	39%	32%	33%	36%	48%	36%	40%

Continued

Table B.7 (continued): Demographic profile of 2010 and 2012 NSHS community housing survey respondents

	Senior secondary	16%	17%	19%	21%	17%	19%	23%	23%	22%	20%	20%	14%	19%	19%
Highest level of education	Certificate, diploma or advanced diploma	18%	21%	18%	22%	14%	21%	17%	23%	22%	26%	13%	16%	16%	22%
	Bachelor's degree or above	6%	7%	10%	10%	6%	7%	4%	5%	7%	13%	2%	6%	6%	8%
Household composition	Single person, living alone	52%	57%	51%	54%	69%	66%	54%	60%	54%	59%	54%	61%	54%	58%
	Single person, living with 1 or more children	23%	18%	22%	21%	11%	13%	18%	11%	19%	14%	11%	15%	20%	16%
	Couple, living without children	13%	13%	9%	8%	11%	13%	14%	16%	15%	16%	10%	11%	12%	13%
	Couple, living with 1 or more children	6%	6%	8%	8%	5%	3%	7%	5%	6%	4%	8%	6%	7%	5%
	Extended family, living without children	1%	2%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%
	Extended family, living with 1 or more children	2%	2%	1%	2%	1%	0%	2%	1%	1%	2%	2%	0%	2%	1%
	Group of unrelated adults	2%	2%	8%	4%	2%	3%	5%	4%	3%	3%	14%	4%	4%	4%
	Other	0%	1%	0%	2%	1%	2%	1%	2%	0%	2%	1%	1%	0%	2%
Tenure length (years)	Less than 1	14%	16%	13%	17%	22%	29%	22%	27%	9%	8%	13%	25%	17%	19%
	1–2	14%	24%	20%	23%	24%	33%	35%	26%	15%	14%	11%	19%	21%	23%
	3–5	24%	17%	20%	23%	26%	18%	18%	20%	28%	19%	25%	17%	24%	19%
	6–10	27%	19%	20%	16%	17%	12%	18%	17%	28%	29%	29%	21%	21%	19%
	11–15	12%	14%	15%	10%	7%	5%	6%	7%	12%	19%	12%	11%	10%	12%
	16–20	3%	5%	8%	7%	2%	3%	2%	2%	4%	7%	3%	3%	3%	5%
	20 or more	5%	6%	4%	3%	1%	1%	0%	1%	4%	4%	8%	3%	3%	4%

Respondents versus households

Responses to the NSHS can report either:

- information about the social housing tenant who is completing the survey (the respondent), such as age and gender
- information provided by the respondent that is:
 - about individuals in the social housing household, such as the number of adults in the household currently working full-time
 - on behalf of all members of their household, such as whether aspects of the location of their dwelling are rated as meeting the needs of the household.

In each instance, this is noted under the relevant chart or table throughout the report.

The majority of NSHS questions relate to the household – that is, all individuals who make up that household – and this information is presented in terms of ‘households’ or ‘households sampled’. It is important to distinguish household-level responses from those questions that are specifically targeting the individual who completed the survey and this information is presented as ‘respondents’ or ‘survey respondents’.

When considering those questions relating to the individual completing the survey, the responses provided may not apply to all other members of the household.

It should also be noted that the survey respondents have provided information on behalf of other household members. Survey respondents were not asked whether they had consulted with other household members in formulating these responses.

Weighting

2012 weighting strategy

This report does not present raw survey data. The estimates presented here have been derived by applying ‘weights’ to the raw data (survey responses) to ensure that the estimates presented represent the total population, to the extent possible. With the exception of the Australian Capital Territory, the weighting for the 2012 NSHS survey was calculated as the number of households divided by the number of responses with calculations performed at the jurisdiction level by housing program type (public housing, SOMIH or community housing) by ARIA level. For the Australian Capital Territory, weights were calculated by the same method at the housing program type (public or community housing) level (not including ARIA). This is the first time responses have been weighted by ARIA – in previous years, region rather than ARIA, was used for stratification and weighting. In addition, non-response to the NSHS may have influenced the results and this should be taken into consideration when interpreting the results.

Differences from the 2010 weighting strategy

Stratum and region were not included in the 2012 weighting, instead ARIA was used. In addition, the 2010 survey adopted a percentage weight strategy by dividing the proportion in the population by the proportion in the sample for each stratum. The 2012 weights were calculated by dividing household counts by number of responses.

Table B.8: 2012 weights

Housing type	Jurisdiction	ARIA	Population	Responses	Weight
Public housing	NSW	0	93,158	3,324	28.0259
		1	14,817	1,410	10.5085
		2	3,268	334	9.7844
		3	272	14	19.4285
	Vic	0	46,979	340	138.1735
		1	14,610	158	92.4684
		2	3,335	28	119.1071
	Qld	0	34,892	481	72.5405
		1	8,527	110	77.5182
		2	7,408	68	108.9412
		3	870	4	217.5000
		4	280	2	140.0000
	WA	0	22,617	404	55.9827
		1	3,326	54	61.5926
		2	3,576	46	77.7391
		3	2,802	11	254.7273
		4	1,519	2	759.5000
	SA	0	32,178	408	78.8677
		1	2,800	45	62.2222
		2	5,828	49	118.9388
		3	749	3	249.6667
		4	83	1	83.0000
	Tas	1	8,293	338	24.5355
		2	2,941	134	21.9478
		3	56	5	11.2000
	ACT	0	11,848	665	17.7989
	NT	2	3,563	429	8.3054
		3	1,305	99	13.1818
4		182	9	20.2222	
SOMIH	NSW	0	1,840	307	5.9935
		1	1,360	161	8.4472
		2	801	62	12.9194
		3	205	14	14.6429
	Qld	0	457	72	6.3472
		1	633	86	7.3605
		2	1,353	135	10.0222
		3	351	17	20.6471
	4	593	37	16.0270	

Housing type	Jurisdiction	ARIA	Population	Responses	Weight
	SA	0	1,120	143	7.8322
		1	144	12	12.0000
		2	337	22	15.3182
		3	96	8	12.0000
		4	152	2	76.0000
	Tas	2	287	80	3.5875
		3	57	25	2.3600
Community housing	NSW	0	16,121	765	21.0732
		1	6,350	284	22.3592
		2	1,586	68	23.3235
		3	28	2	14.0000
	Vic	0	8,372	273	30.6667
		1	2,307	91	25.3516
		2	401	11	36.4545
		3	15	1	15.0000
	Qld	0	5,115	202	25.3218
		1	2,364	96	24.6250
		2	2,032	82	24.7805
		3	291	14	20.7857
		4	400	5	80.0000
	WA	0	5,015	254	19.7441
		1	890	83	10.7229
		2	832	38	21.8947
		3	469	14	33.5000
		4	128	2	64.0000
	SA	0	4,007	319	12.5611
		1	386	31	12.4516
		2	223	18	12.3889
		3	60	4	15.0000
	Tas	1	407	166	2.4518
		2	407	98	4.1531
		3	16	7	2.2857
	ACT	0	663	109	6.0826

Sampling variability

The aim of sampling is to achieve 'representation' so that the results are the same as if the whole population had been included. The 2012 NSHS is based on a sample of the social housing tenant population. When estimates are based on data from a sample selected from a population rather than a full count of that population, they are subject to sampling variability. This means the estimates may differ from the figures that would have been produced if the data had been obtained from the complete population.

The measure of sampling error that has been used in the 2012 NSHS is relative standard error (RSE), which is obtained by expressing the standard error as a percentage of the estimate. The Australian Bureau of Statistics (ABS) considers that only estimates with relative standard errors of less than 25%, and percentages based on such estimates, are sufficiently reliable for most purposes. Throughout this report, a double ++ has been placed against estimates with relative standard errors between 25% and 50% to indicate they have high standard errors and should be used with caution. Estimates with relative standard errors greater than 50% are not published (n.p.) as they are considered too unreliable for general use.

Throughout the report, national estimates and jurisdictional estimates have been compared, to see if the differences are statistically significant. Statistical significance has been calculated using a z-test. The z-test tests the difference between 2 proportions. Confidence levels computed provide the probability that a difference at least as large as noted would have occurred by chance if the 2 population proportions were in fact equal. The results are calculated using 95% confidence levels, using 2-tailed tests. Statistically significant differences have been illustrated using ‡.

Comparability with the 2010 questionnaire

As for the 2010 NSHS, data for the 2012 NSHS were collected via mail-out self-completed paper questionnaires from tenants of public housing and community housing. In 2012, data were also collected from tenants of SOMIH households using this method. Previous surveys of SOMIH tenants were via face-to-face interview.

The sampling approach for the 2012 survey differed from that used in previous years due to limitations on the time available for fieldwork. Additional survey forms were sent to randomly selected top-up sample households until the required numbers of responses were achieved across housing programs and jurisdictions. In addition, follow-up mailings were sent to those households which did not respond to the initial mail-out. In previous years, a sample was selected and followed up with reminder mailings until the required number of responses was achieved.

The 2012 survey weighting was calculated as the number of households divided by the number of responses for each housing program type by ARIA across all jurisdictions except the Australian Capital Territory. For the Australian Capital Territory, weights were calculated by the same method, by housing program type without ARIA. All population counts were provided by the jurisdictions to the AIHW, and those ARIA areas without completed surveys were excluded from weighting calculations. This approach differs from that used in 2010 when the region (as provided by each jurisdiction) was used for stratification and selection rather than ARIA.

As with 2010, the 2012 NSHS used the same survey instrument across all social housing programs. Prior to 2010 the content differed across the programs, reflecting the different areas of interest in relation to each program. The approach used for 2012 was undertaken in order to maximise data comparability across all social housing programs. Further, while there was some change to the survey questions between the 2 survey waves, the same topics were covered and content for key issues remained essentially the same.


Caution should be used if comparing 2012 results with 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys. Particular care is advised when comparing estimates of customer satisfaction between 2010 and 2012 due to these changes.

Despite the changes in methodology between the 2010 and 2012 NSHS, the tenant profiles of respondents remained similar across all social housing programs.


Appendix C: Final 2012 NSHS questionnaire


For copies of all the questionnaires used in the cognitive and pilot testing phase of the project please see *National Social Housing Survey 2012: technical report*, available on the AIHW website. An example of the covering letters and questionnaire are provided here.

Covering letter used for initial mail-out for 2012 NSHS (public housing example)



Australian Government
Australian Institute of Health and Welfare





22053601

The Tenant
Address line 1
Address line 2
NSW, Post Code

PUBLIC HOUSING SURVEY 2012

Dear Tenant,

The Australian Institute of Health and Welfare (AIHW) and Housing NSW wants to **understand how satisfied you are with your housing and the services provided to you**. The information you provide will be used to improve housing services provided to you and to tenants like you. Please refer to the Frequently Asked Questions overleaf for further information.


The survey is being undertaken by Lonergan Research, an independent market research company, on behalf of the AIHW and Housing NSW. You have been **randomly selected** to take part in the survey. Your participation in the survey is **voluntary**. However, as the information will be used for improving services to tenants, we encourage you to participate. **Your answers will remain completely confidential**. Data from this survey will be provided to the AIHW and to Housing NSW. Lonergan Research will not pass on any information that could identify you to the AIHW, your housing service provider, or to any other organisation. Further information about how we will protect your privacy is provided overleaf.

If you agree to take part, you can **complete the questionnaire and return it in the reply-paid envelope provided by 5th June 2012**. Alternatively, you can **complete the survey online** using the information provided below.


Go to: www.lonerganresearch.com.au/housing and type in:
Your online username: 22053601
Your online password: 1612NP

Your feedback is **very important to us** and we encourage you to take part in the survey and contribute to the improvement of services to you and other tenants.

We look forward to receiving your completed questionnaire.



David Kalisch
Director
Australian Institute of Health and Welfare



Stephen Gilmour
Research Director
Lonergan Research

Questionnaires are also available in the following non-English languages:

kako biste dobili anketu na hrvatskom jeziku, molimo označite znakom X u kvadraticu 1 vrstne nam ovo pismo u povratnoj poštanskoj omotnici.	<input type="checkbox"/>
Чтобы получить оценку на русском языке, отметьте поле знаком X и отправьте письмо обратно к нам в оплаченном возвратном конверте	<input type="checkbox"/>
Para obtener una encuesta en español, marque la casilla con una X y envíenos esta carta en el sobre de respuesta con porte pagado.	<input type="checkbox"/>
اطرف في اينسا الطيب انه اءده نم، المربع في X علامه وضع يرجى، العربية باللغة الانجليزية على المصنوع لاجن الاجر المصنوع الرد	<input type="checkbox"/>
Da biste dobili anketu na srpskom jeziku, označite odgovarajuće polje sa X i vratite nam ovo pismo u povratnoj koverti sa plaćenom poštarinom.	<input type="checkbox"/>
Để nhận bản câu hỏi khảo sát bằng tiếng Việt, vui lòng vẽ dấu X vào ô trong và gửi lại thư này cho chúng tôi trong phong bì đã được trả bưu phí từ trước	<input type="checkbox"/>
敬收到国語/粵語的民意調查，在框中打上X符号，并使用郵資已付的信封將這封信寄回給我們。	<input type="checkbox"/>
Türkiye olarak bir anket almak isterseniz, kutuyu X ile işaretleyin ve bu mektubu ekteki adresi ve pul parası ödenmiş zarfın içinde bize geri yollayın.	<input type="checkbox"/>

Frequently asked questions

Who will my information be given to?

The information you give will be provided to the AIHW and to state and territory housing departments. By law, AIHW cannot pass on any information you provide to the police, courts, or any other government department, organisation or individual.

What will my information be used for?

The AIHW will use your information combined with information provided by other tenants to report on satisfaction with housing services. The states and territories will use the information provided to improve services to you and to tenants like you.

Do I have to participate?

Participation in the Public Housing Survey is completely voluntary. However the more people who complete the survey, the more useful the information will be.

Is the information collected confidential?

Yes. Lonergan Research will provide data from this survey to the Australian Institute of Health and Welfare (Australia's national agency for health and welfare statistics and information) for the purposes of national reporting. Lonergan Research will not pass on any information that could identify you or your household to the AIHW, your housing service provider, or to any other organisation. Your name is **NOT** collected and your address will **NOT** be passed on.

The AIHW will provide your data combined with information from other tenants to state and territory housing departments. The AIHW will also pass on your individual responses to the survey to Housing NSW unless you tell us not to. Your name and address will **NOT** be included with this information. **You and your household will not be able to be identified from this data.** If you do not want your individual data to be given to Housing NSW please cross the box provided at the end of the questionnaire.

For more information about privacy issues please go to www.aihw.gov.au/privacy/ and www.lonerganresearch.com.au/privacy.

I'm having trouble reading the questionnaire or understanding the questions?

If you require assistance in completing this survey, please ask another member of your household to help you. Alternatively you can contact Lonergan Research for assistance on:

Telephone: 1300 123 453 OR Email: housing@lonerganresearch.com.au

I have a problem with my home. What should I do?

If you have a concern about a specific issue, put this aside and think about what each question is asking. Please do not answer all of the questions thinking about this concern.

If you are having a problem with your home, please contact your housing provider directly to let them know. Lonergan Research is unable to pass on any requests for maintenance or repair because this would identify you as a respondent to this survey.

Can I complete the survey online?

You can complete the survey online using the logon and password details provided in the box on the letter inviting you to participate in the survey.

I don't have a computer or access to the internet. What do I do?


Please fill in the paper questionnaire and send this back to us in the reply-paid envelope provided.

Where can I get more information about the Public Housing Survey 2012?


If you have any questions about the survey please contact Lonergan Research for assistance on:


Telephone: 1300 123 453 (local call rates apply) OR Email: housing@lonerganresearch.com.au

Covering letter used for reminder mail-out for 2012 NSHS (public housing example)



Australian Government
Australian Institute of
Health and Welfare





22126424

The Tenant
Address Line 1
Address Line 2
Suburb STATE Postcode

Public Housing Survey 2012 – Reminder

Dear Tenant,

We recently sent you a letter inviting you to take part in the 2012 Public Housing Survey. As of 5th June, we haven't received your completed questionnaire. We'd like you to take part in this survey and ask that you complete and return the attached questionnaire as your feedback is very important to us.

The Australian Institute of Health and Welfare (AIHW) and Housing NSW wants to **understand how satisfied you are with your housing and the services provided to you**. The information you provide will be used to improve housing services provided to you and to tenants like you. Please refer to the Frequently Asked Questions overleaf for further information.


The survey is being undertaken by Lonegan Research, an independent market research company, on behalf of the AIHW and Housing NSW. You have been **randomly selected** to take part in the survey. Your participation in the survey is **voluntary**. However, as the information will be used for improving services to tenants, we encourage you to participate. **Your answers will remain completely confidential**. Data from this survey will be provided to the AIHW and to Housing NSW. Lonegan Research will not pass on any information that could identify you to the AIHW, your housing service provider, or to any other organisation. Further information about how we will protect your privacy is provided overleaf.

If you agree to take part, you can **complete the questionnaire and return it in the reply-paid envelope provided by 25th July 2012**. Alternatively, **you can complete the survey online** using the information provided below.


Go to: www.loneganresearch.com/housing18 and type in:
Your online username: 22126424
Your online password: 8183K

Your feedback is **very important to us** and we encourage you to take part in the survey and contribute to the improvement of services to you and other tenants.

We look forward to receiving your completed questionnaire.



David Kalisch
Director
Australian Institute of Health and Welfare



Stephen Gilmour
Research Director
Lonegan Research

Questionnaires are also available in the following non-English languages:

Kako biste dobili anketu na hrvatskom jeziku, molimo označite znakom X u kvadratiću i vratite nam ovo pismo u povratnoj poštanskoj omotnici.	<input type="checkbox"/>
Чтобы получить оценку на русском языке, отметьте поле знаком "X" и отправьте письмо обратно к нам в оплаченном возвратном конверте	<input type="checkbox"/>
Para obtener una encuesta en español, marque la casilla con una X y reenvíenos esta carta en el sobre de respuesta con porte pagado.	<input type="checkbox"/>
في اينما الخطاب هذه إعادة تم المربع في علامة وضع يرجى العربية باللغة الاستبيان على الحصول لأجل "الأجر المدفوع الرد مطروف"	<input type="checkbox"/>
Da biste dobili anketu na srpskom jeziku, označite odgovarajuće polje sa X i vratite nam ovo pismo u povratnoj koverti sa plaćenom poštarijom.	<input type="checkbox"/>
Để nhận bản câu hỏi khảo sát bằng tiếng Việt, mọi quý vị đánh dấu X vào ô trong và gửi lại thư này cho chúng tôi trong phong bì đã được trả bưu phí từ trước	<input type="checkbox"/>
敬收到國語/粵語的民意調查，在框中打上X符號，并使用郵局已付的信封將這封信寄回給我們。	<input type="checkbox"/>
Türkçe olarak bir anket almak isterseniz, kutuyu X ile işaretleyin ve bu mektubu ekteki adresli ve pul parası ödenmiş zarfın içinde bize geri yollayın.	<input type="checkbox"/>

Frequently asked questions

Who will my information be given to?

The information you give will be provided to the AIHW and to state and territory housing departments. By law, AIHW cannot pass on any information you provide to the police, courts, or any other government department, organisation or individual.

What will my information be used for?

The AIHW will use your information combined with information provided by other tenants to report on satisfaction with housing services. The states and territories will use the information provided to improve services to you and to tenants like you.

Do I have to participate?

Participation in the Public Housing Survey is completely voluntary. However the more people who complete the survey, the more useful the information will be.

Is the information collected confidential?

Yes. Lonergan Research will provide data from this survey to the Australian Institute of Health and Welfare (Australia's national agency for health and welfare statistics and information) for the purposes of national reporting. Lonergan Research will not pass on any information that could identify you or your household to the AIHW, your housing service provider, or to any other organisation. Your name is **NOT** collected and your address will **NOT** be passed on.

The AIHW will provide your data combined with information from other tenants to state and territory housing departments. The AIHW will also pass on your individual responses to the survey to Housing NSW unless you tell us not to. Your name and address will **NOT** be included with this information. **You and your household will not be able to be identified from this data.** If you do not want your individual data to be given to Housing NSW please cross the box provided at the end of the questionnaire.

For more information about privacy issues please go to www.aihw.gov.au/privacy and www.lonerganresearch.com.au/privacy.

I'm having trouble reading the questionnaire or understanding the questions?

If you require assistance in completing this survey, please ask another member of your household to help you. Alternatively you can contact Lonergan Research for assistance on:

Telephone: 1300 123 453 OR Email: housing@lonerganresearch.com.au

I have a problem with my home. What should I do?

If you have a concern about a specific issue, put this aside and think about what each question is asking. Please do not answer all of the questions thinking about this concern.

If you are having a problem with your home, please contact your housing provider directly to let them know. Lonergan Research is unable to pass on any requests for maintenance or repair because this would identify you as a respondent to this survey.

Can I complete the survey online?

You can complete the survey online using the logon and password details provided in the box on the letter inviting you to participate in the survey.

I don't have a computer or access to the internet. What do I do?

Please fill in the paper questionnaire and send this back to us in the reply-paid envelope provided.

Where can I get more information about the Public Housing survey 2012?

If you have any questions about the survey please contact Lonergan Research for assistance on:

Telephone: 1300 123 453 (local call rates apply) OR Email: housing@lonerganresearch.com.au

CORE questionnaire 2012 NSHS

How to complete this survey

- Do **not** tick boxes. Please **cross** boxes like this:
- Correct mistakes like this:
(If you make a mistake, simply scribble it out and mark the correct answer with a cross).
- Use a ballpoint blue or black pen (do not use a felt tipped pen).
- Where exact information is not known, please give the best answer you can.
- Where a written answer is required, please write clearly in the boxes provided.

Section A – Overall Satisfaction

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
1	In the last 12 months, how satisfied were you with the services provided by your housing organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 **Why** are you satisfied or dissatisfied with the services provided by your housing organisation?
Please provide as much detail as possible – including specific examples where appropriate

- 3 For Column A, please indicate whether the following features of your home are important or not important to your household. THEN For Column B, please indicate if these features currently meet the needs of your household or not.

	Column A			Column B		
	Important	Not important	Not applicable	Meets needs	Does not meet needs	Not applicable
Size of home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Modifications for special needs (e.g. disability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy access and entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yard space and fencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy of the home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security within the home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security outside of the home within the neighbourhood (e.g. adequate street lighting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy efficiency (e.g. power bills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water efficiency (e.g. water saving showerhead, dual flush toilet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal comfort (e.g. cool in summer, warm in winter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please ensure you have completed BOTH Columns A and B.

- 4 For Column A, please indicate if it is important or not for your household to have access to the following facilities or services. THEN For Column B, please indicate if the location of your current home meets the needs of your household or not.

	Column A			Column B		
	Important	Not important	Not applicable	Meets needs	Does not meet needs	Not applicable
Shops and banking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport (e.g. buses, trams, trains)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency services, medical services and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child care facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education and training facilities (e.g. TAFE, university)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment or place of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community and support services (e.g. aged care service, disability services, drug and alcohol support service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please ensure you have completed BOTH Columns A and B.

- 5 For **Column A**, please indicate the facilities that this household **has** (regardless of who owns them). **THEN** For **Column B**, for all the facilities you have, please **indicate** if they are **working or not working**?

You may cross more than one box

	Column A	Column B	
	Household has	Working	Not working
Stove/oven/other cooking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fridge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bath or shower	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry tub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please ensure you have completed BOTH Columns where appropriate.

- 6 Does your home have any of the following problems?

You may cross more than one box

- Rising damp
- Major cracks in walls / floors
- Sinking / moving foundations
- Sagging floors
- Walls / windows out of plumb
- Wood rot / termite damage
- Major electrical problems
- Major plumbing problems
- Major roof defect
- Other structural problems
- Don't know
- This property has no problems at all**

- 7 In the last 12 months, how satisfied were you overall with the maintenance services provided to you by **your housing organisation**?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Day-to-day maintenance includes fixing slow dripping taps, faulty internal door locks, or single power points or lights not working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency maintenance includes fixing a blocked or broken toilet system, burst water service or main, gas leaks, flooding, electrical faults, or storm or fire damage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 8 **Why are you satisfied or dissatisfied with the maintenance services provided by your housing organisation?**

Please provide as much detail as possible – including specific examples where appropriate, and indicate if you mean day-to-day maintenance or emergency maintenance.

Section B – About Your Household

- 9 Including yourself, how many people aged 15 years and over usually live in your home?

1 2 3 4 5 6 +

- 10 How many people aged 14 years and under usually live in your home?

None 1 2 3 4 5 6 +

- 11 Which of the following best describes your household?

Please cross one box only

- Single person, living alone
 Single person, living with one or more children
 Couple, living without children
 Couple, living with one or more children
 Extended family, living without children
 Extended family, living with one or more children
 Group of unrelated adults
 Other (please specify)

12 Including yourself, please complete the following information for each person who usually lives in your home.

Important: Please select each sex and age group in the space provided

	Person 1 <i>(Person completing this survey)</i>	Person 2	Person 3	Person 4	Person 5	Person 6
Sex	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male
	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female
Age	<input type="checkbox"/> Under 5	<input type="checkbox"/> Under 5	<input type="checkbox"/> Under 5	<input type="checkbox"/> Under 5	<input type="checkbox"/> Under 5	<input type="checkbox"/> Under 5
	<input type="checkbox"/> 5-17	<input type="checkbox"/> 5-17	<input type="checkbox"/> 5-17	<input type="checkbox"/> 5-17	<input type="checkbox"/> 5-17	<input type="checkbox"/> 5-17
	<input type="checkbox"/> 18-24	<input type="checkbox"/> 18-24	<input type="checkbox"/> 18-24	<input type="checkbox"/> 18-24	<input type="checkbox"/> 18-24	<input type="checkbox"/> 18-24
	<input type="checkbox"/> 25 +	<input type="checkbox"/> 25 +	<input type="checkbox"/> 25 +	<input type="checkbox"/> 25 +	<input type="checkbox"/> 25 +	<input type="checkbox"/> 25 +

If you have more than 6 people in your home, please call 1300 123 453 and ask for an additional form

13 Including yourself, how many people aged 15 years and over in your household are:

Important: Please cross at least one box for each person in your household

	Person 1 <i>(Person completing this survey)</i>	Person 2	Person 3	Person 4	Person 5	Person 6
Employed full-time (35 hours per week or more)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employed part-time (less than 35 hours per week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Studying – full-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Studying – part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full time Parent/Carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unable to work (due to disability or long term illness of 6 months or more)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 Including yourself, how many people aged 15 to 24 years are currently enrolled in full time education?

None 1 2 3 4 5 6 +

15 Including yourself, how many people aged 14 years and under are currently enrolled in full time education?

None 1 2 3 4 5 6 +

16 For Column A, please indicate if you or anyone else in your household used any of the following services in the past 12 months? THEN For Column B: for only those services crossed in Column A, please indicate if you or anyone else in your household had help or a referral from your housing provider to get that service?

	Column A	Column B
	Used	With help from housing provider
Drug and alcohol counselling	<input type="checkbox"/>	<input type="checkbox"/>
Psychological services	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>
Health / medical services	<input type="checkbox"/>	<input type="checkbox"/>
Life skills / personal development services	<input type="checkbox"/>	<input type="checkbox"/>
Aged care	<input type="checkbox"/>	<input type="checkbox"/>
Information, advice and referral services	<input type="checkbox"/>	<input type="checkbox"/>
Day-to-day living support services	<input type="checkbox"/>	<input type="checkbox"/>
Residential care and supported accommodation services	<input type="checkbox"/>	<input type="checkbox"/>
Services that provide support for children, family or carers	<input type="checkbox"/>	<input type="checkbox"/>
Training and employment support services	<input type="checkbox"/>	<input type="checkbox"/>
Financial and material assistance	<input type="checkbox"/>	<input type="checkbox"/>
Other support services	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

17 How many bedrooms does your home have?

- 1 2 3 4 5 6 +

18 If people have to share the same bedroom in your home on a regular basis, which of the following apply?

You may cross more than one box

- Someone aged 5 to 17 years has to share a bedroom with someone of the opposite sex.
 A single person 18 years or over has to share a bedroom.
 Any bedroom that three people or more have to share.
 None of the above.
 Not applicable – no one shares a bedroom.

Section C – About You

19 Have you been homeless in the last 5 years?

Please note: 'Homeless' refers to times when you have lived in emergency accommodation provided by a homelessness agency, have stayed temporarily with friends or relatives because you had nowhere else to live, or have been totally without permanent shelter or lived in shelter that was unlawful such as forced to squat in derelict buildings.

You may cross more than one box

- Yes, sleeping rough or in non-conventional accommodation (e.g. in a park or on the street, living in buildings not meant for habitation e.g. office building, shed, or car)
 Yes, short-term or emergency accommodation (e.g. refuge, crisis shelter, living with family/friends temporarily, couch surfing)
 In a private boarding house
 Hotel/Motel, caravan park, or other temporary accommodation (except while on holiday, travelling, or during home renovations)
 No, have never been homeless (GO TO Q21)

20 How many times have you experienced homelessness in the last 5 years?

- Once Twice 3-5 times 6-10 times More than 10 times
-

21 How long have you lived in your current home?

Please cross one box only

- <1 year 1-2 years 3-5 years 6-10 years 11-15 years 16-20 years 21+ years
-

22 Immediately prior to moving to your current home, which of the following situations were you living in?

Please cross one box only

- In a private boarding house
- In a caravan park
- Homeless – staying with friends / relatives
- Homeless – staying in a refuge / crisis or other supported accommodation
- Homeless – sleeping rough
- In an institution (e.g. prison, juvenile detention, hospital, out of home care)
- None of the above

23 For you, what are the benefits of living in social housing?

Note: Social housing refers to public housing, community housing or state owned and managed Indigenous housing

Cross all that apply

- Feel more settled
- Feel more able to cope with life events
- Feel part of the local community
- Feel more able to improve job situation (i.e. obtain, maintain or advance)
- Feel more able to start or continue education / training
- Able to manage rent / money better
- Have better access to services
- No benefit
- Other (please specify)

24 Are you or any members of your household of Aboriginal or Torres Strait Islander origin?

	<u>Yourself</u>	<u>Others in household</u>
	<i>Cross one box only</i>	<i>Cross all that apply</i>

Neither Aboriginal or Torres Strait Islander origin	<input type="checkbox"/>	<input type="checkbox"/>
Aboriginal but not Torres Strait Islander origin	<input type="checkbox"/>	<input type="checkbox"/>
Torres Strait Islander but not Aboriginal origin	<input type="checkbox"/>	<input type="checkbox"/>
Both Aboriginal and Torres Strait Islander origin	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>
No others in household		<input type="checkbox"/>

25 Are you male or female?

- Male Female

26 How old are you?

Please cross one box only

- | | | |
|---|--------------------------------------|---|
| <input type="checkbox"/> 14 years and under | <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 15-19 years | <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 20-24 years | <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 75 years or over |

27 What is the highest level of education you have completed?

Please cross one box only

- | | |
|---|---|
| <input type="checkbox"/> Did not go to school | <input type="checkbox"/> Year 10 |
| <input type="checkbox"/> Year 6 or below | <input type="checkbox"/> Year 11 |
| <input type="checkbox"/> Year 7 | <input type="checkbox"/> Year 12 |
| <input type="checkbox"/> Year 8 | <input type="checkbox"/> Certificate, Diploma or Advanced Diploma |
| <input type="checkbox"/> Year 9 | <input type="checkbox"/> Bachelor Degree or above |

28 In which country were you born?

- Australia
 Other (please specify)

29 What language do you mainly speak at home?

- English
 Other (please specify)

30 What is your current employment status?

- Employed full time (35 hours or more a week)
 Employed part time (less than 35 hours a week)
 Unemployed – meaning not currently employed but have been looking for a job
 Retired
 In full time study
 Unable to work (e.g. disabled)
 Not in the labour force

Your Data Privacy

The AIHW will provide your data combined with information from other tenants to state and territory housing departments. The AIHW will pass on your individual data to Housing NSW unless you tell us not to. Your name and address will **NOT** be included with this information. **You and your household will not be able to be identified from this data.** If you do **NOT** want your individual data to be given to Housing NSW please cross the box below.

Do **NOT** provide my individual data to Housing NSW

For further information, please refer to the FAQs on the back of the covering letter.

Thank you for completing the survey

Please return the completed form in the reply-paid envelope provided.

Appendix D: Data quality statement

Summary of key issues

- The 2012 National Social Housing Survey (NSHS) collects information from tenants from 3 social housing programs – public housing, community housing and SOMIH.
- The NSHS provides information on characteristics of tenants, information about their housing histories, their satisfaction with their housing and information about their household's use of other health and community services.
- The response rate for the 2012 survey was 16.3%. Some non-response bias is expected, but this bias has not been measured. An independent review of the survey did find that the sample profile by age, sex and household composition was similar to previous survey waves, although the 2012 sample was slightly less educated than the 2010 sample.
- Both sampling and non-sampling errors should be considered when interpreting results.
- There are major methodological differences between cycles of the NSHS affecting consistency.

Description

The 2012 NSHS collects information from tenants from 3 social housing programs – public housing, SOMIH and community housing.

The NSHS provides information on characteristics of tenants, information about their housing histories, their satisfaction with their housing and information about their household's use of other health and community services.

Loneragan Research was engaged by the AIHW to conduct the 2012 NSHS. Data were collected via postal and online (self-completion) questionnaire from a randomly selected sample of public housing SOMIH and community housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Sample design

Simple random sampling was undertaken for all housing programs except for New South Wales public housing in which stratified sampling was undertaken in order to maximise the chance of obtaining minimum sample size requirements of 342 per area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to New South Wales public housing (4,300) and community housing (650).

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected from each jurisdiction's public housing, SOMIH and community housing tenants.

The larger sampling fraction of the lesser-populated states and territories produced a sample that was not proportional to the distribution of the population of social housing tenants across jurisdictions and housing programs. Weighting was applied to ensure that the results relate to the social housing population.

With the exception of the Australian Capital Territory, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each

jurisdiction by housing type by ARIA. For the Australian Capital Territory, weights were calculated by the same method by housing type without ARIA.

Institutional Environment

The AIHW is a major national agency set up by the Australian Government under the *Australian Institute of Health and Welfare Act 1987* to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a Management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through providing authoritative health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The *Australian Institute of Health and Welfare Act 1987*, in conjunction with compliance to the *Privacy Act 1988*, (Cwlth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website <www.aihw.gov.au>.

Timeliness

Data are not collected annually. Surveys for public and community housing were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the Australian Capital Territory. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012. For 2012, NSHS data are generally collected for the reference period for the 12 months prior to the survey.

The first release of data from the 2012 NSHS was on 28 May 2013.

Accessibility

Published results from the 2012 NSHS are available on the AIHW website, see *National Social Housing Survey 2012: a summary of national results* report and *National Social Housing Survey 2012: detailed findings* report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Users can request data not available online or in reports via the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to <info@aihw.gov.au>. Requests that take longer than half an hour to compile are charged for on a cost-recovery basis.

Interpretability

Information to aid in interpretation of 2012 NSHS results may be found in the *National Social Housing Survey 2012: a summary of national results*, as well as future publications.

In addition, the 2012 technical report, code book and other supporting documentation will be available on the AIHW website or through METeOR.

Metadata and definitions relating to this data source can be found in the *National Housing Assistance Data Dictionary* (Version 3, AIHW Cat. no. HOU 147). Supplementary information can be found in the public housing, SOMIH and community housing collection manuals which are available upon request from the AIHW.

Relevance

The 2012 NSHS comprise tenants from public housing, SOMIH and community housing. The Indigenous community housing sector was excluded from the survey. The survey refers to 'the last 12 months' – that is, between May 2011 and June 2012. All states and territories participated in the survey if the relevant program operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as 'not answered'. No attempt was made to deduce or impute these missing values.

Response rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the national level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in public housing, SOMIH and community housing, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered

the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size (number)	Response rate (%)
Public housing		
NSW	5,082	15.5
Vic	526	13.8
Qld	665	22.2
SA	506	21.9
ACT	665	24.7
WA	517	15.4
Tas	477	17.9
NT	537	11.8
SOMIH		
NSW	544	12.7
Qld	347	11.0
SA	187	10.8
Tas	105	31.5
Community housing		
NSW	1,119	17.0
Vic	376	15.7
Qld	399	16.0
SA	372	17.4
ACT	109	20.0
WA	391	15.0
Tas	271	33.1

The 2012 NSHS was designed to achieve minimum sample requirements for each housing program, which in turn controlled the level of sampling error present in the estimates.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

Also, given the relatively low response rates for this survey, it is likely there is some non-response bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Finally, there also exists the possibility of data capture and coding errors in the NSHS dataset.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing excluded the Australian Capital Territory as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates, which have potentially lead to differences in non-sampling error between collections.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey which means that caution is required if comparing estimates between surveys.

Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.

Comparison of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.

Appendix E: Detailed results of the 2012 NSHS

The tables in this appendix present the detailed results of the 2012 National Social Housing Survey (NSHS).

Table E2.1: Satisfaction with services provided by the housing organisation, by housing program type, 2012 (per cent)

Level of satisfaction	Public housing	SOMIH	Community housing	All
Very satisfied	31.0	21.9	38.8	31.9
Satisfied	34.2	36.6	35.1	34.4
<i>Sub-total</i>	<i>65.2</i>	<i>58.5</i>	<i>73.9</i>	<i>66.3</i>
Neither	14.3	15.9	12.4	14.0
Dissatisfied	11.3	13.8	8.5	10.9
Very dissatisfied	9.2	11.8	**5.2	8.7
Total	100.0	100.0	100.0	100.0

++ Indicates RSE of over 25% and less than 50%.

Note: Responses to this question relate to the person in the household who completed the survey form.

Table E2.2: Satisfaction with services provided by the housing organisation over time, by housing program type, 2001–12 (per cent)

Year of survey	Public housing	SOMIH	Community housing
2001	69	..	80
2003	68	..	77
2005	68	63	82
2007	70	63	80
2010	73	..	79
2012	65	59	74

.. Not applicable.

Notes

1. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.
2. Community housing tenants were surveyed in 2002.
3. SOMIH tenants were not surveyed in 2001, 2003, or 2010.
4. 2012 estimates are not directly comparable with 2010 or previous estimates due to changes in survey design and estimation.

Table E2.3: Proportion of tenants satisfied with services provided by the housing organisation, by state and territory, 2012 (per cent)

Level of satisfaction	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Very satisfied	‡22.2	32.7	‡46.3	25.0	37.9	32.5	25.8	32.0	31.0
Satisfied	33.9	33.6	34.0	32.4	35.0	32.8	‡44.2	38.3	34.2
<i>Sub-total</i>	‡56.1	66.3	‡80.3	‡57.4	‡72.9	65.3	‡70.0	‡70.3	65.2
Neither satisfied nor dissatisfied	16.6	**13.3	**9.4	**15.3	**14.0	18.5	**14.0	**13.5	14.3
Dissatisfied	‡13.9	**11.9	n.p.	**16.0	n.p.	**9.3	**9.9	**8.9	11.3
Very dissatisfied	13.5	n.p.	n.p.	**11.3	n.p.	n.p.	n.p.	n.p.	9.2
SOMIH									
Very satisfied	16.3	..	27.7	..	**24.4	**18.4	21.9
Satisfied	32.3	..	43.3	..	34.3	34.4	36.6
<i>Sub-total</i>	‡48.6	..	‡71.0	..	58.7	52.8	58.5
Neither satisfied nor dissatisfied	16.5	..	**15.0	..	**15.7	**17.7	15.9
Dissatisfied	18.8	..	n.p.	..	n.p.	n.p.	13.8
Very dissatisfied	16.0	..	n.p.	..	**14.8	n.p.	11.8
Community housing									
Very satisfied	‡32.9	37.8	44.7	46.5	44.9	‡57.2	**29.5	..	38.8
Satisfied	36.7	35.0	35.9	28.9	34.6	30.9	41.9	..	35.1
<i>Sub-total</i>	‡69.6	72.8	‡80.6	75.4	‡79.5	‡88.1	71.4	..	73.9
Neither satisfied nor dissatisfied	14.3	**11.6	n.p.	**13.8	**10.2	n.p.	n.p.	..	12.4
Dissatisfied	**9.7	**10.4	n.p.	n.p.	n.p.	n.p.	n.p.	..	8.5
Very dissatisfied	**6.4	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	**5.2

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

.. Not applicable.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.4: Proportion of tenants satisfied with services provided by the housing organisation, by location, 2012 (per cent)

	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote</i> ^(a)	All
Public housing					
Very satisfied	29.9	32.7	37.1	28.6	31.0
Satisfied	33.5	37.0	35.9	29.5	34.2
<i>Sub-total</i>	<i>63.4</i>	<i>69.7</i>	<i>73.0</i>	<i>58.1</i>	<i>65.2</i>
Neither satisfied nor dissatisfied	14.9	14.1	10.1	n.p.	14.3
Dissatisfied	11.9	9.6	⁺⁺ 9.0	n.p.	11.3
Very dissatisfied	9.7	⁺⁺ 6.6	⁺⁺ 7.9	⁺⁺ 19.2	9.2
SOMIH					
Very satisfied	19.9	21.8	25.3	⁺⁺ 20.8	21.9
Satisfied	35.1	36.2	40.4	34.2	36.6
<i>Sub-total</i>	<i>55.0</i>	<i>58.0</i>	<i>65.7</i>	<i>55.0</i>	<i>58.5</i>
Neither satisfied nor dissatisfied	16.8	⁺⁺ 15.7	⁺⁺ 13.0	⁺⁺ 19.0	15.9
Dissatisfied	14.9	⁺⁺ 15.0	n.p.	n.p.	13.8
Very dissatisfied	⁺⁺ 13.3	⁺⁺ 11.3	n.p.	n.p.	11.8
Community housing					
Very satisfied	37.2	38.8	51.1	⁺⁺ 37.9	38.8
Satisfied	34.7	37.8	29.3	42.5	35.1
<i>Sub-total</i>	<i>71.9</i>	<i>76.6</i>	<i>80.4</i>	<i>80.4</i>	<i>73.9</i>
Neither satisfied nor dissatisfied	13.5	⁺⁺ 9.8	n.p.	n.p.	12.4
Dissatisfied	9.4	⁺⁺ 7.5	n.p.	n.p.	8.5
Very dissatisfied	⁺⁺ 5.3	n.p.	n.p.	—	⁺⁺ 5.2

⁺⁺ Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

— Nil or rounded to zero.

(a) 'Remote' includes 'Remote' and 'Very remote' areas.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.5: Proportion of tenants satisfied with the services provided, by housing program type and by previous homelessness, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing		All	
	Homeless in last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in last 5 years	Have <i>not</i> been homeless in the last 5 years
Very satisfied	29.1	31.2	**17.3	22.5	31.8	40.5	29.4	32.3
Satisfied	32.9	34.4	40.6	36.1	33.9	35.4	33.3	34.6
<i>Sub-total</i>	<i>62.0</i>	<i>65.6</i>	<i>57.9</i>	<i>58.6</i>	<i>65.7</i>	<i>75.9</i>	<i>62.7</i>	<i>66.9</i>
Neither satisfied nor dissatisfied	15.7	14.2	**17.2	15.7	**14.7	11.9	15.5	13.9
Dissatisfied	11.2	11.3	n.p.	13.9	**13.1	**7.4	11.8	10.8
Very dissatisfied	**11.2	9.0	n.p.	11.8	n.p.	**4.9	**10.0	8.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.6: Proportion of tenants satisfied with the services provided, by dwelling condition, 2012 (per cent)

Level of satisfaction	Dwelling is not of an acceptable standard	Facilities are of an acceptable standard but structure is not	Structure is of an acceptable standard but facilities are not	Dwelling is of an acceptable standard
Very satisfied	n.p.	12.6	34.6	38.1
Satisfied	**15.4	22.5	35.7	36.1
<i>Sub-total</i>	<i>25.1</i>	<i>35.1</i>	<i>70.3</i>	<i>74.2</i>
Neither satisfied nor dissatisfied	**18.0	20.4	**15.2	11.6
Dissatisfied	**26.6	19.4	n.p.	9.0
Very dissatisfied	30.2	25.1	n.p.	5.2
Total	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.7: Proportion of tenants satisfied with the services provided, by housing program type and by dwelling utilisation, 2012 (per cent)

Level of satisfaction	Public housing			SOMIH			Community housing			All		
	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised
Very satisfied	**17.8	30.8	36.0	**13.5	19.7	31.1	32.9	38.7	40.9	19.3	31.8	36.2
Satisfied	28.9	35.1	32.1	34.9	39.7	31.4	33.2	35.0	35.2	29.8	35.2	32.4
<i>Sub-total</i>	<i>46.7</i>	<i>65.9</i>	<i>68.1</i>	<i>48.4</i>	<i>59.4</i>	<i>62.5</i>	<i>66.1</i>	<i>73.7</i>	<i>76.1</i>	<i>49.1</i>	<i>67.0</i>	<i>68.6</i>
Neither satisfied nor dissatisfied	20.2	14.3	13.0	**18.5	15.7	**15.2	n.p.	12.8	n.p.	19.3	14.1	12.8
Dissatisfied	**16.7	11.0	**9.9	n.p.	14.1	**13.7	n.p.	8.6	n.p.	15.5	10.7	10.0
Very dissatisfied	**16.4	8.8	**8.9	**19.9	**10.8	n.p.	n.p.	**4.9	n.p.	16.0	8.2	8.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.8: Proportion of tenants satisfied with the services provided, by housing program type and by Indigenous status, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing		All	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Very satisfied	24.3	30.8	21.7	**22.6	35.5	39.7	24.8	32.2
Satisfied	31.9	34.0	36.3	37.3	31.3	34.5	33.3	34.1
<i>Sub-total</i>	<i>56.2</i>	<i>64.8</i>	<i>58.0</i>	<i>59.9</i>	<i>66.8</i>	<i>74.2</i>	<i>58.1</i>	<i>66.3</i>
Neither satisfied nor dissatisfied	15.0	14.3	15.9	**17.4	12.8	12.2	15.1	14.0
Dissatisfied	**9.8	11.8	13.7	n.p.	8.6	9.0	10.9	11.4
Very dissatisfied	19.1	9.0	12.3	n.p.	11.8	4.6	15.9	**8.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.9: Social housing tenants' rating of amenity aspects as important and meeting their needs, 2012 (per cent)

Amenity	Public housing	SOMIH	Community housing	All
Size of home	85.4	85.5	86.4	85.5
Number of bedrooms	85.8	85.2	85.2	85.7
Modifications for special needs	78.1	72.6	79.1	78.1
Easy access and entry	90.7	89.1	90.9	90.7
Car parking	82.6	87.5	81.4	82.5
Yard space and fencing	81.1	80.8	83.6	81.4
Privacy of the home	84.2	82.8	85.4	84.3
Safety/security within the home	81.6	77.0	86.0	82.1
Safety/security outside of the home within the neighbourhood	76.9	77.5	82.8	77.8
Energy efficiency*	72.6	71.2	77.5	73.3
Water efficiency*	82.6	78.0	85.4	82.9
Thermal comfort*	57.1	57.7	66.8	58.6

* Not asked in previous surveys.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.10: Location rated by tenants as important to the household, 2012 (per cent)

Location aspect	Public housing	SOMIH	Community housing
Shops and banking facilities	91.7	86.7	92.9
Public transport	86.2	81.0	84.2
Parks and recreational facilities	67.2	70.3	68.4
Emergency services, medical services and hospitals	95.5	92.6	94.1
Child care facilities	43.5	59.6	41.7
Education and training facilities	60.1	71.3	60.1
Employment or place of work	64.3	72.5	66.7
Community and support services	82.4	79.5	83.3
Family and friends	91.7	90.2	92.0

Note: Responses to this question relate to the person in the household who completed the survey form.

Table E2.11: Location rated by tenants as meeting the needs of the household, 2012 (per cent)

Location aspect	Public housing	SOMIH	Community housing	All
Shops and banking facilities	91.7	91.4	91.0	91.6
Public transport	90.7	88.4	87.0	90.1
Parks and recreational facilities	90.8	88.0	89.8	90.6
Emergency services, medical services and hospitals	91.6	89.9	89.8	91.3
Child care facilities	89.6	88.8	88.3	89.3
Education and training facilities	87.7	84.5	85.4	87.2
Employment or place of work	84.1	85.0	84.7	84.3
Community and support services	86.7	85.4	87.3	86.8
Family and friends	88.9	89.5	86.6	88.6

Notes

1. The proportion of households rating location to selected facilities and services as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.12: Satisfaction with day-to-day and with emergency maintenance services, by housing program type, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing		All	
	Day-to-day maintenance	Emergency maintenance	Day-to-day maintenance	Emergency maintenance	Day-to-day maintenance	Emergency maintenance	Day-to-day maintenance	Emergency maintenance
Very satisfied	34.4	38.5	25.5	29.5	40.4	45.1	35.1	39.2
Satisfied	36.5	38.0	38.1	40.6	35.1	33.8	36.3	37.5
<i>Sub-total</i>	<i>70.9</i>	<i>76.5</i>	<i>63.6</i>	<i>70.1</i>	<i>75.5</i>	<i>78.9</i>	<i>71.4</i>	<i>76.7</i>
Neither satisfied nor dissatisfied	13.0	10.9	13.0	11.5	10.8	11.1	12.7	10.9
Dissatisfied	9.5	7.4	11.4	**9.2	8.6	**5.8	9.4	7.2
Very dissatisfied	6.7	5.2	11.9	**9.2	**5.1	**4.2	6.6	5.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.13: Proportion of tenants satisfied with day-to-day maintenance services, by state and territory, 2012 (per cent)

Level of satisfaction	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Very satisfied	‡25.5	36.0	‡48.4	27.6	‡43.5	37.1	30.0	35.5	34.4
Satisfied	37.1	36.8	35.0	34.8	35.1	36.9	‡43.7	38.5	36.5
<i>Sub-total</i>	‡62.6	72.8	‡83.4	‡62.4	‡78.6	74.0	73.7	74.0	70.9
Neither satisfied nor dissatisfied	16.2	‡‡11.5	‡‡9.8	‡‡13.0	‡‡11.2	‡‡13.5	‡‡13.7	‡‡10.3	13.0
Dissatisfied	12.2	‡‡8.9	n.p.	‡‡15.0	n.p.	n.p.	n.p.	‡‡10.0	9.5
Very dissatisfied	9.1	n.p.	n.p.	‡‡9.6	n.p.	n.p.	n.p.	n.p.	6.7
SOMIH									
Very satisfied	20.6	..	32.4	..	24.9	19.5	25.5
Satisfied	35.6	..	40.0	..	40.6	37.4	38.1
<i>Sub-total</i>	‡56.2	..	‡72.4	..	65.5	56.9	63.6
Neither satisfied nor dissatisfied	‡‡13.0	..	‡‡12.0	..	‡‡14.9	n.p.	13.0
Dissatisfied	14.5	..	n.p.	..	n.p.	‡‡16.8	11.4
Very dissatisfied	16.4	..	n.p.	..	n.p.	n.p.	11.9
Community housing									
Very satisfied	34.8	41.7	44.4	45.3	‡49.5	‡50.2	‡‡26.9	..	40.4
Satisfied	36.9	33.5	35.3	34.7	29.1	33.8	43.0	..	35.1
<i>Sub-total</i>	‡71.7	75.2	79.7	80.0	78.6	‡84.0	69.9	..	75.5
Neither satisfied nor dissatisfied	11.6	n.p.	‡‡11.1	‡‡10.8	‡‡10.2	n.p.	n.p.	..	10.8
Dissatisfied	‡‡10.3	‡‡10.5	n.p.	n.p.	n.p.	n.p.	n.p.	..	8.6
Very dissatisfied	‡‡6.4	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	n.p.

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

‡‡ Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

.. Not applicable.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.14: Satisfaction with day-to-day maintenance services, by location, 2012 (per cent)

Level of satisfaction	Major cities	Inner regional	Outer regional	Remote ^(a)	All
Public housing					
Very satisfied	33.3	38.4	37.2	31.2	34.4
Satisfied	36.1	37.5	35.6	44.2	36.5
<i>Sub-total</i>	<i>69.4</i>	<i>75.9</i>	<i>72.8</i>	<i>75.4</i>	<i>70.9</i>
Neither satisfied nor dissatisfied	13.7	10.9	11.3	n.p.	13.0
Dissatisfied	9.9	8.1	**8.6	n.p.	9.5
Very dissatisfied	6.9	**5.1	**7.3	n.p.	6.7
SOMIH					
Very satisfied	23.9	26.1	29.9	n.p.	25.5
Satisfied	37.7	36.5	39.1	40.2	38.1
<i>Sub-total</i>	<i>61.6</i>	<i>62.6</i>	<i>69.0</i>	<i>60.9</i>	<i>63.6</i>
Neither satisfied nor dissatisfied	15.3	**13.5	n.p.	n.p.	13.0
Dissatisfied	13.5	**12.6	n.p.	n.p.	11.4
Very dissatisfied	**9.6	**11.3	**14.5	n.p.	11.9
Community housing					
Very satisfied	39.3	42.6	42.6	43.8	40.4
Satisfied	34.9	33.8	38.1	**41.0	35.1
<i>Sub-total</i>	<i>74.2</i>	<i>76.4</i>	<i>80.7</i>	<i>84.8</i>	<i>75.5</i>
Neither satisfied nor dissatisfied	11.7	**8.8	n.p.	n.p.	10.8
Dissatisfied	9.3	**8.0	n.p.	n.p.	8.6
Very dissatisfied	**4.9	n.p.	n.p.	n.p.	**5.1

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) 'Remote' includes 'Remote' and 'Very remote' areas.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.15: Satisfaction with day-to-day maintenance services, by Indigenous status, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Very satisfied	27.2	34.3	24.6	32.0	39.3	39.5
Satisfied	35.2	36.9	38.6	36.7	30.8	35.2
<i>Sub-total</i>	<i>62.4</i>	<i>71.2</i>	<i>63.2</i>	<i>68.7</i>	<i>70.1</i>	<i>74.7</i>
Neither satisfied nor dissatisfied	**13.7	13.2	12.8	n.p.	n.p.	11.4
Dissatisfied	**11.5	9.1	11.5	n.p.	n.p.	8.7
Very dissatisfied	**12.4	6.5	12.5	n.p.	n.p.	**5.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.16: Satisfaction with day-to-day maintenance services, by previous homelessness, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing	
	Homeless in the last 5 years	Have not been homeless in the last 5 years	Homeless in the last 5 years	Have not been homeless in the last 5 years	Homeless in the last 5 years	Have not been homeless in the last 5 years
Very satisfied	31.0	34.7	**19.7	26.2	33.9	41.9
Satisfied	31.3	37.1	36.2	38.2	34.1	35.3
<i>Sub-total</i>	<i>62.3</i>	<i>71.8</i>	<i>55.9</i>	<i>64.4</i>	<i>68.0</i>	<i>77.2</i>
Neither satisfied nor dissatisfied	16.9	12.6	**20.7	12.2	**12.3	10.3
Dissatisfied	**9.9	9.4	n.p.	11.5	**12.7	**7.7
Very dissatisfied	**10.8	6.2	n.p.	11.9	n.p.	**4.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.17: Satisfaction with day-to-day maintenance services, by dwelling condition, 2012 (per cent)

Level of satisfaction	Dwelling is not of an acceptable standard	Facilities are of an acceptable standard but structure is not	Structure is of an acceptable standard but facilities are not	Dwelling is of an acceptable standard
Very satisfied	n.p.	14.4	32.9	42.2
Satisfied	**18.0	29.0	41.6	36.6
<i>Sub-total</i>	<i>29.2</i>	<i>43.4</i>	<i>74.5</i>	<i>78.8</i>
Neither satisfied nor dissatisfied	**24.5	18.6	n.p.	10.5
Dissatisfied	**14.6	18.5	n.p.	7.3
Very dissatisfied	31.7	19.5	n.p.	**3.5
Total	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.18: Satisfaction with day-to-day maintenance services, by dwelling utilisation, 2012 (per cent)

Level of satisfaction	Public housing			SOMIH			Community housing			All		
	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised
Very satisfied	22.7	34.6	37.2	^{**} 17.3	24.1	33.1	37.7	39.7	46.8	24.0	35.2	38.0
Satisfied	34.9	36.8	35.4	36.7	39.2	36.7	33.1	35.3	33.0	34.8	36.6	35.2
<i>Sub-total</i>	<i>57.6</i>	<i>71.4</i>	<i>72.6</i>	<i>54.0</i>	<i>63.3</i>	<i>69.8</i>	<i>70.8</i>	<i>75.0</i>	<i>79.8</i>	<i>58.8</i>	<i>71.8</i>	<i>73.2</i>
Neither satisfied nor dissatisfied	19.6	12.9	11.7	^{**} 14.6	13.9	n.p.	n.p.	11.2	n.p.	18.0	12.6	11.3
Dissatisfied	^{**} 9.5	9.7	^{**} 8.3	n.p.	11.8	n.p.	n.p.	8.7	n.p.	^{**} 9.8	9.6	8.4
Very dissatisfied	^{**} 13.4	6.1	^{**} 7.4	^{**} 19.5	^{**} 11.0	n.p.	n.p.	^{**} 5.1	n.p.	13.4	6.0	^{**} 7.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

^{**} Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.19: Satisfaction with emergency maintenance services, by state and territory, 2012 (per cent)

Level of satisfaction	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Very satisfied	‡30.0	42.0	‡50.2	‡30.6	‡47.2	36.7	38.7	41.3	38.5
Satisfied	39.6	38.0	36.3	36.8	36.1	40.0	39.8	38.3	38.0
<i>Sub-total</i>	‡69.6	80.0	‡86.5	‡67.4	‡83.3	76.7	78.5	79.6	76.5
Neither satisfied nor dissatisfied	14.4	‡‡9.4	n.p.	‡‡10.2	‡‡9.5	‡‡13.3	‡‡10.2	‡‡10.1	10.9
Dissatisfied	8.5	n.p.	n.p.	‡‡13.9	n.p.	n.p.	n.p.	n.p.	7.4
Very dissatisfied	7.5	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	5.2
SOMIH									
Very satisfied	23.6	..	37.3	..	28.4	‡‡30.4	29.5
Satisfied	39.1	..	42.8	..	39.8	43.0	40.6
<i>Sub-total</i>	‡62.7	..	‡80.1	..	68.2	73.4	70.1
Neither satisfied nor dissatisfied	‡‡11.4	..	n.p.	..	‡‡13.2	n.p.	11.5
Dissatisfied	‡‡13.1	..	n.p.	..	n.p.	n.p.	‡‡9.2
Very dissatisfied	‡‡12.9	..	n.p.	..	n.p.	n.p.	‡‡9.2
Community housing									
Very satisfied	40.4	48.7	44.1	51.4	52.6	50.4	32.5	..	45.1
Satisfied	34.8	31.0	38.1	29.8	31.2	35.3	45.8	..	33.8
<i>Sub-total</i>	75.2	79.7	82.2	81.2	‡83.8	‡85.7	78.3	..	78.9
Neither satisfied nor dissatisfied	12.8	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	11.1
Dissatisfied	‡‡6.6	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	‡‡5.8
Very dissatisfied	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	..	‡‡4.2

‡ Indicates jurisdictional finding is statistically significantly different from the national finding.

‡‡ Indicates RSE of over 25% and less than 50%

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

.. Not applicable.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.20: Satisfaction with emergency maintenance services, by location, 2012 (per cent)

Level of satisfaction	Major cities	Inner regional	Outer regional	Remote ^(a)	All
Public housing					
Very satisfied	37.8	42.0	40.3	30.6	38.5
Satisfied	37.5	39.3	39.4	40.7	38.0
<i>Sub-total</i>	<i>75.3</i>	<i>81.3</i>	<i>79.7</i>	<i>71.3</i>	<i>76.5</i>
Neither satisfied nor dissatisfied	11.5	8.8	⁺⁺ 10.4	n.p.	10.9
Dissatisfied	7.7	⁺⁺ 6.2	n.p.	n.p.	7.4
Very dissatisfied	5.6	n.p.	n.p.	n.p.	5.2
SOMIH					
Very satisfied	27.0	29.9	34.8	⁺⁺ 25.0	29.5
Satisfied	39.8	40.3	41.9	40.7	40.6
<i>Sub-total</i>	<i>66.8</i>	<i>70.2</i>	<i>76.7</i>	<i>65.7</i>	<i>70.1</i>
Neither satisfied nor dissatisfied	⁺⁺ 11.9	⁺⁺ 11.0	n.p.	n.p.	11.5
Dissatisfied	⁺⁺ 11.6	⁺⁺ 10.9	n.p.	n.p.	⁺⁺ 9.2
Very dissatisfied	⁺⁺ 9.7	n.p.	n.p.	n.p.	⁺⁺ 9.2
Community housing					
Very satisfied	43.8	48.1	43.3	⁺⁺ 59.1	45.1
Satisfied	33.4	32.8	39.4	31.6	33.8
<i>Sub-total</i>	<i>77.2</i>	<i>80.9</i>	<i>82.7</i>	<i>90.7</i>	<i>78.9</i>
Neither satisfied nor dissatisfied	⁺⁺ 12.0	⁺⁺ 9.7	n.p.	n.p.	11.1
Dissatisfied	⁺⁺ 6.4	⁺⁺ 4.9	n.p.	n.p.	⁺⁺ 5.8
Very dissatisfied	⁺⁺ 4.4	n.p.	n.p.	..	⁺⁺ 4.2

⁺⁺ Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) 'Remote' includes 'Remote' and 'Very remote' areas .. Not applicable.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.21: Satisfaction with emergency maintenance services, by Indigenous status, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Very satisfied	27.2	38.8	28.9	36.4	43.2	44.6
Satisfied	41.7	38.6	40.8	37.4	31.9	33.5
<i>Sub-total</i>	<i>68.9</i>	<i>77.4</i>	<i>69.7</i>	<i>73.8</i>	<i>75.1</i>	<i>78.1</i>
Neither satisfied nor dissatisfied	⁺⁺ 12.5	10.8	⁺⁺ 11.6	n.p.	n.p.	11.6
Dissatisfied	n.p.	7.0	⁺⁺ 9.2	n.p.	n.p.	⁺⁺ 6.1
Very dissatisfied	⁺⁺ 11.1	⁺⁺ 4.8	⁺⁺ 9.5	n.p.	n.p.	n.p.
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁺⁺ Indicates RSE of over 25% and less than 50%. n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not relate to other members of the household.

Table E2.22: Satisfaction with emergency maintenance services, by previous homelessness, 2012 (per cent)

Level of satisfaction	Public housing		SOMIH		Community housing	
	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years	Homeless in the last 5 years	Have <i>not</i> been homeless in the last 5 years
Very satisfied	33.7	39.0	**25.9	30.3	36.7	47.0
Satisfied	32.1	38.7	32.9	41.2	31.5	34.3
<i>Sub-total</i>	<i>65.8</i>	<i>77.7</i>	<i>58.8</i>	<i>71.5</i>	<i>68.2</i>	<i>81.3</i>
Neither satisfied nor dissatisfied	15.9	10.4	**17.5	**10.8	**14.4	10.4
Dissatisfied	**7.8	7.3	**17.0	**8.2	**10.1	**4.9
Very dissatisfied	**10.4	4.6	n.p.	**9.5	n.p.	n.p.
Total	100.0	100.0	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.23: Satisfaction with emergency maintenance services, by dwelling condition, 2012 (per cent)

Level of satisfaction	Dwelling is not of an acceptable standard	Facilities are of an acceptable standard but structure is not	Structure is of an acceptable standard but facilities are not	Dwelling is of an acceptable standard
Very satisfied	n.p.	20.0	38.8	46.4
Satisfied	26.4	34.2	39.6	36.8
<i>Sub-total</i>	<i>38.0</i>	<i>54.2</i>	<i>78.4</i>	<i>83.2</i>
Neither satisfied nor dissatisfied	**23.9	16.9	n.p.	8.7
Dissatisfied	**16.1	14.3	n.p.	5.4
Very dissatisfied	**22.0	14.5	n.p.	**2.7
Total	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E2.24: Proportion of tenants satisfied with emergency maintenance services, by dwelling utilisation, 2012 (per cent)

Level of satisfaction	Public housing			SOMIH			Community housing			All		
	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised	Over-crowded	Adequate	Under-utilised
Very satisfied	29.2	38.5	41.6	^{**} 20.7	30.6	31.8	41.4	44.4	51.9	29.9	39.3	42.2
Satisfied	40.1	38.0	37.3	39.9	41.1	40.4	35.3	33.9	31.1	39.6	37.4	36.9
<i>Sub-total</i>	<i>69.3</i>	<i>76.5</i>	<i>78.9</i>	<i>60.6</i>	<i>71.7</i>	<i>72.2</i>	<i>76.7</i>	<i>78.3</i>	<i>83.0</i>	<i>69.5</i>	<i>76.7</i>	<i>79.1</i>
Neither satisfied nor dissatisfied	18.0	10.5	10.6	n.p.	^{**} 11.0	^{**} 12.2	n.p.	12.0	n.p.	16.4	10.7	10.2
Dissatisfied	n.p.	7.8	n.p.	n.p.	^{**} 8.6	n.p.	n.p.	^{**} 5.6	n.p.	n.p.	7.5	^{**} 5.9
Very dissatisfied	n.p.	5.2	n.p.	n.p.	^{**} 8.8	n.p.	n.p.	n.p.	n.p.	^{**} 7.9	5.1	^{**} 4.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

^{**} Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table E3.1: Self-reported benefits^(a) gained by tenants living in social housing, 2012 (per cent)

Benefit	Public housing	SOMIH	Community housing	All
Feel more settled	69.8	78.1	72.8	70.4
Feel more able to cope with life events	46.1	53.0	49.9	46.8
Social inclusion ^(a)	43.0	56.9	49.9	44.3
Able to manage rent/money better	75.6	69.3	70.4	74.6
Have better access to services	36.4	44.0	36.6	36.6
No benefit	3.7	**4.9	n.p.	3.6
Other	11.0	**9.9	13.2	11.3

(a) Social inclusion is measured through the separate attributes: 'feel part of the local community', 'feel more able to improve job situation', and 'feel more able to start or continue education/training'.

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Notes

1. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.
2. Respondents were allowed to select more than 1 response.

Table E3.2: Self-reported social inclusion benefits^(a) gained by tenants living in social housing, by location, 2012 (per cent)

Social housing type	Major cities	Inner regional	Outer regional	Remote	All
Public housing	43.1	39.9	44.2	52.9	43.0
SOMIH	54.9	51.2	56.5	72.1	56.9
Community housing	51.1	45.2	53.2	46.8	49.9

(a) Social inclusion is measured through the separate attributes: 'feel part of the local community', 'feel more able to improve job situation', and 'feel more able to start or continue education/training'.

Notes

1. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.
2. Respondents were allowed to select more than 1 option.
3. 'Remote' includes both 'Remote' and 'Very remote' areas.

Table E3.3: Self-reported benefits gained by tenants living in social housing, by Indigenous status, 2012 (per cent)

Benefit	Public housing		SOMIH		Community housing		All	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Feel more settled	72.4	69.9	79.2	73.1	79.2	72.7	75.4	70.4
Feel more able to cope with life events	43.0	47.0	53.1	52.4	51.5	50.7	47.3	47.6
Social inclusion*	49.1	43.2	59.2	41.6	50.4	49.7	52.5	44.2
Able to manage rent/money better	62.9	77.5	68.0	76.5	61.6	72.0	64.4	76.6
Have better access to services	37.0	36.2	45.4	35.1	40.6	35.1	40.1	36.1
No benefit	n.p.	**3.3	n.p.	n.p.	n.p.	n.p.	**4.9	**3.3
Other	**10.5	11.3	**9.8	n.p.	n.p.	13.4	10.6	11.6

* Social inclusion is measured through the separate attributes: 'feel part of the local community', 'feel more able to improve job situation', and 'feel more able to start or continue education/training'.

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Notes

1. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.
2. Respondents were allowed to select more than 1 response.

Table E4.1: Community and health services accessed by public housing respondents in the past 12 months, by location, 2012 (per cent)

	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote</i> ^(a)	<i>All</i>
Drug and alcohol counselling	**3.2	n.p.	n.p.	n.p.	**3.1
Mental health services ^(b)	20.3	18.6	12.9	n.p.	19.4
Health/medical services	51.9	54.6	52.9	60.7	52.6
Life skills/personal development services	**4.7	**5.3	n.p.	n.p.	4.6
Aged care	8.1	8.8	**9.6	n.p.	8.5
Information, advice and referral services	10.0	8.4	**10.3	n.p.	9.8
Day-to-day living support services	9.0	9.9	**10.5	n.p.	9.4
Residential care and supported accommodation services	**2.9	n.p.	n.p.	n.p.	**3.0
Services that provide support for children, family or carers	6.4	**7.0	**6.2	n.p.	6.7
Training and employment support services	7.1	8.7	n.p.	n.p.	7.1
Financial and material assistance	7.1	**7.9	**6.2	n.p.	7.1
Other support services	7.2	**6.4	**7.5	n.p.	7.2
None of the above	36.9	33.4	39.1	**18.2	36.1

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) 'Remote' includes 'Remote' and 'Very remote' areas.

(b) The category 'mental health services' includes the following services which were listed separately in the 2012 NSHS: 'psychological services', 'psychiatric services' and 'mental health services'.

Notes

1. Responses to this question were provided by the survey respondent on behalf of the household.
2. Respondents could select more than 1 response.

Table E4.2: Community and health services accessed by SOMIH respondents in the past 12 months, by location, 2012 (per cent)

	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote^(a)</i>	All
Drug and alcohol counselling	n.p.	n.p.	n.p.	n.p.	n.p.
Mental health services ^(b)	20.2	^{**} 14.4	n.p.	n.p.	14.4
Health/medical services	50.0	47.0	46.9	^{**} 30.3	45.6
Life skills / personal development services	^{**} 7.7	n.p.	n.p.	n.p.	^{**} 5.5
Aged care	^{**} 9.8	^{**} 9.6	n.p.	n.p.	^{**} 9.1
Information, advice and referral services	^{**} 11.2	^{**} 10.2	n.p.	n.p.	^{**} 9.6
Day-to-day living support services	^{**} 9.6	n.p.	n.p.	n.p.	^{**} 9.2
Residential care and supported accommodation services	n.p.	n.p.	n.p.	n.p.	n.p.
Services that provide support for children, family or carers	^{**} 12.7	^{**} 10.0	n.p.	n.p.	^{**} 9.8
Training and employment support services	^{**} 13.4	n.p.	n.p.	n.p.	^{**} 10.2
Financial and material assistance	^{**} 9.3	n.p.	n.p.	n.p.	^{**} 6.5
Other support services	^{**} 8.1	n.p.	n.p.	n.p.	^{**} 7.5
None of the above	34.2	40.7	40.9	58.2	41.0

^{**} Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

(a) 'Remote' includes 'Remote' and 'Very remote' areas.

(b) Mental health services include 'psychological services' and 'psychiatric services'.

Notes

1. Responses to this question were provided by the survey respondent on behalf of the household.
2. Respondents could select more than 1 response.

Table E4.3: Community and health services accessed by community housing respondents in the past 12 months, by location, 2012 (per cent)

	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote^(a)</i>	<i>All</i>
Drug and alcohol counselling	**4.4	n.p.	n.p.	—	**4.0
Mental health services ^(b)	28.7	23.2	**14.6	n.p.	25.6
Health/medical services	52.9	53.8	55.0	81.1	54.0
Life skills/personal development services	9.2	**9.1	n.p.	n.p.	8.7
Aged care	**7.3	**8.0	**18.4	**27.6	9.0
Information, advice and referral services	14.0	**12.7	n.p.	n.p.	13.2
Day-to-day living support services	12.0	**11.9	**14.8	n.p.	12.4
Residential care and supported accommodation services	**7.6	**6.2	n.p.	n.p.	7.3
Services that provide support for children, family or carers	**6.4	**8.4	n.p.	—	6.6
Training and employment support services	9.6	**8.6	n.p.	n.p.	9.0
Financial and material assistance	11.8	**8.8	n.p.	n.p.	10.3
Other support services	**8.1	**10.0	n.p.	n.p.	8.2
None of the above	32.1	32.4	29.9	n.p.	31.6

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

— Nil or rounded to zero.

(a) 'Remote' includes 'Remote' and 'Very remote' areas.

(b) 'Mental health services' include 'psychological services' and 'psychiatric services'.

Notes

1. Responses to this question were provided by the survey respondent on behalf of the household.
2. Respondents could select more than 1 response.

Table E5.1: Facilities the household has that work, by housing program type, 2012 (per cent)

Facility	Public housing	SOMIH	Community housing	All
Stove/oven/other cooking facilities	94.1	88.1	95.9	94.2
Fridge	93.6	93.1	92.8	93.5
Toilet	97.5	96.1	98.4	97.6
Bath or shower	96.9	94.7	97.8	97.0
Washing machine	89.5	91.2	88.0	89.3
Kitchen sink	97.3	97.2	98.3	97.5
Laundry tub	93.0	96.7	93.4	93.2

Notes

- Responses to this question were provided by the respondent on behalf of the household.
- Respondents were not asked to specify if they provided the facilities or the landlord provided the facilities.

Table E5.2: Number of structural problems the household has, by housing program type, 2012 (per cent)

Number of structural problems	Public housing	SOMIH	Community housing	All
Households with 3 or more structural problems	19.0	33.2	9.7	18.0
Households with 1 or 2 structural problems	32.1	35.6	27.4	31.5
Households with no structural problems	37.9	23.8	53.2	39.8

Note: Responses to this question were provided by the respondent on behalf of the household.

Table E5.3: Dwelling condition by housing program type, 2012 (per cent)

Dwelling condition	Public housing	SOMIH	Community housing	All
3 or more structural problems and 3 or less working facilities	n.p.	n.p.	n.p.	1.4
3 or more structural problems and 4 or more working facilities	19.9	33.7	10.0	18.8
None, 1 or 2 structural problems, and 3 or less working facilities	**3.9	n.p.	**4.0	3.9
No more than 2 structural problems and 4 or more working facilities	n.p.	61.4	85.2	76.0
Total	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

n.p. Not publishable because of small numbers, confidentiality or RSE greater than 50%.

Notes

- Responses to this question were provided by the respondent on behalf of the household.
- Facilities listed include: stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; and, laundry tub.
- Respondents were not asked to specify if they provided the facilities or the landlord provided the facilities.
- Structural problems include: rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls/windows out of plumb; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other structural problems.

Table E6.1: Dwelling utilisation, by social housing program type, 2012 (per cent)

	Public housing	SOMIH	Community housing	All
Overcrowded	5.7	14.7	**4.5	5.8
Adequate	79.9	60.7	86.9	80.4
Underutilised	14.4	24.6	8.7	13.8
Total	100.0	100.0	100.0	100.0

** Indicates RSE of over 25% and less than 50%.

Notes

1. Responses to this question were provided by the respondent on behalf of the household.
2. Dwelling utilisation has been calculated based on the CNOS.

Table EA.1: Age of survey respondents, by housing program type, 2012 (per cent)

Age	Public housing	SOMIH	Community housing
14 and under	—	0.1	—
15–24	0.8	2.3	2.3
25–34	4.3	10.3	6.7
35–44	9.8	18.8	13.9
45–54	19.4	24.3	20.4
55–64	22.9	23.3	21.5
65 and over	42.7	20.9	35.2

— Nil or rounded to zero.

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.2: Gender of survey respondents, by housing program type, 2012 (per cent)

Gender	Public housing	SOMIH	Community housing
Male	35.4	27.0	37.9
Female	64.6	73.0	62.1

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.3: Country of birth of survey respondents, by housing program type, 2012 (per cent)

Country of birth	Public housing	SOMIH	Community housing
Australia	67.9	98.0	69.0
Other	32.1	2.0	31.0

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.4: Current employment status by survey respondents, by housing program type, 2012 (per cent)

Employment status	Public housing	SOMIH	Community housing
Employed full time	4.7	11.6	5.8
Employed part time	9.1	11.4	12.9
Unemployed	6.6	15.5	7.5
Retired	37.1	14.3	30.9
In full-time study	1.7	3.4	3.0
Unable to work	29.5	29.6	30.1
Not in the labour force	11.2	14.2	9.8

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.5: Highest level of education completed by survey respondents, by housing program type, 2012 (per cent)

Level of education	Public housing	SOMIH	Community housing
No formal education	2.4	2.3	1.7
Primary school	6.2	7.0	5.6
Junior secondary education (completed Year 10 or equivalent)	50.0	60.2	41.9
Senior secondary education (completed Year 12 or equivalent)	19.0	15.9	19.5
Certificate, Diploma or Advanced Diploma	17.8	12.2	22.9
Bachelor Degree or above	4.7	2.4	8.2

Note: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.6: Length of time in current home, by housing program type, 2012 (per cent)

Length of stay	Public housing	SOMIH	Community housing
2 years or less	16.5	15.7	43.5
3–5 years	16.3	19.0	19.2
6–10 years	20.6	18.5	17.8
11–20 years	29.4	26.3	15.8
21 years or more	17.1	20.5	3.7
Total	100.0	100.0	100.0

Notes: Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.7: Proportion of individuals who experienced homelessness in the last 5 years, by housing program type, 2010–2012 (per cent)

Survey year	Public housing	SOMIH	Community housing
2010	6.0	..	12.0
2012	9.4	11.5	18.6

.. Not applicable.

Notes

1. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.
2. SOMIH tenants were not surveyed in 2010.

Table EA.8: Number of times homeless in last 5 years, for those tenants who previously experienced homelessness, by housing program type, 2012 (per cent)

Occurrence	Public housing	SOMIH	Community housing
Once	59.0	41.6	56.0
Twice	17.7	21.6	22.8
3–5 times	14.0	20.7	15.4
6–10 times	3.8	7.1	2.6
More than 10 times	5.6	9.0	3.1

Notes

1. Base is people who were homeless prior to moving into social housing.
2. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.9: Tenure prior to moving into social housing for those tenants who have experienced homelessness in the last 5 years, by housing program type, 2012 (per cent)

Tenure type	Public housing	SOMIH	Community housing
In a private boarding house	26.6	19.8	25.2
In a caravan park	14.3	8.6	11.7
Homeless—staying with friends / relatives	32.6	48.7	31.4
Homeless—staying in a refuge / crisis or other supported accommodation	16.4	15.5	18.6
Homeless—sleeping rough	5.5	6.2	4.4
In an institution	4.6	1.2	8.7

Notes

1. Base is people who were homeless prior to moving into social housing.
2. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.10: Respondents whose prior situation was homelessness, by length of time in current home by housing program type, 2012 (per cent)

Length of stay	Public housing	SOMIH	Community housing
2 years or less	22.2	20.0	53.5
3–5 years	20.1	23.8	17.7
6–10 years	22.1	19.1	15.2
11–20 years	23.0	23.4	12.1
21 years or more	12.6	13.7	1.5

Notes

1. Base is people who were homeless prior to moving into social housing.
2. Responses to this question relate to the individual who completed the survey form and therefore do not necessarily relate to other members of the household.

Table EA.11: Household type, by housing program type, 2012 (per cent)

Household type	Public housing	SOMIH	Community housing
Single person, living alone	58.0	26.5	58.3
Single person, living with 1 or more children	17.3	37.0	16.1
Couple, living without children	12.2	8.9	12.7
Couple, living with 1 or more children	6.0	12.3	5.4
Extended family, living without children	1.5	3.7	1.1
Extended family, living with 1 or more children	2.1	7.5	1.5
Group of unrelated adults	0.8	0.4	3.1
Other	2.1	3.6	1.9

Note: Responses to this question were provided by the respondent on behalf of the household.

Table EA.12: Household labour force participation, by housing program type, 2012 (per cent)

Employment status	Public housing	SOMIH	Community housing
Employed full time/part time	14.5	21.5	17.2
Unemployed	10.8	17.5	10.8
Studying	8.4	12.6	9.2
Volunteer or full-time parent/carer	13.9	16.9	14.7
Retired	26.9	9.2	22.8
Unable to work (due to long-term illness or disability)	25.6	22.3	25.3

Notes

1. Responses to this question were provided by the respondent on behalf of the household.
2. Categories are not mutually exclusive. More than 1 response could be provided by the respondent on behalf of each member of the household.

Glossary

Canadian National Occupancy Standard

A measure of the appropriateness of housing that is sensitive to both household size and composition. The CNOS specifies that:

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

Community housing (mainstream)

Housing provided for low- to moderate-income or special needs households, which is managed by community-based organisations. Community housing models vary across jurisdictions and housing stock is owned by a variety of groups, including government.

Demographic profile

A term used in marketing and research to describe a demographic grouping or segment of the population. This typically involves age bands, gender, educational attainment and labour force status.

Homelessness

In the 2012 NSHS, being homeless refers to times when the respondent had to live in emergency accommodation provided by a homelessness agency, had stayed temporarily with friends or relatives because they had nowhere to live, had been totally without permanent shelter or had lived in shelter unlawfully such as squatting in derelict buildings.

Note: 'Homelessness' can be defined in different ways for different purposes.

Household

A group of two or more related or unrelated people who usually reside in the same dwelling, and who make common provision for food or other essentials for living.

A household can also be a single person living in a dwelling who makes provision for his or her own food and other essentials for living, without combining with any other person.

Household composition

The grouping of people living in a dwelling. Household composition is based on couple and parent–child relationships. A *single-family* household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant's children. *Group households* consist of two or more tenants aged 16 or over who are not in a couple or parent–child relationship.

Mixed households are households not described by the other two types – for example, multiple single-family households.

Indigenous household

A household as defined above which contains one or more people who identify as being of Aboriginal and/or Torres Strait Islander origin.

Overcrowding

A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard.

Public housing

Rental housing provided and managed by state and territory governments. Included are households residing in public rental dwellings where the dwelling is either:

- owned by the housing authority
- leased from the private sector or other housing program areas and used to provide public rental housing
- leased to public housing tenants.

Social housing

Rental housing that is funded or partly funded by government, and that is owned or managed by the government or a community organisation and let to eligible persons. This includes public rental housing, state owned and managed Indigenous housing, mainstream and Indigenous community housing and housing provided under the Crisis Accommodation Program.

Social inclusion

According to the Australian Government's Social Inclusion Board, a society in which all members have the resources, opportunities and capability to learn, work, engage with and have a voice in the community.

State owned and managed Indigenous housing

Housing that is administered by state governments and specifically targeted to households with at least 1 Indigenous member. It aims to provide appropriate, affordable and accessible housing for low- to moderate-income Indigenous households.

Underutilisation

A situation where a dwelling contains one or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.

Unemployed person

A person aged 15 years or more who was not employed during the reference week but had actively looked for work and was currently available for work.

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Related publications

This report, *National Social Housing Survey: Detailed results*, is part of a biennial series. The earlier editions can be downloaded for free from the AIHW website <www.aihw.gov.au>. The website also includes information on ordering printed copies.

The following AIHW publications relating to housing in Australia might also be of interest:

- Australian Institute of Health and Welfare 2013. *Australia's welfare 2013*. Australia's welfare series no. 11. Cat. no. AUS 174. Canberra: AIHW.
- AIHW 2013. *National Social Housing Survey: A summary of national results, 2012*. Bulletin no. 117. Cat. no. AUS 172. Canberra: AIHW
- AIHW 2013. *Housing assistance in Australia 2013*. Cat. no. HOU 271. Canberra: AIHW.

An overview of the national findings of the 2012 National Social Housing Survey was published by AIHW in May 2013. This report provides further detail on national level findings, state and territory comparisons and comparisons across public housing, state owned and managed Indigenous housing, and community housing programs. It shows that:

- The majority of tenants are satisfied with the services provided by their housing organisation, with community housing tenants the most satisfied.
- Tenants report a range of benefits from living in social housing. Around 7 in 10 tenants feel more settled and are able to manage rent or money better.
- The majority of tenants live in a dwelling of an acceptable standard, and less than 1 in 10 social housing dwellings can be reported as overcrowded.
- An estimated 1 in 10 public housing and SOMIH tenants and around 1 in 5 community housing tenants indicated they have been homeless in the past five years.