

Appendix 3: Specification of Performance Indicators

March 1, 2006

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INDEX

1. INTRODUCTION.....	1
1.1 Indicator specifications for the 2005 SOMIH Survey	1
2. P1 AMENITY/LOCATION.....	1
2.1 Specifications for P1(a) Amenity and P1(b) Location	1
2.1.1 P1(a) Amenity	1
2.1.2 P1(b) Location:.....	1
3. P7 CUSTOMER SATISFACTION.....	1
4. ATTACHMENT 1: DATA TABLES FOR NATIONAL CSHA REPORTING.....	1
4.1 CSHA P1(a) Amenity data table	1
4.2 CSHA P1(b) Location data table.....	1
4.3 CSHA P7 Customer satisfaction data table	1
5. ATTACHMENT 2: SURVEY QUESTIONS FOR THE P1(A), P1(B), P7 INDICATORS	1

1. INTRODUCTION

This Appendix outlines the calculation of the two performance indicators for State Owned and Managed Indigenous Housing (SOMIH) using data from the 2005 SOMIH Survey (P1 Amenity/location and P7 Customer Satisfaction). The approach used to derive the indicators is the same as that used to calculate P1 and P7 for Public Housing and Community Housing. The data tables required for national reporting are shown in Attachment 1.

1.1 Indicator specifications for the 2005 SOMIH Survey

Table 1 shows the question numbers used in the 2005 SOMIH Survey to derive the P1(a) Amenity, P1(b) Location and P7 Customer satisfaction indicators.

Table 1: Questions used to derive the P1 Amenity/location and P7 Customer satisfaction indicators

	SOMIH 2005
P1(a) Amenity	Question 13
P1(b) Location	Question 15
P7 Customer Satisfaction	Question 1

Note that for all reporting years the last aspect in the relevant amenity question regarding 'Safety/security of neighbourhood' is not used in the amenity indicator but is part of the location indicator.

2. P1 AMENITY/LOCATION

The specification of the outcome to be measured by P1 is shown below:

Outcome to be measured	Performance indicator	Data items
The suitability of dwelling amenity	The percentage of tenants expressing needs being met in relation to the amenity of their dwelling	Amenity data items will measure: <ul style="list-style-type: none"> • the importance to tenants of the dwelling amenity; and • the suitability of the dwelling amenity for the tenants needs.
The suitability of dwelling location.	The percentage of tenants expressing needs being met in relation to the location of their dwelling	Location data items will measure: <ul style="list-style-type: none"> • the importance to tenants of being located close to facilities and services; and • ease of access to facilities and services such as health, community services, employment or training, public transport.

2.1 Specifications for P1(a) Amenity and P1(b) Location

Question 13 from the 2005 SOMIH Survey asks tenants about the following eight amenities:

1. Size of dwelling
2. Modifications for special needs
3. Ease of access and entry
4. Car parking
5. Yard space and fencing
6. Privacy of your home
7. Safety/security of home
8. Safety/security of neighbourhood

Attachment 1 lists the items that comprised Question 13, as interviewed, for the 2005 SOMIH Survey.

Question 15 from the 2005 SOMIH Survey asks tenants about the following nine facilities/services:

1. Shops and banking
2. Public transport
3. Parks and recreational facilities
4. Emergency services, medical services/hospitals
5. Child care facilities
6. Educational and training facilities
7. Employment/place of work
8. Community and support services including community centres
9. Family and friends

Attachment 1 lists the items that comprised Question 15, as interviewed, for the 2005 SOMIH Survey.

For the amenity and location aspects, the survey asks whether each aspect is important. An aspect that is reported as important will also have information as to whether the need is being met. The indicators below focus only on the aspects where needs are being met to derive a performance measure.

2.1.1 P1(a) Amenity

P1(a) is the percentage of tenants expressing needs being met for the various amenity aspects that they rate as being important. The detail for each aspect is presented but the indicator is a single number derived from the responses for all amenity aspects. The detail and derived indicator are calculated as follows:

Needs being met for each amenity aspect (expressed as a percent)

- (a) The numerator is calculated as the weighted¹ number of tenants who said this amenity aspect is important and meets their needs.
- (b) The denominator is calculated as the weighted number of tenants who said this amenity aspect is important and gave a valid answer to needs question (meets or doesn't meet needs).
- (c) The percent (a) is of (b) is calculated for each amenity aspect.

¹ Please note, at a state level only the calculation for P1(a) using unweighted data is the same as above. This is because the data was weighted to reflect proportions of tenants in each state rather than the sampled populations and therefore the resultant calculation will be proportionally the same.

This can be represented as:

$$\text{Needs being met for each amenity aspect} = \frac{\text{Weighted number of tenants who said this amenity aspect is important and meets their needs}}{\text{Weighted number of tenants who said this amenity aspect is important and gave a valid answer to needs question (meets or doesn't meet needs)}} \times 100$$

2.1.2 P1(b) Location:

P1(b) is the percentage of tenants expressing needs being met for the various location aspects that they rate as being important. As with P1(a) the detail for each aspect is presented but the indicator is a single number derived from the responses for all location aspects. The detail and derived indicator are calculated as follows:

1. Needs being met for each location aspect (expressed as a percent)

- (a) The numerator is calculated as the weighted² number of tenants who said this location aspect is important and meets their needs.
- (b) The denominator is calculated as the weighted number of tenants who said this location aspect is important and gave a valid answer to needs question (meets or doesn't meet needs).
- (c) The percent (a) is of (b) is calculated for each location aspect.

This can be represented as:

$$\text{Needs being met for each location aspect} = \frac{\text{Weighted number of tenants who said this location aspect is important and meets their needs}}{\text{Weighted number of tenants who said this location aspect is important and gave a valid answer to needs question (meets or doesn't meet needs)}} \times 100$$

² Please note, at a state level only the calculation for P1(b) using unweighted data is the same as above. This is because the data was weighted to reflect proportions of tenants in each state rather than the sampled populations and therefore the resultant calculation will be proportionally the same.

3. P7 CUSTOMER SATISFACTION

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

Outcome to be measured	Performance indicator	Data items
The satisfaction of customers	The percentage of customers expressing different degrees of satisfaction in relation to service	Percentage of tenants reporting overall satisfaction: Very satisfied Satisfied Total satisfied or very satisfied

This indicator assesses the level of satisfaction expressed by tenants with regard to the service provided by community housing agencies.

Question 1 from the 2005 public housing and community housing surveys asks tenants to answer which statement best describes how satisfied or dissatisfied they are with the overall service provided by the relevant housing organisation over the previous 12 months. The options are:

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

The level of overall satisfaction is calculated as:

$$\frac{\text{Weighted}^3 \text{ number of tenants who said they were satisfied (very or satisfied)} \times 100}{\text{Weighted number of tenants who gave a valid answer to the satisfaction question}}$$

³ Please note, at a state level only the calculation for P7 using unweighted data is the same as above. This is because the data was weighted to reflect proportions of tenants in each state rather than the sampled populations and therefore the resultant calculation will be proportionally the same.

Note: for reporting, overall satisfaction is disaggregated into:

- tenants who were 'very satisfied',
- tenants who were 'satisfied'; and
- tenants who were either 'very satisfied' or 'satisfied'.

All three components of overall satisfaction are calculated using the same methodology however only the relevant component of satisfaction (i.e. 'very satisfied', 'satisfied', 'very satisfied or satisfied') is included in the numerator.

4. ATTACHMENT 1: DATA TABLES FOR NATIONAL CSHA REPORTING

4.1 CSHA P1(a) Amenity data table

The following table is required for the national reporting of P1(a) Amenity for State Owned and Managed Indigenous Housing.

P1(a) Amenity							
Amenity Aspect	NSW	Vic	Qld	WA	SA	Tas	Total
Number of tenants who said this amenity aspect is important and meets their needs							
Size of dwelling							
Modifications for special needs							
Ease of access and entry							
Car parking							
Yard space and fencing							
Privacy of home							
Safety/security of home							
Number of tenants who said this amenity aspect is important and gave a valid answer to needs question							
Size of dwelling							
Modifications for special needs							
Ease of access and entry							
Car parking							
Yard space and fencing							
Privacy of home							
Safety/security of home							
Percent							
Size of dwelling							
Modifications for special needs							
Ease of access and entry							
Car parking							
Yard space and fencing							
Privacy of home							
Safety/security of home							
Average (P1a)							
Weighted Count							
Sample size (number)							

4.2 CSHA P1(b) Location data table

The following table is required for the national reporting of P1(b) Location for State Owned and Managed Indigenous Housing.

P1(b) Location							
Amenity Aspect	NSW	Vic	Qld	WA	SA	Tas	Total
Number of tenants who said this location aspect is important and meets their needs							
Shops and banking							
Public transport							
Parks and recreational facilities							
Emergency services, medical services/hospitals							
Child care facilities							
Educational/training facilities							
Employment/place of work							
Community and support services							
Family and friends							
Safety/security of neighbourhood							
Number of tenants who said this location aspect is important and gave a valid answer to needs question							
Shops and banking							
Public transport							
Parks and recreational facilities							
Emergency services, medical services/hospitals							
Child care facilities							
Educational/training facilities							
Employment/place of work							
Community and support services							
Family and friends							
Safety/security of neighbourhood							
Percent							
Shops and banking							
Public transport							
Parks and recreational facilities							
Emergency services, medical services/hospitals							
Child care facilities							
Educational/training facilities							
Employment/place of work							
Community and support services							
Family and friends							
Safety/security of neighbourhood							
Average (P1a)							
Weighted Count							
Sample size (number)							

Note: Safety/security of neighbourhood is included in the *amenity* question of the survey however is included in the calculation of the *location* indicator

4.3 CSHA P7 Customer satisfaction data table

The following two tables are required for the national reporting of P7 Customer Satisfaction for SOMIH.

P7 Customer Satisfaction							
	NSW	Vic	Qld	WA	SA	Tas	Total
Percentage of tenants reporting overall satisfaction							
Very Satisfied							
Satisfied							
Subtotal: Satisfied or Very Satisfied							
Neither satisfied nor dissatisfied							
Somewhat dissatisfied							
Very dissatisfied							
Subtotal: Somewhat Dissatisfied or Very Dissatisfied							
Don't know/No opinion							
Weighted Count							
Sample size (number)							

5. ATTACHMENT 2: SURVEY QUESTIONS FOR THE P1(A), P1(B), P7 INDICATORS

➔ **READ OUT:** The questions in this next section ask about whether different features of your home are important and if your home meets your household’s needs for each feature.

INTERVIEWER NOTE:

- ➔ Circle one answer for every importance question.
- ➔ Circle one answer for ‘meeting needs’ ONLY if the previous response is important.

Q13a. Firstly, is the size of your home important to you?

Important.....1 **ASK 13aa** Not important / Not applicable 2 **GO TO 13b**

13aa. And does the size of your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q13b. Are modifications for special needs (e.g. a disability) important to you?

Important.....1 **ASK 13bb** Not important / Not applicable 2 **GO TO 13c**

13bb. And do these modifications in your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q13c. Is ease of access and entry to your home important to you?

Important.....1 **ASK 13cc** Not important / Not applicable 2 **GO TO 13d**

13cc. And does the ease of access and entry to your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q13d. Is car parking at your home important to you?

Important.....1 **ASK 13dd** Not important / Not applicable 2 **GO TO 13e**

13dd. And does the car parking at your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q13e. Is yard space and fencing at your home important to you?

Important.....1 **ASK 13ee** Not important / Not applicable 2 **GO TO 13f**

13ee. And does the yard space and fencing at your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q13f. Is privacy of your home important to you?

Important.....1 **ASK 13ff** Not important / Not applicable 2 **GO TO 13g**

13ff. And does the privacy of your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q13g. Is the safety and security of your home important to you?

Important.....1 **ASK 13gg** Not important / Not applicable 2 **GO TO 13h**

13gg. And does the safety and security of your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q13h. Is the safety and security of your neighbourhood important to you?

Important.....1 **ASK 13hh** Not important / Not applicable 2 **GO TO Q14**

13hh. And does the safety and security of your neighbourhood meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

➔ **READ OUT:** The questions in this section ask about whether it is important for your home to be located close to different facilities and services and whether your current home meets the needs of your household in respect to how near it is to these facilities and services.

INTERVIEWER NOTE:

- ➔ Circle one answer for every importance question.
- ➔ Circle one answer for ‘meeting needs’ **ONLY** if the previous response is important.

Q15a. Firstly, is it important to you to have a home close to shops and banking facilities?

Important.....1 **ASK 15aa** Not important / Not applicable 2 **GO TO 15b**

15aa. And in respect to being close to shops and banking facilities, does your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q15b. Is it important to you to have a home close to public transport (e.g buses, trams, trains)?

Important.....1 **ASK 15bb** Not important / Not applicable 2 **GO TO 15c**

15bb. And in respect to being close to public transport, does your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q15c. Is it important to you to have a home close to parks and recreational facilities?

Important.....1 **ASK 15cc** Not important / Not applicable 2 **GO TO 15d**

15cc. And in respect to being close to parks and recreational facilities, does your home meet your household’s needs?

Meets my household’s needs ...1 Doesn’t meet my household’s needs..... 2 Don’t know.....3

ASK EVERYONE

Q15d. Is it important to you to have a home close to emergency services, medical services or hospitals?

Important.....1 **ASK 15dd** Not important / Not applicable 2 **GO TO 15e**

15dd. And in respect to being close to emergency services, medical services or hospitals, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q15e. Is it important to you to have a home close to child care facilities?

Important.....1 **ASK 15ee** Not important / Not applicable 2 **GO TO 15f**

15ee. And in respect to being close to child care facilities, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q15f. Is it important to you to have a home close to educational and training facilities (e.g. school, TAFE, university)?

Important.....1 **ASK 15ff** Not important / Not applicable 2 **GO TO 15g**

15ff. And in respect to being close to educational and training facilities, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q15g. Is it important to you to have a home close to employment or places of work?

Important.....1 **ASK 15gg** Not important / Not applicable 2 **GO TO 15h**

15gg. And in respect to being close to employment or places of work, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q15h. Is it important to you to have a home close to community and support services including community centres?

Important.....1 **ASK 15hh** Not important / Not applicable 2 **GO TO 15i**

15hh. And in respect to being close to community and support services, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

ASK EVERYONE

Q15i. Is it important to you to have a home close to family and friends?

Important.....1 **ASK 15ii** Not important / Not applicable 2 **GO TO Q16**

15ii. And in respect to being close to family and friends, does your home meet your household's needs?

Meets my household's needs ...1 Doesn't meet my household's needs..... 2 Don't know.....3

Q1. So, looking at **Card A (PAUSE)**, how satisfied or dissatisfied are you overall with the service provided to you by the Department in the last 12 months? Just say the **number**.

CIRCLE ONCE ONLY

- VERY SATISFIED..... 1
- SATISFIED 2
- NEITHER SATISFIED NOR DISSATISFIED..... 3
- SOMEWHAT DISSATISFIED 4
- VERY DISSATISFIED 5
- DON'T KNOW / NO OPINION X