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Symbols

..	not applicable
n.a.	not available
n.p.	not provided
n.r.	not reported
no.	number
\$	Australian dollars
%	per cent
'000	thousands

Overview

This publication presents results from the 2009–10 public rental housing data collection and the 2010 National Social Housing Survey. At 30 June 2010 there were 333,383 dwellings in public rental housing, over 98% of which were classified as tenantable by jurisdictions (Table 1.1).

Table 1.1: Number of dwellings and tenantable dwellings, at 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Total dwellings	115,686	65,064	51,705	31,501	42,010	11,460	10,858	5,099	333,383
Total tenantable dwellings	115,585	63,108	51,209	30,802	40,945	11,315	10,766	4,946	328,676

There were 325,726 households assisted in public rental housing at 30 June 2010, occupying 98% of tenantable housing stock. 8% of these households contained a member who self-identified as Indigenous. Just over 20,000 households were allocated a public rental housing dwelling during 2009–10 (Table 1.2).

Table 1.2: Total, Indigenous and new households and occupancy rate, at 30 June 2010

	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Total households	114,421	62,593	51,041	30,558	40,206	11,266	10,737	4,904	325,726
Total Indigenous households	9,800	1,442	4,590	5,736	1,592	809	432	1,962	26,363
Total new households (2009–10)	5,861	3,799	3,886	2,400	2,249	921	557	455	20,128
Occupancy rate (%)	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7

Note:

(a) Total Indigenous households is not calculated via the data repository but is based on the 2008 Census of Population and Housing, adjusted for Census undercounting of public housing households.

In 2009–10, the Canadian National Occupancy Standard (CNOS) was used to calculate the required bedrooms for each household (see page 11 for details), meaning that results are not comparable with previous years where the Proxy Occupancy Standard was used. Furthermore, the use of the CNOS and the change in definition of overcrowding as ‘requiring one or more additional bedrooms’ has resulted in an increase of the estimation of overcrowding and under-utilisation in 2009–10. At 30 June 2010, 4% of all households and 11% of Indigenous households were defined to be overcrowded. Over half (53%) of all households were living in under-utilised dwellings based on national standards (Table 1.3).

Table 1.3: Match of dwelling to household size, at 30 June 2010 (per cent)^(a)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Proportion of households with overcrowding	3.2	5.2	4.8	4.1	2.5	4.1	4.0	5.7	3.9
Proportion of Indigenous households with overcrowding	7.6	12.6	13.4	11.0	9.0	11.4	10.6	14.3	10.9
Proportion of households with under utilisation	54.9	43.2	45.7	52.4	73.1	52.4	56.9	38.1	53.2

Note:

(a) Households for which relevant details could not be provided have been excluded.

For the year ending 30 June 2010, 65% of newly assisted households were special needs¹ households (Table 1.4). In 2009–10, three-quarters of newly assisted households across Australia were to those in greatest need². Households can be correctly classified by jurisdictions as being in greatest need at time of allocation as well as a special needs household.

Table 1.4: New allocations to households with special needs and in greatest need, 2009–10 ^(a)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Proportion of new allocations to those with special needs (%)	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3
Total new allocations to those with special needs	3,766	2,298	2,813	1,490	1,575	605	287	304	13,138
Proportion of new allocations to those in greatest need (%)	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9
Total new allocations to those in greatest need	4,038	2,737	3,407	1,459	1,805	873	496	208	15,023

Note:

(a) Households for whom criteria required to determine special need status (that is, Indigenous or disability household status, or the age of the main tenant) are unknown, have been excluded from this indicator.

During 2009–10, 15,023 new allocations were given to those in greatest need (Table 1.4). There were still over 200,000 applicants on waiting lists at 30 June 2010, with 30% of these in greatest need (Table 1.5).

Table 1.5: Number of households on the waiting list, total and in greatest need, at 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT ^(a)	Total
Total applicants on waiting list	60,444	50,716	30,593	23,723	25,302	3,675	2,479	3,163	200,095
Total new applicants on waiting list who have a 'greatest need'	22,608	8,777	19,637	2,983	2,484	2,348	1,094	286	60,217

Note:

(a) The number of new tenancies allocated to households with special needs are not comparable with other jurisdictions as some households with disability are not included.

Low income households³ accounted for almost 98% of all households (for whom income and tenancy composition details are known) in public rental housing. At 30 June 2010, only 1% of all low income households in public rental housing were in rental stress, defined as paying more than 30% of their gross income in rent (Table 1.6). Almost all (97%) of these low income households paid less than 25% of their income in rent, with 17% of households paying less than 20%.

¹ Special needs households are low income households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years and over or have one or more Indigenous members.

² Greatest need households are defined as low income households that at the time of allocation were either homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

³ A low income household is defined as a household in the bottom two quintiles of equivalised gross household income, excluding Commonwealth Rent Assistance.

Table 1.6: Affordability for low income households in public rental housing, at 30 June 2010 ^(a)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Total low income households for whom income details are known	101,975	60,853	49,109	29,763	36,984	9,640	9,347	4,774	302,445
	Per cent								
Low income households as a proportion of all households	99.3	98.0	96.4	97.6	94.9	94.2	99.4	99.3	97.7
Proportion of low income households paying 20% or less of income in rent	7.5	14.0	17.3	34.0	24.5	27.3	10.5	59.2	16.6
Proportion of low income households paying >20% but not more than 25% of income in rent	90.5	79.3	82.4	61.9	72.2	62.7	88.2	32.2	80.0
Proportion of low income households paying >25% but not more than 30% of income in rent	1.9	2.8	0.3	3.1	1.6	9.8	0.4	2.8	2.1
Proportion of low income households paying more than 30% of their gross income in rent	0.1	3.9	0.0	1.1	1.7	0.2	0.9	5.9	1.3

Note:

(a) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded.

Of the households accommodated in public rental housing, 89% were rebated⁴. The average weekly rental subsidy for rebated households was \$127 (Table 1.7).

Table 1.7: Proportion of households rebated and average rebate amount, at 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Proportion of households rebated (%)	90.0	83.9	97.4	85.2	89.8	84.2	89.9	85.7	89.2
Average weekly rental subsidy per rebated household (\$)	145.2	98.2	152.0	74.9	102.8	86.9	224.7	157.7	127.2

⁴ A rebated household is one in public rental housing assessed by the State Housing Authority as eligible to pay less than the market rent value of the dwelling.

General notes

This publication presents results from the 2009–10 public rental housing data collection and the 2010 National Social Housing Survey. More complete analysis of these results will be available in the forthcoming AIHW publication, *Housing assistance in Australia 2011*.

Scope

The data reported here relate to households residing in public rental dwellings where the dwelling is either:

- owned by the housing authority; or
- leased from the private sector or other housing program areas and used for provision of public rental housing.

This collection aims to exclude properties administered under community housing programs, Indigenous housing programs, and crisis and emergency accommodation programs for people who are homeless or who are experiencing other crises. Therefore, public rental properties leased to other program areas such as community housing, crisis accommodation and state owned and managed Indigenous housing are excluded.

Properties no longer under the administration of the property manager/agency at 30 June 2010, including properties demolished, sold or disposed of, and properties not yet available to the property manager/agency at 30 June 2010 (such as those still under construction or being purchased) are also excluded.

Coverage

Northern Territory

During 2008-09, 4,096 dwellings, funded under the National Partnership Agreement for Remote Indigenous housing, were reclassified as Remote Public Housing and are no longer managed by Indigenous Community Housing Organisations. Due to the unique management arrangements for these dwellings, they were not reported in either the 2008-09 Indigenous community housing or 2008-09 public rental housing collections. For 2009-10, where data are available, these dwellings will be separately identified and reported with the Indigenous community housing collection.

Data qualifications

Administrative data

- Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions (such as incomplete/missing information, out-of-date information and coding errors).

- Data may be substituted or excluded in instances where the jurisdiction(s) have not captured all of the data required to produce an output. For example, where assessable income values are unavailable, gross income will be used as a proxy.
- The single/couple status of household members may be derived based on information that is available including household composition and age.
- Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in rental stress. Outputs produced relating to income should therefore be used with caution.
- Queensland has one waiting list for all social housing. Using this list to report against public rental housing or SOMIH individually leads to an overestimate of the number of households waiting to be allocated a dwelling.
- The reported number of Indigenous households in public rental housing in NSW is not comparable with that of other jurisdictions, as the data are not drawn from the data repository but are calculated using 2006 Census of Population and Housing figures.

National Social Housing Survey (NSHS) data

- The Social Research Centre (SRC) was engaged by the AIHW to conduct the 2010 NSHS. Data were collected via postal and online questionnaires from a randomly selected sample of public and community Housing tenants. The tenants completing the questionnaires were from all jurisdictions, except those in the ACT who completed a survey administered by their jurisdiction
- ACT data are sourced from 2010 Customer Satisfaction Survey (conducted by TNS Social Research on behalf of the jurisdiction). Results for the ACT should be treated with caution as data accuracy and survey methodology differs from the NSHS.
- Caution should be used when comparing data across or between jurisdictions as data are collected via survey and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The Australia level response rate for the public housing component of the NSHS is 40%. The response rates for public housing by jurisdiction range from 25% to 53%.

Summary data items

Table 2.1: Public rental housing summary data, 2009–10

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
At 30 June 2010										
S0	Total households	114,421	62,593	51,041	30,558	40,206	11,266	10,737	4,904	325,726
S1	Total rebated households	102,997	52,485	49,706	26,034	36,096	9,485	9,656	4,201	290,660
LI5	Total number of households with low income	102,268	61,039	49,115	29,802	38,150	10,589	10,668	4,791	306,422
For year ending 30 June 2010										
S2	Total new households	5,861	3,799	3,886	2,400	2,249	921	557	455	20,128
S3	Total new Indigenous households	834	131	792	791	316	123	41	254	3,282
S4	Total number of transferred households	3,988	2,073	1,155	1,272	991	347	217	234	10,277
At 30 June 2010										
S5	Total Indigenous households	9,800	1,442	4,590	5,736	1,592	809	432	1,962	26,363
S6	New applicants on waiting list who have a 'greatest need'	22,608	8,777	19,637	2,983	2,484	2,348	1,094	286	60,217
S7	Total applicants on waiting list	60,444	50,716	30,593	23,723	25,302	3,675	2,479	3,163	200,095
S8	Total tenantable dwellings	115,585	63,108	51,209	30,802	40,945	11,315	10,766	4,946	328,676
S9	Total untenable dwellings	101	1,585	445	371	335	112	92	122	3,163
S10	Total low income households paying 20% or less of income in rent	7,630	8,525	8,486	10,108	9,057	2,632	977	2,826	50,241
S11	Total low income households paying >20% but not more than 25% of income in rent	92,285	48,254	40,449	18,428	26,695	6,045	8,248	1,535	241,939
S12	Total low income households paying >25% but not more than 30% of income in rent	1,951	1,687	156	908	602	945	41	132	6,422
S13	Total low income households paying more than 30% of income in rent	109	2,387	18	319	630	18	81	281	3,843
S14	Total low income households for whom income details are known	101,975	60,853	49,109	29,763	36,984	9,640	9,347	4,774	302,445
S16	Total households with under-utilisation	56,091	22,656	23,320	16,017	29,300	5,735	5,465	1,676	160,260
S17	Total dwellings in Major cities	95,936	46,945	34,778	22,054	32,508	..	10,848	..	243,069
S18	Total dwellings in Inner regional Australia	15,980	14,758	8,482	3,037	2,805	8,390	10	..	53,462
S19	Total dwellings in Outer regional Australia	3,433	3,343	7,301	3,107	5,886	2,978	..	3,577	29,625

(continued)

Table 2.1: (continued) Public rental housing summary data, 2009–10

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
At 30 June 2010										
S20	Total dwellings in Remote Australia	302	18	865	2,313	739	61	..	1,333	5,631
S21	Total dwellings in Very remote Australia	35	..	279	990	72	31	..	189	1,596
S22	Total dwellings in Migratory areas	0	0	0	0	0	0	0	0	0
S32	Total dwellings undergoing major redevelopment	0	371	51	328	730	33	0	31	1,544

Source: National housing assistance data repository, public rental housing 2009–10

Performance indicator specifications

P1 Amenity and location

This indicator reports the amenity and location of dwellings, as assessed by public rental housing tenants. This indicator has two components: P1(a) Amenity and P1(b) Location. Data for this performance indicator are collected via the public housing NSHS. Tenants were asked to answer whether the amenity/location aspects of their dwelling were 'important', 'not important' or 'not applicable' to them and whether these aspects 'met their household's needs' or 'didn't meet their household's needs'.

P1(a) Amenity

Amenity measures the proportion of tenants rating amenity aspects as important and meeting their needs. The amenity aspects in scope are:

- size of home (dwelling)
- modifications for special needs
- ease of access and entry
- car parking
- yard space and fencing
- privacy of home
- safety/security of home
- safety/security of neighbourhood

This performance indicator is calculated as:

$$P1(a) = \frac{[\text{Weighted number of tenants who said the amenity aspect is important and meets their needs} \times 100]}{[\text{Weighted number of tenants who said the amenity aspect is important and gave a valid answer to needs question (meets or doesn't meet needs)}]}$$

P1(b) Location

Location measures the proportion of tenants rating location aspects as important and meeting their needs. The NSHS asks tenants about the location of their dwelling in relation to the following facilities and services:

- shops and banking facilities
- public transport
- parks and recreational facilities
- emergency services, medical services/hospitals
- child care facilities
- educational and training facilities
- employment/place of work
- community and support services
- family and friends, including community centres

This performance indicator is calculated as:

$$P1(b) = \frac{[\text{Weighted number of tenants who said the location aspect is important and meets their needs}]}{[\text{Weighted number of tenants who said the location aspect is important and gave a valid answer to needs question (meets or doesn't meet needs)}]}$$

P2 Affordability

This indicator assesses the level of housing affordability within public rental housing. It has two components:

- (a) average weekly rental subsidy per rebated household, calculated as:

$$P2(a) = (AF2 - AF1) / S1$$

AF1 Total rent charged to tenants for week of 30 June 2010

AF2 Total market rent value of dwellings for which a rent was charged for week of 30 June 2010

S1 Total rebated households at 30 June 2010

- (b) the proportion of low income households spending more than 30% of their income in rent, calculated as:

$$P2(c) = [S13 \times 100] / S14$$

S13 Number of low income households paying more than 30% of equivalised gross income in rent at 30 June 2010

S14 Total number of low income households occupying public rental housing for whom income details are known at 30 June 2010

Low income households in 2009–10 are defined as those households in the bottom 40% of the equivalised disposable household income distribution (ABS definition).

Low income summary items and performance indicators sourced from the AIHW's National Housing Assistance Data Repository, and presented here use a modified definition of low income to that used by the ABS. Here low income households are defined as those in the bottom 40 per cent of equivalised gross household income. Gross household income is the amount of income received by the household before any tax or levies are subtracted.

P3 Match of dwelling to household size

This indicator measures the proportion of households where dwelling size is not appropriate due to overcrowding. This indicator is calculated as follows:

$$P3 = (HS1 \times 100) / HS2$$

HS1 Total number of households with overcrowding at 30 June 2010

HS2 Total number of households occupying public rental housing for which tenancy composition and dwelling details are known at 30 June 2010

To derive the number of households with overcrowding, each household is assigned an occupancy status based on the following Canadian National Occupancy Standard (CNOS):

- There should be no more than 2 persons per bedroom
- Children less than 5 years old of different sexes may reasonably share a bedroom
- Children less than 18 years old of the same sex may reasonably share a bedroom
- Single household members 18 and over should have a separate bedroom, as should parents or couples.

Overcrowding occurs where one or more additional bedrooms are required to meet the CNOS.

P4 Low income

This indicator assesses the low income need status of households receiving assistance. It measures the number of new low income households as a proportion of all new households for which income and tenancy composition details are known.

This performance indicator is calculated as:

$$P4(c) = (LI1 \times 100) / (LI3)$$

LI1 Total number of new low income households at 30 June 2010

LI3 Total number of new households at 30 June 2010 for which income and tenancy composition details are known

P5 Special needs

This indicator assesses the special needs status of all households receiving assistance. Specifically, this is the proportion of new tenancies that are allocated to low income households that meet one of more of the following criteria:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where a principal tenant is aged 24 years or under; or
- where a principal tenant is aged 75 years or more.

This performance indicator is calculated as follows:

$$P5 = (SN1 \times 100) / S2$$

SN1 Total number of new households with special needs for year ending 30 June 2010

S2 Total number of new households assisted for year ending 30 June 2010

P6 Priority access to those in greatest need

Greatest need households are defined as low income households that at the time of allocation were subject to one or more of the following circumstances:

- they were homeless
- their life or safety was at risk in their accommodation
- their health condition was aggravated by their housing
- their housing was inappropriate to their needs
- they had very high rental housing costs.

This indicator provides a measure of whether households in greatest need are given priority access to public housing, by assessing the proportion of new allocations to households in greatest need that were allocated housing in:

- under 3 months (P6(a))
- 3 months to less than 6 months (P6(b))
- 6 months to less than 1 year (P6(c))
- 1 year to less than 2 years (P6(d))
- 2 years or more (P6(e)).

P6 provides the proportion of total new allocations in the year ending 30 June 2010 to households that met the definition of greatest need. The indicators are calculated as follows:

$$P6(a) = (PA1 \times 100) / PA7$$

$$P6(b) = (PA2 \times 100) / PA8$$

$$P6(c) = (PA3 \times 100) / PA9$$

$$P6(d) = (PA4 \times 100) / PA10$$

$$P6(e) = (PA5 \times 100) / PA11$$

$$P6 = (PA6 \times 100) / PA12$$

PA1 Total number of new greatest need households allocated housing in less than 3 months for year ending 30 June 2010

PA2 Total number of new greatest need households allocated housing in 3 months to less than 6 months for year ending 30 June 2010

PA3 Total number of new greatest need households allocated housing in 6 months to less than 1 year for year ending 30 June 2010

PA4 Total number of new greatest need households allocated housing in 1 year to less than 2 years for year ending 30 June 2010

PA5 Total number of new greatest need households allocated housing in 2 years or more for year ending 30 June 2010

- PA6 Total number of all new greatest need households allocated housing for year ending 30 June 2010
- PA7 Total number of new households allocated housing in less than 3 months for year ending 30 June 2010
- PA8 Total number of new households allocated housing in 3 months to less than 6 months for year ending 30 June 2010
- PA9 Total number of new households allocated housing in 6 months to less than 1 year for year ending 30 June 2010
- PA10 Total number of new households allocated housing in 1 year to less than 2 years for year ending 30 June 2010
- PA11 Total number of new households allocated housing in 2 years or more for year ending 30 June 2010
- PA12 Total number of all new households allocated housing for year ending 30 June 2010.

P7 Customer satisfaction

This indicator assesses tenants' level of satisfaction with regard to the service provided by State Housing Authorities. Data for this performance indicator are collected via the public housing NSHS. This performance indicator is calculated as:

$$P7 = \frac{[\text{Weighted number of tenants who were satisfied (very and satisfied)} \times 100]}{[\text{Weighted number of tenants who gave a valid answer to the satisfaction question}]}$$

For reporting, overall satisfaction is disaggregated into:

- tenants who were 'very satisfied'
- tenants who were 'satisfied'
- tenants who were either 'very satisfied' or 'satisfied'.

The weighted number of tenants is the scaled number of tenants in the population of tenants calculated from the number of responses to the survey.

P9 Occupancy rate

This indicator assesses the utilisation of public rental housing stock by measuring the occupancy rate of rental housing stock. This indicator is calculated as:

$$P9 = (OR1 \times 100) / OR2$$

OR1 Total number of occupied dwellings at 30 June 2010

OR2 Total number of dwellings at 30 June 2010

P10 Turnaround time

This indicator measures the average time taken for occupancy of dwelling stock that are available to rent through normal processes. This indicator is calculated as:

$$P10 = (TT1) / (TT2)$$

TT1 Total number of days that dwellings were vacant for year ending 30 June 2010

TT2 Total number of vacancy episodes for year ending 30 June 2010

Performance indicators

Table 2.2: Public rental housing: P1(a) amenity, August-September 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Size of dwelling	85.51	78.51	85.98	85.04	88.5	80.26	81	84.49	84.39
Modifications for special needs	71.15	79	80.73	80.29	77.12	71.71	77	87.65	76.43
Easy access and entry	87.72	85.49	91.09	93.05	92.14	88.72	89	90.63	88.98
Car parking	82.14	76.21	81.11	83.82	85.64	84.89	77	77.54	81.56
Yard space and fencing	74.35	73.23	83.35	84.59	85.67	80.26	78	80.42	78.5
Privacy of home	82.45	78.83	83.81	87.62	84.7	78.53	79	79.41	82.6
Safety and security of home	74.72	78.89	87.06	79.37	79.18	74.42	68	78.18	78.68
P1(a) Amenity	79.72	78.59	84.73	84.83	84.71	79.83	78.43	82.62	81.59

Source: AIHW analysis of 2010 National Social Housing survey of public housing tenants.

Table 2.3: Public rental housing: P1(b) location, August-September 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Shops and banking facilities	89.27	91.52	92.67	90.12	91.42	89.28	92	93.42	90.69
Public transport	90.38	90.8	91.24	89.09	90.1	90.86	94	92.6	90.49
Parks & recreational facilities	89.83	87.81	91.69	93.89	88.21	85.15	90	85.98	89.74
Emergency services, medical services/hospitals	88.95	92.14	90.9	90.29	89.86	85.36	86	86.68	90
Child care facilities	88.3	85.97	91.66	88.6	87.95	88.04	76	87.28	88.34
Educational and training facilities	89.68	87.03	90.67	83.6	88.18	82.94	82	87.82	88.35
Employment/place of work	85.84	87.17	89.41	85.8	91.83	83.36	79	85.59	87.27
Community and support services	84.73	87.99	88.23	87.3	86.67	84.07	85	86.62	86.48
Family and friends	86.3	87.03	89.58	91.38	87.5	89.31	83	90.14	87.78
Safety and security of the neighbourhood	72.18	76.1	83.13	79.05	75.83	73.52	71	67.54	75.9
P1(b) Location	86.55	87.36	89.92	87.91	87.76	85.19	83.80	86.37	87.50

Source: AIHW analysis of 2010 National Social Housing survey of public housing tenants.

Table 2.4: Public rental housing: P2 affordability, for week of 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
AF1	Total rents charged (\$'000)	12,713.2	6,905.7	5,306.6	3,045.2	4,156.9	1,170.2	1,455.2	550.6	35,303.6
AF2	Total market rent value of dwellings for which a rent was charged (\$'000)	27,665.4	12,057.2	12,862.7	4,996.3	7,867.5	1,994.1	3,625.4	1,213.1	72,281.7
P2(a)	Average weekly rental subsidy per rebated household (\$)	145.2	98.2	152.0	74.9	102.8	86.9	224.7	157.7	127.2
P2(c)	Proportion of low income households spending > 30% of their income in rent (%)	0.1	3.9	0.0	1.1	1.7	0.2	0.9	5.9	1.3

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.5: Public rental housing: P3 match of dwelling to household size, at 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
HS1	Total households with overcrowding	3,254	2,746	2,431	1,263	1,006	451	382	252	11,785
HS2	Total households for which tenancy composition and dwelling details are known	102,078	52,458	51,041	30,546	40,099	10,942	9,613	4,403	301,180
P3	Proportion of households where dwelling size is not appropriate due to overcrowding (%)	3.2	5.2	4.8	4.1	2.5	4.1	4.0	5.7	3.9

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.6: Public rental housing: P4 low income, at 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
LI1	New households with low income	102,268	61,039	49,115	29,790	38,150	10,306	10,668	4,294	305,630
LI3	New households where income details are known	102,977	62,263	50,950	30,513	40,199	10,942	10,735	4,325	312,904
P4(c)	The proportion of new low income households of all new households (%)	99.3	98.0	96.4	97.6	94.9	94.2	99.4	99.3	97.7

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.7: Public rental housing: P5 special needs, for year ending 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
SN1	New households with special needs	3,766	2,298	2,813	1,490	1,575	605	287	304	13,138
P5	Proportion of new tenancies allocated to households with special needs (%)	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.8: Public rental housing: P6 priority access to those in greatest need, for year ending 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
PA1	Total number of new greatest need households allocated housing in less than 3 months	1,227	1,120	1,235	232	923	375	88	17	5,217
PA2	Total number of new greatest need households allocated housing in 3 months to less than 6 months	730	435	675	184	268	193	100	31	2,616
PA3	Total number of new greatest need households allocated housing in 6 months to less than 1 year	874	561	736	343	223	186	154	46	3,123
PA4	Total number of new greatest need households allocated housing in 1 year to less than 2 years	613	377	367	580	251	94	106	64	2,452
PA5	Total number of new greatest need households allocated housing in 2 years or more	594	244	394	120	140	25	48	50	1,615
PA6	Total number of all new greatest need households allocated housing	4,038	2,737	3,407	1,459	1,805	873	496	208	15,023
PA7	Total number of new households allocated housing in less than 3 months	1,423	1,506	1,338	403	1,040	403	93	50	6,256
PA8	Total number of new households allocated housing in 3 months to less than 6 months	850	608	751	223	305	199	107	40	3,083
PA9	Total number of new households allocated housing in 6 months to less than 1 year	1,082	756	867	424	268	189	170	75	3,831
PA10	Total number of new households allocated housing in 1 year to less than 2 years	968	494	453	726	306	99	122	111	3,279
PA11	Total number of new households allocated housing in 2 years or more	1,485	435	477	614	330	31	64	179	3,615
PA12	Total number of all new households allocated housing	5,808	3,799	3,886	2,390	2,249	921	556	455	20,064
		Per cent								
P6(a)	Proportion of new allocations to greatest need households in less than 3 months	86.2	74.4	92.3	57.6	88.8	93.1	94.6	34.0	83.4

(continued)

Table 2.8: (continued) Public rental housing: P6 priority access to those in greatest need, for year ending 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
P6(b) Proportion of new allocations to greatest need households in 3 months to less than 6 months	85.9	71.5	89.9	82.5	87.9	97.0	93.5	77.5	84.9
P6(c) Proportion of new allocations to greatest need households in 6 months to less than 1 year	80.8	74.2	84.9	80.9	83.2	98.4	90.6	61.3	81.5
P6(d) Proportion of new allocations to greatest need households in 1 year to less than 2 years	63.3	76.3	81.0	79.9	82.0	94.9	86.9	57.7	74.8
P6(e) Proportion of new allocations to greatest need households in 2 years or more	40.0	56.1	82.6	19.5	42.4	80.6	75.0	27.9	44.7
P6 Proportion of all new allocations to households in greatest need	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.9: Public rental housing: P7 customer satisfaction, August-September 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Sample size (number)	4,269	702	1,822	657	627	977	1,094	357	9,411
Percentage of tenants reporting overall satisfaction									
Very satisfied	18.8	27.2	39.2	30.1	33.5	25	42	27.5	27.2
Satisfied	45.4	47.3	45.2	43.8	48.1	43	33	46.8	45.9
P7 Customer satisfaction	64.3	74.6	84.3	73.9	81.6	68	75	74.3	73.1

Source: AIHW analysis of 2010 National Social Housing survey of public housing tenants.

Table 2.11: Public rental housing: P9 occupancy rate, at 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
OR1 Total occupied dwellings	114,422	62,593	51,041	30,558	40,206	11,266	10,737	4,850	325,673
OR2 Total dwellings	115,686	65,064	51,705	31,501	42,010	11,460	10,858	5,099	333,383
P9 Occupancy rate (%)	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7

Source: National housing assistance data repository, public rental housing 2009–10

Table 2.12: Public rental housing: P10 turnaround time, for year ending 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
TT1 Total days that dwellings were vacant	283,731	115,291	127,362	64,067	52,185	27,869	18,165	65,040	753,710
TT2 Total vacancy episodes	9,639	3,834	4,704	3,713	2,120	1,016	503	678	26,207
P10 Average turnaround time (days)	29.4	30.1	27.1	17.3	24.6	27.4	36.1	95.9	28.8

Source: National housing assistance data repository, public rental housing 2009–10