

Community housing 2007–08

**Commonwealth State Housing Agreement
national data report**

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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

Community housing 2007–08

Commonwealth State Housing Agreement national data report

January 2009

Australian Institute of Health and Welfare
Canberra

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Contents

Acknowledgments.....	vii
Symbols.....	viii
Overview of community housing in 2007–08.....	ix
1 Introduction.....	1
2 CSHA 2007–08 community housing data.....	2
2.1 Data sources: administrative and survey data.....	2
2.2 Definitions.....	3
2.3 Summary data items.....	5
2.4 Performance indicators.....	10
2.4.1 P1 Amenity and location.....	10
2.4.2 P2 Affordability.....	13
2.4.3 P3 Match of tenancy (rental) unit to household size.....	14
2.4.4 P4 Low income.....	15
2.4.5 P5 Special needs.....	16
2.4.6 P6 Priority access to those in greatest need.....	17
2.4.7 P7 Customer satisfaction.....	18
2.4.8 P8 Net recurrent costs per unit.....	19
2.4.9 P9 Occupancy rates.....	21
2.4.10 P11 Rent collection rate.....	22
3 Details of data items and performance indicators.....	23
3.1 Summary data.....	24
3.2 Performance indicators.....	26
3.2.1 P1 Amenity and location.....	26
3.2.2 P2 Affordability.....	27
3.2.3 P3 Match of tenancy (rental) unit to household size.....	27
3.2.4 P4 Low income.....	28
3.2.5 P5 Special needs.....	29
3.2.6 P6 Priority access to those in greatest need.....	29
3.2.7 P7 Customer satisfaction.....	30
3.2.8 P8 Net recurrent costs per unit.....	31
3.2.9 P9 Occupancy rates.....	32
3.2.10 P10 Turnaround time.....	32
3.2.11 P11 Rent arrears.....	32

4	General notes	33
4.1	Changes to the 2007–08 data collection.....	33
4.1.1	New data items	33
4.1.2	Revised data items and performance indicators.....	33
4.2	Data qualifications	34
4.3	Survey data coverage.....	35
4.3.1	CSHA data collection survey.....	35
4.3.2	Community housing NSHS.....	35
	References.....	36
	List of figures	37
	List of tables	38

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Symbols

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

Overview of community housing in 2007–08

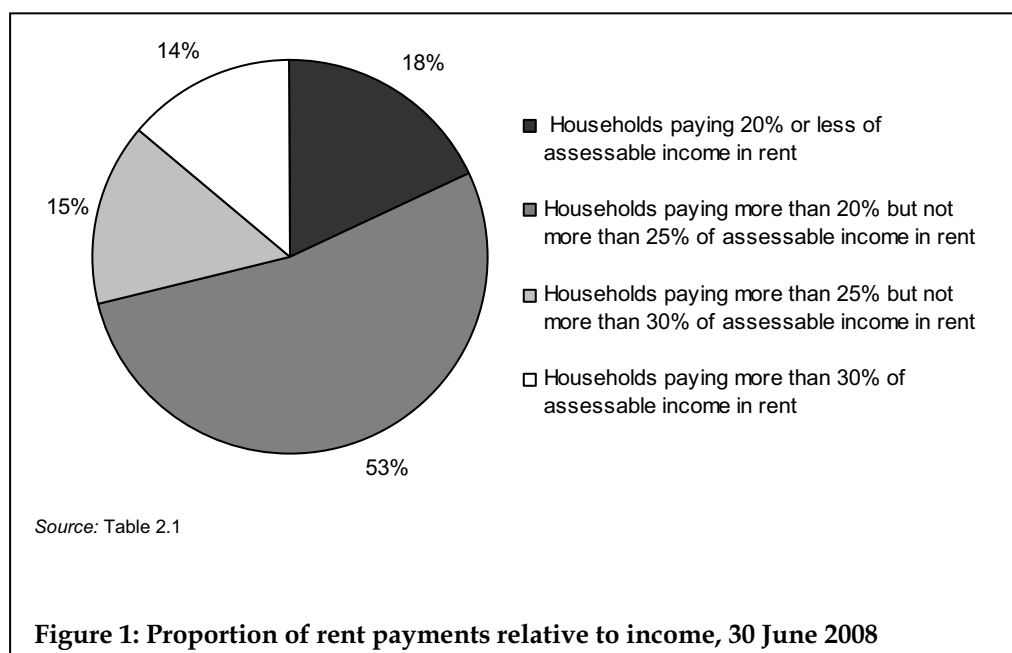
This section provides an overview of the information reported for 2007–08 Commonwealth State Housing Agreement (CSHA) community housing data collection. Note that some of the figures reported are understated owing to survey response rates (refer to Section 4.3 for details).

There were approximately 35,667 households living in community housing in Australia at 30 June 2008 occupying over 99% of tenable community housing stock. Of these, 6% were identified as Indigenous households, 28% contained households with a disability, and 14% were from a non-English-speaking background. Seven per cent of principal tenants were aged 24 years or under and 8% of principal tenants were 75 years or over.

Of the 8,728 new tenancies in 2007–08, 62% of these were classified as special needs households and 36% were homeless at the time of allocation.

At 30 June 2008, 93% of community housing households in Australia were low income households. Over half (53%) of the households for which complete rent and income details were known were paying more than 20% but not more than 25% of their income in rent (Figure 1). Nearly one-fifth (18%) of households were paying 20% or less and only 14% of households were paying more than 30% of their income in rent.

Overall, community housing tenants retained almost three-quarters (74%) of their household income after rental payments.



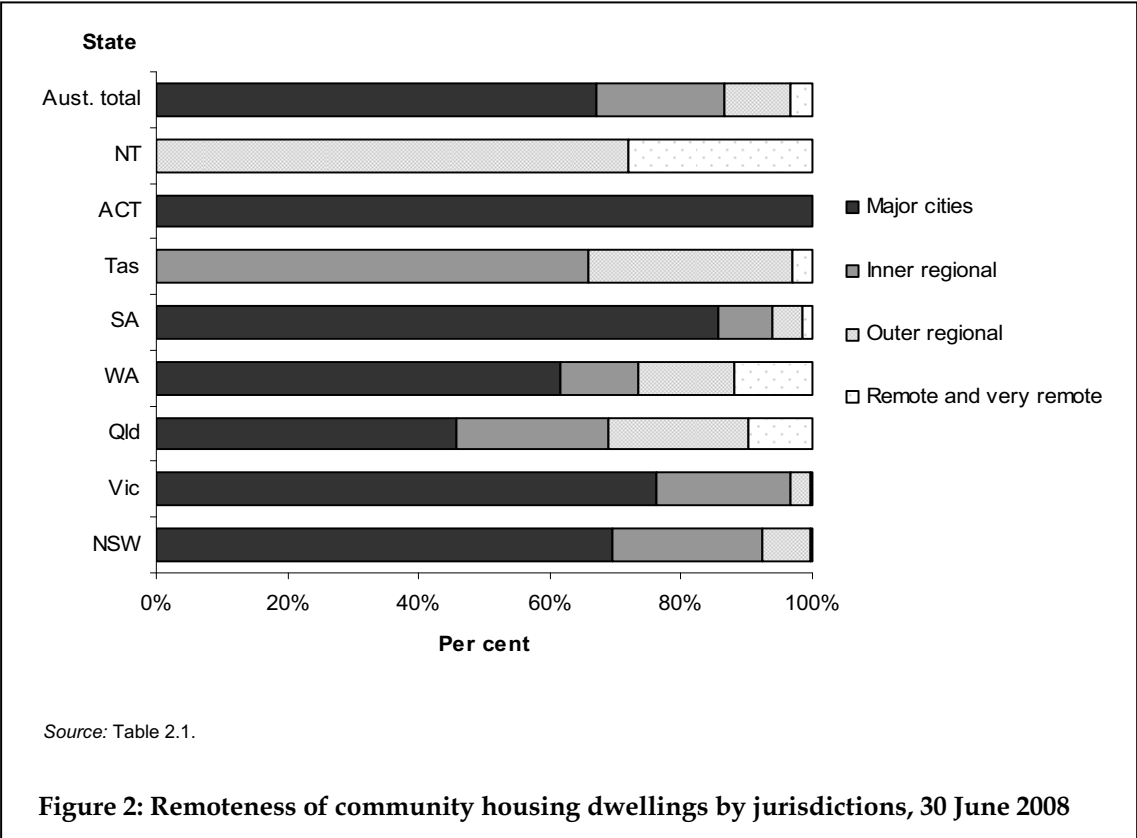
Of the 1,069 community housing providers at 30 June 2008, three-quarters managed less than 20 dwellings each; 15% of community housing providers managed between 20 and 49 dwellings; only 11% of providers managed 50 or more dwellings.

Overall, community housing dwellings contained on average 2.2 bedrooms. One-third of community housing dwellings contained one bedroom, 30% contained two bedrooms, 36%

of dwellings had three to four bedrooms, and only 1% of community housing dwellings had five or more bedrooms.

One-third of community housing dwellings were flats, units or apartments and 31% were classed as separate houses. The remaining dwelling types were 'other' dwellings (15%), semi-detached, row or terrace houses, townhouses (12%) and boarding or rooming house unit dwellings (9%).

Nationally, over two-thirds (67%) of community housing dwellings were located in *Major cities*, 20% were located in *Inner regional Australia*, 10% in *Outer regional* areas, and 3% were located in *Remote and very remote* areas (Figure 2).



1 Introduction

This publication is one of a set of six that report on housing assistance provided in 2007–08 under the 2003 CSHA. The six reports are:

- *Community housing 2007–08*
- *Public rental housing 2007–08*
- *State owned and managed Indigenous housing 2007–08*
- *Crisis Accommodation Program 2007–08*
- *Home purchase assistance 2007–08*
- *Private rent assistance 2007–08.*

These publications are part of the Housing Assistance Data Development Series. This series was initially developed under the 1999 National Housing Data Agreement (NHDA) and the 1999 Agreement on National Indigenous Housing Information to report on the data collections and the associated standards, definitions and classifications under these agreements. Related publications in the series include the *National housing assistance data dictionary, version 3* (AIHW 2006) and *Measuring housing assistance: national data standards developed under the 1999 Commonwealth State Housing Agreement* (AIHW 2004).

The 2007–08 community housing data collection is the fifth to occur under the 2003 CSHA, and the ninth to occur since the 1999 NHDA. Previous reports are available from <www.aihw.gov.au>.

The bulletin *Community housing tenants: results from the 2007 National Social Housing Survey* (AIHW 2008b) is also relevant to this publication as it profiles community housing tenants, their workforce participation and housing pathways.

Related Indigenous-specific publications include *Indigenous housing indicators 2005–06* (AIHW 2007), *Indigenous housing indicators 2007–08* (AIHW 2009a) and *Indigenous housing needs 2008: a multi-measure needs model* (AIHW 2009b).

This document presents the summary and performance indicator data collected in the 2007–08 community housing data collection. The specifications for each of the ten performance indicators collected and reported for community housing are briefly examined along with the data.


2 CSHA 2007–08 community housing data


2.1 Data sources: administrative and survey data

Community housing data are produced from both administrative and survey data. The data sources comprise the following:

- Administrative data – unit record level dwelling and community housing provider information stored in state and territory information systems.
- CSHA data collection survey data – information provided by individual community housing providers on their organisation, dwellings managed, tenants assisted and the costs associated with providing community housing. The survey is undertaken at either an aggregate or unit record (i.e. household) level. States and territories are responsible for managing the survey process. Currently, two jurisdictions (New South Wales and Tasmania) undertake the survey at the aggregate level and five jurisdictions (Victoria, Queensland, Western Australia, South Australia and Australian Capital Territory) undertake the survey at the household level. The Northern Territory does not currently survey its community housing providers.
- Community housing National Social Housing Survey (NSHS) data – a survey of community housing tenants that includes information pertaining to tenant satisfaction undertaken in 2007 by Roy Morgan Research for the Housing Ministers’ Advisory Committee.

These data sources are differentiated in the tables in this report. Shaded cells pertain to administrative data and unshaded cells pertain to survey data from the CSHA data collection and the NSHS.

 Denotes results pertaining to administrative data

 Denotes results pertaining to survey data

Survey response rates affect the reliability of the survey data reported. Information about survey response rates is reported in Section 4.3.

Given there are different collection methodologies, care should be exercised in interpreting the results of this collection. Raw figures from different sources should not be compared.

2.2 Definitions

The *National housing assistance data dictionary, version 3* was the authoritative source of data definitions and standards for this collection (AIHW 2006).

Community housing

Community housing for the purpose of this collection includes dwellings where:

- funding (capital and/or recurrent) is provided fully or partly through the CSHA
- the tenancy management functions are undertaken by a community provider or local government
- a principle of the community provider is to provide medium- to long-term housing tenure to tenants.

It specifically excludes dwellings funded under the Crisis Accommodation Program.

The definition of *community housing* therefore incorporates:

- properties leased for the provision of community housing (head-leasing), provided the tenancy management function is undertaken by a community provider
- properties bought by the state housing/community housing authority but managed by a community housing provider or local government
- 'joint ventures' where the purpose of the arrangement is to provide housing which falls into the scope of community housing. In the case of mixed funding that includes a CSHA component, only the CSHA component should be reported for this performance information. If it has not been possible to separate these components, the total is reported accompanied by footnotes identifying each situation.

The definition aims to exclude properties where the tenancy management function is managed under:

- public rental housing; or
- state and territory owned and managed Indigenous housing; or
- the Crisis Accommodation Program.

The definition also excludes non-CSHA programs and properties owned and managed by community housing providers not funded under the CSHA.

Dwelling

For the purpose of this collection, a *dwelling* is a structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.

Household

For the purpose of this collection, a *household* equals a tenancy agreement. Counting the number of tenancy agreements is a practical way of calculating the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider specifying details of a tenancy for a particular tenancy (rental) unit.

Tenancy (rental) unit

For the purpose of this collection, a *tenancy (rental) unit* is defined as the unit of accommodation to which a rental agreement can be made.

A tenancy (rental) unit is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain. A dwelling structure can be a house, townhouse, duplex, flat or boarding/rooming house.

In the majority of cases there will be only one tenancy (rental) unit within a dwelling structure, but in a small number of cases (e.g. boarding houses, special group homes, semi-institutional dwellings) there may be more than one tenancy (rental) unit.

Low income household

For the purpose of this collection, a *low income household* is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

2.3 Summary data items

Table 2.1: CSHA community housing summary data, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
For year ending 30 June 2008										
S1	Total new households assisted	3,437	1,480	1,822	715	879	49	346	n.a.	8,728
S2	Total new Indigenous households assisted	236	416	237	56	14	3	13	n.a.	975
S3	Total households assisted that were homeless at the time of allocation	1,374	157	423	311	718	18	153	n.a.	3,154
At 30 June 2008										
S4	Total households	16,325	5,154	5,284	3,449	4,370	387	698	n.a.	35,667
S5	Total Indigenous households	935	499	615	151	59	10	29	n.a.	2,298
S6	Total disability households	3,516	1,790	1,831	1,199	1,552	95	114	n.a.	10,097
S7	Total households from a non-English-speaking background	3,446	398	262	168	490	24	162	n.a.	4,950
S8	Total households with a principal tenant aged 24 years or under	1,065	210	573	112	300	8	103	n.a.	2,371
S9	Total households with a principal tenant aged 75 years or over	1,403	243	575	348	345	59	5	n.a.	2,978
S10	Total new applicants who have a greatest need	8,064	1,408	1,532	1,083	1,190	286	265	n.a.	13,828
S11	Total applicants on waiting list	15,603	2,890	9,901	3,617	4,307	360	268	n.a.	36,946
S12	Total tenable tenancy (rental) units	15,311	5,125	6,480	3,074	4,539	387	740	93	35,749
S13	Total untenable tenancy (rental) units	86	125	70	37	9	0	6	0	333
S14	Total households paying 20% or less of assessable income in rent	4,040	596	264	139	242	33	189	n.a.	5,503
S15	Total households paying more than 20% but not more than 25% of assessable income in rent	11,371	793	2,537	241	1,205	60	247	n.a.	16,454
S16	Total households paying more than 25% but not more than 30% of assessable income in rent	421	704	911	206	2,381	164	42	n.a.	4,829
S17	Total households paying more than 30% of assessable income in rent	255	2,651	143	1,038	193	56	57	n.a.	4,393

(continued)

Table 2.1 (continued): CSHA community housing summary data, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
At 30 June 2008										
S18	Total households occupying community housing for whom income details are known	16,087	4,744	3,855	1,624	4,021	313	535	n.a.	31,179
S19	Total households with moderate overcrowding	390	117	102	48	108	3	22	n.a.	790
S20	Total households with under-utilisation	1,403	530	357	172	1,146	12	15	n.a.	3,635
S21	Total tenancy (rental) units in Major cities of Australia	10,529	5,100	3,000	2,751	3,889	..	743	..	26,012
S22	Total tenancy (rental) units in Inner regional Australia	3,421	1,365	1,521	543	367	393	7,610
S23	Total tenancy (rental) units in Outer regional Australia	1,142	221	1,383	652	215	185	..	67	3,865
S24	Total tenancy (rental) units in Remote Australia	23	12	265	399	63	19	..	20	801
S25	Total tenancy (rental) units in Very remote Australia	4	..	380	129	4	0	..	6	523
S26	Total tenancy (rental) units in Migratory areas	0	0	0	0	0	0	..	0	0
S27	Total head-leased dwellings (private)	5,672	2,037	1,705	1,258	0	0	303	0	10,975
S28a	Total boarding/rooming/lodging house buildings	n.a.	31	60	49	0	13	5	0	158
S28b	Total boarding/rooming/lodging house units	n.a.	208	1,180	14	0	3	3	0	1,408
S28c	Total boarding/rooming/lodging house rooms	n.a.	385	15	446	0	24	121	0	991
S29	Total community housing providers	210	182	293	195	104	54	7	24	1,069
S30	Total housing associations	33	15	113	19	37	14	4	0	235
S31	Total housing cooperatives	37	116	21	9	58	7	1	0	249
S32	Total other community service organisations	140	51	98	77	9	30	2	24	431
S33	Total community housing providers that were able to offer daily living support to households	n.a.	10	n.a.	28	29	11	1	n.a.	79
S34	Total community housing providers that were able to offer personal support to households	n.a.	13	n.a.	37	26	11	1	n.a.	88
S35	Total community housing providers that were able to offer community living support to households	n.a.	12	n.a.	33	24	10	1	n.a.	80

(continued)

Table 2.1 (continued): CSHA community housing summary data, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
S36	Total community housing providers that were able to offer support for children, families and carers	n.a.	7	n.a.	17	17	2	0	n.a.	43
S37	Total community housing providers that were able to offer training and employment support to households	n.a.	7	n.a.	10	17	3	1	n.a.	38
S38	Total community housing providers that were able to offer financial and material assistance to households	n.a.	10	n.a.	16	20	4	1	n.a.	51
S39	Total community housing providers that were able to offer information, advice and referral to households	n.a.	18	293	39	26	14	4	n.a.	394
S40	Total number of community housing providers that were able to offer support service(s)	n.a.	22	293	50	36	19	4	n.a.	424
S41a	Total community housing providers managing 200 or more dwellings	22	7	5	4	8	0	1	0	47
S41b	Total community housing providers managing 100–199 dwellings	5	6	6	2	3	1	0	0	23
S41c	Total community housing providers managing 50–99 dwellings	6	5	15	9	7	0	1	0	43
S41d	Total community housing providers managing 20–49 dwellings	11	36	44	35	26	4	2	0	158
S41e	Total community housing providers managing less than 20 dwellings	166	128	223	145	60	49	3	24	798
S42	Total dwellings	15,397	6,162	6,550	4,474	4,538	597	708	93	38,519
S43a	Total long-term community housing program dwellings	13,712	3,163	4,025	n.a.	4,538	535	532	93	26,598
S43b	Total short- to medium-term community housing program dwellings	0	2	1,929	n.a.	0	22	170	0	2,123
S43c	Total boarding/rooming house program dwellings	13	1,844	0	n.a.	0	0	6	0	1,863
S43d	Total joint venture program dwellings	924	284	596	n.a.	0	0	0	0	1,804
S43e	Total other community housing program dwellings	473	868	0	n.a.	0	0	0	0	1,341
S44a	Total dwellings containing one bedroom	3,050	2,478	2,904	2,961	462	247	462	5	12,569

(continued)

Table 2.1 (continued): CSHA community housing summary data, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
S44b	Total dwellings containing two bedrooms	5,809	1,466	1,807	658	1,442	164	99	9	11,454
S44c	Total dwellings containing three bedrooms	5,162	1,622	1,404	508	2,451	173	131	50	11,501
S44d	Total dwellings containing four bedrooms	1,153	506	371	209	153	11	15	20	2,438
S44e	Total dwellings containing five or more bedrooms	223	90	64	138	30	2	1	9	557
S44f	Average bedrooms per dwelling	2.3	2.1	1.9	1.7	2.5	1.9	1.6	3.2	2.2
S45a	Total separate house dwellings	2,897	2,740	1,829	n.a.	2,256	190	333	79	10,324
S45b	Total semi-detached, row or terrace house, townhouse, etc. dwellings	1,196	374	558	n.a.	1,827	72	27	7	4,061
S45c	Total flat, unit or apartment dwellings	6,082	1,113	2,707	n.a.	386	297	224	7	10,816
S45d	Total boarding/rooming house unit dwellings	0	1,876	893	n.a.	0	36	124	0	2,929
S45e	Total other dwellings	4,225	12	563	n.a.	0	2	0	0	4,802



Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

- All Data within a jurisdiction may not be comparable to previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
- NSW S1, S2, S3 May include households previously housed by another community housing provider.
- S6 'Disability' is defined in the NSW Community Housing Data Collection as anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. This includes intellectual, physical, sensory, and psychiatric disabilities.
- S10 Adjusted for number of applicants where greatest need status is unknown.
- S11 Including applicants where greatest need status is unknown.
- S10, S11 Applicants may appear on waiting lists of more than one community housing provider.
- S21–S26 The postcodes for 278 properties are not available as they are being transferred or relocated. The total number of community housing properties at 30 June 2008 is 15,397. This is the same as the total number of properties reported elsewhere in the CSHA data collection unless otherwise stated. Items reported in this CSHA data collection have been adjusted to account for unknowns.
- Vic S2, S5 Indigenous households generally access long-term accommodation through the General Rental Program of housing managed by Aboriginal Housing Victoria. Some indigenous households may be unreported as data are reliant on Indigenous self-identification. Better identification and information capture has led to an increase in this figure.
- S3, S33–S40 Data from previous years suggest these indicators may not be reliable.
- S12, S13 These measures may not be accurate as some data relating to tenancies were excluded to improve data quality. Data are not comparable to previous years or other jurisdictions because a different method of calculation has been used for Victoria.

	S15, S16, S17	Rent charged by agencies under the Housing Provider Framework is assessed at 25% of base income, plus 100% of any Commonwealth Rent Assistance (CRA) received by the tenant. This may give the appearance that some community housing tenants pay more than 25% of income in rent. However, 'after-rent' income of community housing tenants is the same as that of public housing tenants, because public housing tenants do not receive CRA. Some providers also include service charges and board with the rent charges.
	S19, S20	Changes are due to better household details identification.
	S28a, 28b, 28c	These measures may be affected by response rates from rooming house providers, and new approaches to singles accommodation that provide self-contained accommodation that does not meet the definition of boarding/rooming house dwellings.
	S29–S32	Figures may not reconcile to published jurisdictional data because of differences in provider type definitions.
Qld	S3, S7, S9	These values are underestimates as one large provider did not provide data. Administrative data for the Community Rent Scheme program do not include data on S9.
	S10, S11	These values are overestimates because Queensland has a combined wait list of applicants for all forms of social housing, including community housing. Almost all applicants apply for other forms of social housing, such as public housing, and may be housed by these other programs.
	S14–S18	The assessable incomes of some households whose only income is Centrelink benefit have been estimated based on their benefit type and household composition.
	S29–S32	Sixty-one organisations had an unknown organisational type and were included in S29 but not in S30–S32.
	S33–S38	Information on these types of support is not collected for Queensland organisations.
WA	S1–S9, S12–S26	Significant data quality issues have affected these data items.
	S29–S32	Ninety organisations had an unknown organisational type and were included in S29 but not in S30–S32.
SA	S3, S10, S11	Sourced from waiting list, received data from 86 out of 104 providers.
Tas	S12, S13	Data are from a survey of community housing providers. The total number of dwellings reported here may differ from numbers reported from jurisdictions' administrative data. Because of the response rate and data quality issues, results should be interpreted with caution.
	S22	Total stock numbers include one property purchased for redevelopment, but currently leased back to the vendor, i.e. not used for community housing purposes at 30 June 2008.
ACT	S29–S32	One organisation had an unknown organisational type and was included in S29 but not in S30–S32.
NT	S12, S13	It is assumed that all dwellings are tenable.
All	S43–S45	Dwelling counts by program type, dwelling size and dwelling type may not sum to the total number of dwellings reported in S42 because of missing administrative data.
Vic	S42	These data will not match jurisdiction's published data, as they exclude some long-term community housing (such as non-CSHA-funded dwellings). Including all programs, there are 7,739 long-term community housing dwellings in Victoria.
	S43–S45	These data will not match jurisdiction's published data, as they exclude some long-term community housing (such as non-CSHA-funded dwellings).

2.4 Performance indicators

The following performance indicators were calculated in accordance with the 2007–08 *Community housing CSHA national data collection: jurisdiction process manual* (AIHW 2008a) and the *National housing assistance data dictionary, version 3* (AIHW 2006). An overview of the calculations for these performance indicators is provided in Section 3.2.

2.4.1 P1 Amenity and location

Table 2.2: CSHA community housing at March–April 2007: P1(a) Amenity

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	577	463	924	315	514	158	149	3,100
Number of tenants who said this amenity aspect is important and meets their needs								
Amenity aspect								
Size of dwelling	888	232	319	258	264	31	55	2,046
Modifications for special needs	338	75	123	121	84	14	22	777
Ease of access and entry	916	259	374	290	270	34	57	2,199
Car parking	744	195	258	241	251	29	48	1,767
Yard space and fencing	783	227	271	267	262	29	48	1,887
Privacy of home	953	267	382	293	294	37	62	2,289
Safety/security of home	973	257	385	281	272	36	60	2,265
Number of tenants who said this amenity aspect is important and gave a valid answer to needs question								
Amenity aspect								
Size of dwelling	1,007	273	396	300	305	33	67	2,382
Modifications for special needs	419	98	155	140	107	18	28	963
Ease of access and entry	988	277	406	306	291	36	65	2,369
Car parking	837	214	336	278	291	31	56	2,045
Yard space and fencing	925	269	343	299	312	34	53	2,234
Privacy of home	1,110	309	471	332	345	43	75	2,684
Safety/security of home	1,132	316	487	346	351	44	76	2,751
Per cent of tenants who said this amenity aspect is important and meets their needs								
Amenity aspect								
Size of dwelling	88	85	81	86	87	94	82	86
Modifications for special needs	81	77	79	86	79	78	79	81
Ease of access and entry	93	94	92	95	93	94	88	93
Car parking	89	91	77	87	86	94	86	86
Yard space and fencing	85	84	79	89	84	85	91	84
Privacy of home	86	86	81	88	85	86	83	85
Safety/security of home	86	81	79	81	77	82	79	82
Average (P1a)	87	86	81	88	85	88	84	86
<i>Standard error (per cent)</i>	1.6	1.9	1.6	2.2	1.8	3.1	3.6	0.7

(continued)

(a) May not represent national total because data were not available for all jurisdictions. The Northern Territory did not participate in the survey because of its small community housing tenant population.

Notes

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.
2. Calculations are based on weighted figures.
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

Table 2.3: CSHA community housing at March–April 2007: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	577	463	924	315	514	158	149	3,100
	Number of tenants who said this location aspect is important and meets their needs							
Location aspect								
Shops and banking	973	270	422	300	295	34	63	2,358
Public transport	842	232	358	205	245	26	59	1,967
Parks and recreational facilities	709	201	276	199	204	21	48	1,659
Emergency services, medical services/hospitals	933	260	396	274	282	36	57	2,238
Child care facilities	201	48	78	24	53	5	10	419
Educational/training facilities	438	124	164	70	131	15	38	980
Employment/place of work	358	118	162	99	128	16	43	924
Community and support services	731	223	308	245	243	27	50	1,827
Family and friends	885	238	313	271	259	35	59	2,060
Safety/security of neighbourhood	940	264	367	272	280	34	59	2,217
	Number of tenants who said this location aspect is important and gave a valid answer to needs question							
Location aspect								
Shops and banking	1,055	290	461	329	314	36	68	2,554
Public transport	920	254	390	235	262	29	62	2,153
Parks and recreational facilities	770	219	310	220	228	22	52	1,821
Emergency services, medical services/hospitals	1,062	285	442	310	310	39	63	2,511
Child care facilities	227	48	90	30	58	5	13	473
Educational/training facilities	478	139	191	88	147	16	43	1,102
Employment/place of work	419	131	191	112	142	18	49	1,062
Community and support services	818	243	351	273	262	30	56	2,033
Family and friends	1,001	264	372	304	294	38	69	2,342
Safety/security of neighbourhood	1,084	307	468	335	344	42	75	2,655

(continued)

Table 2.3 (continued): CSHA community housing at March–April 2007: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Location aspect	Per cent of tenants who said this location aspect is important and meets their needs							
Shops and banking	92	93	92	91	94	94	93	92
Public transport	92	91	92	87	94	90	95	91
Parks and recreational facilities	92	92	89	90	89	95	92	91
Emergency services, medical services/hospitals	88	91	90	88	91	92	90	89
Child care facilities	89	100	87	80	91	100	77	89
Educational/training facilities	92	89	86	80	89	94	88	89
Employment/place of work	85	90	85	88	90	89	88	87
Community and support services	89	92	88	90	93	90	89	90
Family and friends	88	90	84	89	88	92	86	88
Safety/security of neighbourhood	87	86	78	81	81	81	79	84
Average (P1b)	89	91	87	88	90	91	88	89
<i>Standard error (per cent)</i>	<i>1.6</i>	<i>1.7</i>	<i>1.5</i>	<i>2.5</i>	<i>1.7</i>	<i>3.1</i>	<i>3.3</i>	<i>0.7</i>

(a) May not represent national total because data were not available for all jurisdictions. The Northern Territory did not participate in the survey because of its small community housing tenant population.

Notes

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.
2. Calculations are based on weighted figures.
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

2.4.2 P2 Affordability

Table 2.4: CSHA community housing: P2 Affordability, 2007-08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
AF1	Total rents charged (\$'000)	1,445.2	656.6	167.9	181.0	460.8	39.0	57.2	5.9	3,013.8
AF2	Total household assessable income (\$'000)	6,053.9	2,267.2	623.6	563.9	1,731.7	128.9	277.9	n.a.	11,647.0
P2	Proportion of household income left after rent (%)	76.1	71.0	73.1	67.9	73.4	69.7	79.4	n.a.	74.2

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P2	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
NSW	AF1, AF2	Refers to tenancies managed by organisations that responded to the Annual Data Collection only.
Vic	P2	Rent charged by agencies under the Housing Provider Framework is assessed at 25% of base income, plus 100% of any Commonwealth Rent Assistance (CRA) received by the tenant. This may give the appearance that some community housing tenants pay more than 25% of income in rent. However, 'after-rent' income of community housing tenants is the same as that of public housing tenants, because public housing tenants do not receive CRA. Some providers also include service charges and board with the rent charges.
	AF1, AF2	Funding arrangements for some community-managed programs do not allow full transparency of rental information. Some rent includes the share of cost for utilities and board. Rent charged under Housing Provider Framework Rent Models may include rent assistance, but many data returns have not been amended to reflect all tenant income to include rent assistance.
Qld	AF2	The assessable incomes of some households whose only income is Centrelink benefit have been estimated based on their benefit type and household composition.
WA	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2008 and total household assessable income for that week.
ACT	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2008 and total household assessable income for that week.

2.4.3 P3 Match of tenancy (rental) unit to household size

Table 2.5: CSHA community housing: P3 Match of tenancy (rental) unit to household size, 2007-08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
HS1	Total households with overcrowding	129	2	102	10	134	5	3	n.a.	385
HS2	Total households occupying community housing for which household composition and tenancy (rental) unit details are known	15,002	3,854	5,056	2,055	4,341	291	663	n.a.	31,262
P3	Proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	0.9	0.1	2.0	0.5	3.1	1.7	0.5	n.a.	1.2

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P3	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
Vic	P3	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.
WA	P3	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined. Limited information is supplied as many organisations do not have systems in place to record this information.
ACT	P3	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

2.4.4 P4 Low income

Table 2.6: CSHA community housing: P4 Low income, 2007-08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
LI1	Total low income households	14,409	4,489	2,903	1,815	3,663	274	526	n.a.	28,079
LI2	Total of all households for which income and household composition details are known	16,279	4,536	3,119	1,817	3,669	284	532	n.a.	30,236
P4	Total of low income households as a proportion of all households (new and existing) (%)	88.5	99.0	93.1	99.9	99.8	96.5	98.9	n.a.	92.9

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P4	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
NSW	LI1	Underestimates the number of low income households, because the data collection data can only identify households where the main source of income is either (1) a government pension or allowance, or (2) child support or maintenance, or (3) no income.
Vic	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.
Qld	P4	Based on data from approximately 59% of households.
WA	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded.
ACT	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

2.4.5 P5 Special needs

Table 2.7: CSHA community housing: P5 Special needs, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
SN1	Total new households with special needs	2,454	785	1,077	398	343	16	110	n.a.	5,183
SN2	Total new households for whom details of whether or not they have special needs are known	3,151	1,441	1,783	710	856	25	345	n.a.	8,311
P5	Proportion of new tenancies allocated to households with special needs (%)	77.9	54.5	60.4	56.1	40.1	64.0	31.9	n.a.	62.4

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P5	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
NSW	SN1, SN2	May include households previously housed by another community housing provider. Household types reported with special needs include (1) Indigenous households; (2) Non-English speaking households; (3) Disability households; (4) Households with support needs; (5) Older person households (principal resident over 75); (6) Young person households (principal resident less than 24 years old); (7) Newly arrived migrants, refugees or asylum seekers; and (8) Other special needs.
	SN1	'Disability' is defined in the NSW Community Housing Data Collection as anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. This includes intellectual, physical, sensory, and psychiatric disabilities.
ACT	P5	A mainstream CSHA-funded community housing organisation providing housing for Indigenous households is reported separately in the Indigenous community housing data collection.

2.4.6 P6 Priority access to those in greatest need

Table 2.8: CSHA community housing: P6 Priority access to those in greatest need, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2008										
PA1	Total new greatest need allocations	2,394	1,340	1,033	488	718	29	216	n.a.	6,218
PA2	Total new households	3,437	1,480	1,822	715	879	49	346	n.a.	8,728
P6	Proportion of new allocations to those in greatest need (%)	69.7	90.5	56.7	68.3	81.7	59.2	62.4	n.a.	71.2

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P6	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or they may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
NSW	PA1, PA2	May include households previously housed by another community housing provider.
	PA1	Includes needy households who were imminently homeless or living in crisis accommodation.
Qld	P6	This percentage is a considerable underestimate, because data were not available on greatest need for one large provider and only partial categories of greatest need were able to be calculated from the data returns for the Community-managed Housing – Studio Units program.
SA	PA1, PA2	Sourced from waiting list, received data from 86 out of 104 providers.
	PA1	Data may be understated as wait list data are not as robust as data collection data.

2.4.7 P7 Customer satisfaction

Table 2.9: CSHA community housing at March–April 2007: P7 Customer satisfaction

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Unweighted response (number)	562	445	897	307	504	153	145	3,013
Percentage of tenants reporting overall satisfaction								
Very satisfied	52	38	40	36	34	48	41	44
Satisfied	35	39	39	45	44	38	32	39
Overall P7 result (Subtotal: Satisfied or very satisfied)	87	77	79	81	78	85	73	82
<i>Standard error (per cent)</i>	<i>1.4</i>	<i>2.0</i>	<i>1.4</i>	<i>2.3</i>	<i>1.8</i>	<i>2.9</i>	<i>3.7</i>	<i>0.7</i>

(a) May not represent national total because data were not available for all jurisdictions. The Northern Territory did not participate in the survey because of its small community housing tenant population.

Notes

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the P7 analysis. The sample sizes reflect the number of unweighted valid responses and are therefore different from those provided at P1.
2. Calculations are based on weighted figures.
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

2.4.8 P8 Net recurrent costs per unit

Table 2.10: CSHA community housing: P8 Net recurrent costs per unit, 2006–07

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
For year ending 30 June 2007										
DC1	Provider net recurrent costs (\$'000)	100,204.8	28,239.1	22,092.5	25,548.7	16,926.1	3,398.9	2714.9	n.a.	199,125.0
DC2	Administrator net recurrent costs (\$'000)	4,954.6	8,973.9	1,670.0	1,719.5	14,290.0	1,802.0	1,860.9	n.a.	35,270.9
DC3	Total net recurrent costs (\$'000)	105,159.4	37,213.0	23,762.5	27,268.2	31,216.1	5,200.9	4,575.8	n.a.	234,395.9
DC4	Total tenancy (rental) units	12,256	4,673	6,275	4,137	4,460	529	684	92	33,106
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	8,176	6,043	3,521	6,176	3,795	6,425	3969	n.a.	6,032
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	404	1,920	266	416	3,204	3,406	2,721	n.a.	1,068
P8c	Average cost of providing assistance (excluding capital) per dwelling (\$)	8,580	7,963	3,787	6,591	6,999	9,832	6,690	n.a.	7,100

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P8	Data for the 2006–07 financial year are reported to provide additional time to collate financial data. Therefore the information relates to a different number of providers and tenant households than the non-financial indicators. Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
NSW	DC4	Number of properties in programs for which detailed provider costs are available. Note that the cost of the new properties may not have a full year effect in the total cost reported. The methodology of counting DC4 is revised to exclude properties under the Crisis Accommodation Program and therefore not in the scope of this report. The number of properties associated with the provider's net recurrent cost (DC1) and administrator net recurrent cost (DC2) in 2005–06 reported in 2006–07 should be 11,110.
	P8(a)	The methodology for DC4 is revised this year. The comparable provider net recurrent cost per dwelling in 2005–06 reported in 2006–07 is \$8,112. The provider net recurrent cost per dwelling increased marginally by 0.8% from 2005–06, well below inflation over the period, showing economies of scale.
	P8(b)	The methodology for DC4 is revised this year. The comparable administrator net recurrent cost per dwelling in 2005–06 reported in 2006–07 is \$442. The administrator net recurrent cost per dwelling decreased by 8.6% from 2005–06, showing economies of scale.
	P8(c)	The methodology for DC4 is revised this year. The comparable total cost per dwelling in 2005–06 reported in 2006–07 is \$8,554.

Vic	DC1, P8a, DC3	Provider net recurrent costs (\$26,275,119) sourced from survey data represented 4,348 tenancy (rental) units at 30 June 2007. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4. There is incomplete information from some providers as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC2, P8	Administrator net recurrent costs are derived from administrative data and include maintenance, rates, grants, services and charges and tenant utilities and other operating expenses.
	DC4	Sourced from the 2006–07 trial collection of the unit record level administrative data.
Qld	DC1	The provider net recurrent costs are sourced from the data collection from providers of Long Term Community Housing and from grants administration data for other programs.
	DC2	These costs are sourced from the department's financial information system. Employee expenses have not been included, as staff also work on other programs.
WA	DC1	Provider net recurrent costs (\$26,289,495) sourced from survey data represented 3,054 tenancy (rental) units at 30 June 2007. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4. For some organisations, provider costs may include other non-housing costs.
	DC4	Sourced from the 2006–07 trial collection of the unit record level administrative data.
Tas	DC1	Provider net recurrent costs (\$2,460,815) sourced from survey data represented 383 tenancy (rental) units at 30 June 2007. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4.
	DC4	Sourced from the 2006–07 trial collection of the unit record level administrative data.
ACT	P8b	Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector.
	P8c	Grants and subsidies paid to community housing organisations for tenancy management, as part of administrator costs, may be included in expenditures reported by community housing organisations for provider net recurrent costs. Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector.

2.4.9 P9 Occupancy rates

Table 2.11: CSHA community housing: P9 Occupancy rates, 2007-08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
At 30 June 2008										
OR1	Total occupied tenancy (rental) units	15,150	5,009	6,356	2,980	4,370	387	698	93	35,043
OR2	Total tenancy (rental) units	15,397	5,250	6,550	3,111	4,548	387	743	93	36,079
P9	Occupancy rate of rental housing stock (%)	98.4	95.4	97.0	95.8	96.1	100.0	93.9	100.0	97.1

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

Notes

All	P9	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
Vic	P9	These measures may not be accurate as some data relating to tenancies were excluded because of data quality concerns. Data are not comparable to previous years or other jurisdictions because a different method of calculation has been used.
	OR1	Vacancy rates in some properties such as Group Housing may be affected by the program model as the agency is required to match disabled clients in shared accommodation which can increase the number of vacancy units at a point in time and turnaround times.
Qld	P9	Survey data were used to estimate the percentage of occupied tenancy (rental) units (97.0%). The number of occupied dwellings was then estimated as 97.0% of the total number of dwellings in the administrative file (6,550). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
WA	OR1	Sourced from aggregate provider returns as tenancy-level information was limited.
NT	P9	It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

2.4.10 P11 Rent collection rate

Table 2.12: CSHA community housing: P11 Rent collection rate, 2006–07

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
For year ending 30 June 2007										
RA1	Total rent collected from tenants (\$'000)	60,557.3	29,215.0	26,206.9	17,235.9	22,087.4	2,296.3	2038.9	n.a.	159,637.6
RA2	Total rent charged to tenants (\$'000)	60,707.0	29,375.1	26,118.5	17,189.5	22,454.0	2,398.9	2078.9	n.a.	160,321.9
P11	Total rent actually collected as a percentage of total rent charged (%)	99.8	99.5	100.3	100.3	98.4	95.7	98.1	n.a.	99.6

	Denotes results pertaining to administrative data.
	Denotes results pertaining to survey data.

(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P11	Rent charged and collected for 2006–07 comes from the previous year's data collection, i.e. 2006–07, not the current 2007–08 collection. Data for the 2006–07 financial year are reported to provide additional time to collate financial data. Therefore the information relates to a different number of providers and tenant households than the non-financial indicators. Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
WA	P11	The reported results for this indicator are based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2007.

3 Details of data items and performance indicators

The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it for the duration of their need. To ensure these aims are being met, all jurisdictions and the Commonwealth have agreed to a CSHA National Performance Indicator Framework (Figure 3). This contains 11 indicators of which 10 are reported against for community housing. Collection of P10 was discontinued from the 2005–06 collection onwards because of reporting issues.

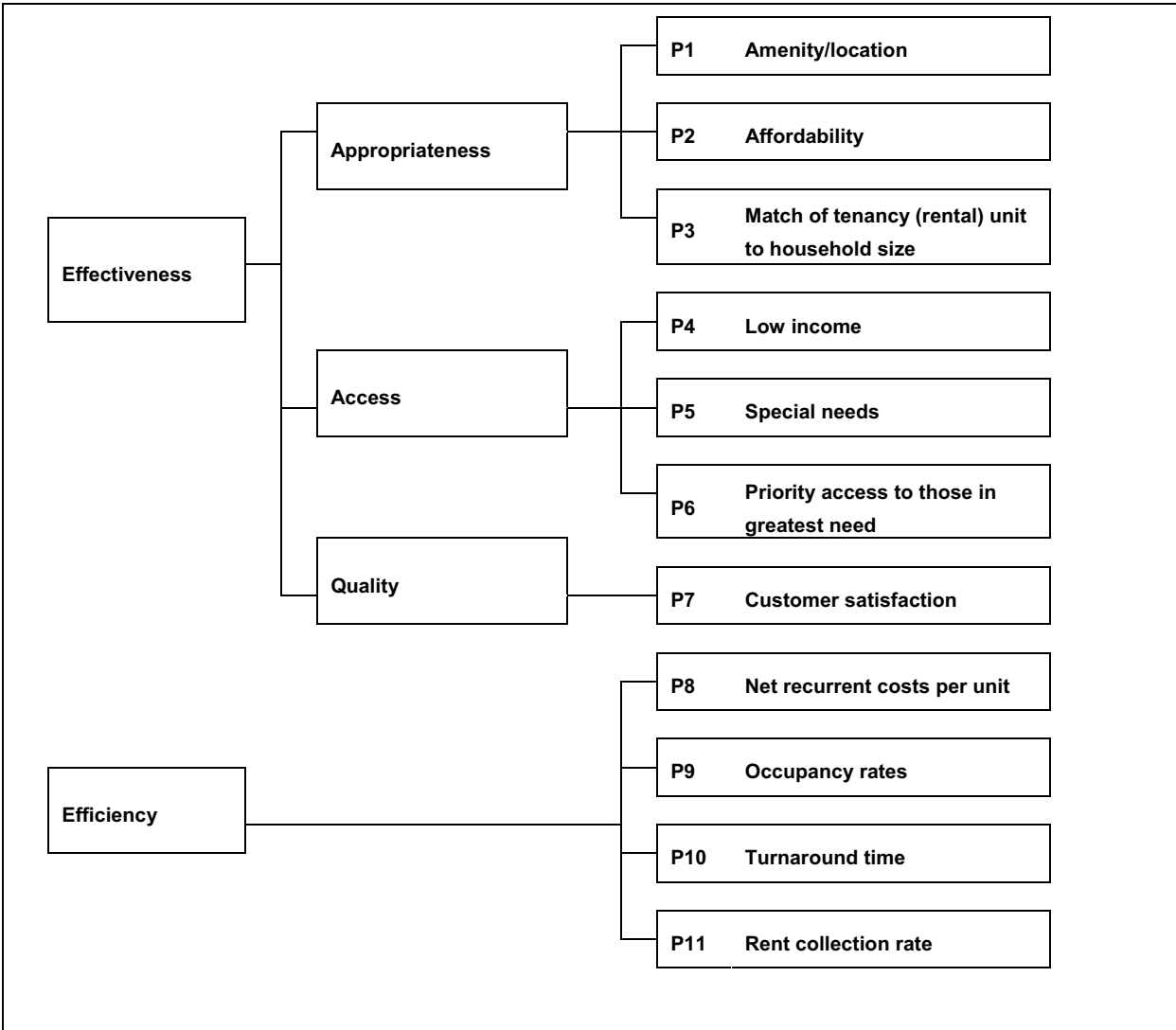


Figure 3: CSHA National Performance Indicator Framework

Further detail on the data items and performance indicators can be found in the *2007–08 Community housing CSHA national data collection: jurisdiction process manual* (AIHW 2008a) and the *National housing assistance data dictionary, version 3* (AIHW 2006). The jurisdiction process manual can be obtained from the Housing Assistance Unit and the data dictionary can be found at <www.aihw.gov.au/publications/index.cfm/title/10187>.

3.1 Summary data

S1	Total new households assisted
S2	Total new Indigenous households assisted
S3	Total households assisted that were homeless at the time of allocation
S4	Total households
S5	Total Indigenous households
S6	Total disability households
S7	Total households from a non-English-speaking background
S8	Total households with a principal tenant aged 24 years or less
S9	Total households with a principal tenant aged 75 years or more
S10	Total new applicants who have a greatest need
S11	Total applicants on waiting list
S12	Total tenable tenancy (rental) units
S13	Total untenable tenancy (rental) units
S14	Total households paying 20% or less of assessable income in rent
S15	Total households paying more than 20% but not more than 25% of assessable income in rent
S16	Total households paying more than 25% but not more than 30% of assessable income in rent
S17	Total households paying more than 30% of assessable income in rent
S18	Total households occupying community housing for whom income details are known
S19	Total households with moderate overcrowding
S20	Total households with under-utilisation
S21	Total tenancy (rental) units in Major Cities of Australia
S22	Total tenancy (rental) units in Inner Regional Australia
S23	Total tenancy (rental) units in Outer Regional Australia
S24	Total tenancy (rental) units in Remote Australia
S25	Total tenancy (rental) units in Very Remote Australia
S26	Total tenancy (rental) units in Migratory areas
S27	Total head-leased dwellings (private)
S28a	Total boarding/rooming/lodging house buildings
S28b	Total boarding/rooming/lodging house units
S28c	Total boarding/rooming/lodging house rooms
S29	Total community housing providers
S30	Total housing associations
S31	Total housing cooperatives
S32	Total other community service organisations
S33	Total community housing providers that were able to offer daily living support to households
S34	Total community housing providers that were able to offer personal support to households
S35	Total community housing providers that were able to offer community living support to households
S36	Total community housing providers that were able to offer support for children, families and carers
S37	Total community housing providers that were able to offer training and employment support to households
S38	Total community housing providers that were able to offer financial and material assistance to households

S39	Total community housing providers that were able to offer information, advice and referral to households
S40	Total number of community housing providers that were able to offer support service(s)
S41a	Total community housing providers managing 200 or more dwellings
S41b	Total community housing providers managing 100–199 dwellings
S41c	Total community housing providers managing 50–99 dwellings
S41d	Total community housing providers managing 20–49 dwellings
S41e	Total community housing providers managing less than 20 dwellings
S42	Total dwellings
S43a	Total long-term community housing program dwellings
S43b	Total short- to medium-term community housing program dwellings
S43c	Total boarding/rooming house program dwellings
S43d	Total joint venture program dwellings
S43e	Total other community housing program dwellings
S44a	Total dwellings containing one bedroom
S44b	Total dwellings containing two bedrooms
S44c	Total dwellings containing three bedrooms
S44d	Total dwellings containing four bedrooms
S44e	Total dwellings containing five or more bedrooms
S44f	Average bedrooms per dwelling
S45a	Total separate house dwellings
S45b	Total semi-detached, row or terrace house, townhouse, etc. dwellings
S45c	Total flat, unit or apartment dwellings
S45d	Total boarding/rooming house unit dwellings
S45e	Total other dwellings

Some summary data are linked to performance indicators to help provide context for that indicator. For example:

- S10 and S11 add context when analysing data for ‘Priority access to those in greatest need’ (P6)
- S12 and S13 add context when analysing data for ‘Occupancy rates’ (P9).

However, some summary data are independent of performance indicators and provide additional information about community housing that is not collected via the performance indicators. In particular, summary items about community housing providers (S29–S41e), the location of dwellings (S21–S26) and the number and size of dwellings (S44a–S44f) attempt to inform about community housing programs.

3.2 Performance indicators

3.2.1 P1 Amenity and location

This indicator assesses the amenity and location of dwellings, as assessed by community housing tenants.

This indicator has two components: P1(a) Amenity and P1(b) Location. Data for this performance indicator are collected via the community 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. Question 13 of the NSHS asked tenants about the following amenities:

- size of the 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.¹

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. Question 14 of the NSHS asked tenants about the location of their dwelling in relation to the following facilities and services:

- shops and banking
- 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.

¹ Safety/security of neighbourhood is included in the amenity question of the survey. However, data for this aspect are included in the calculation of the location indicator.

This performance indicator is calculated as:

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

Further detail on the NSHS can be obtained at
<www.aihw.gov.au/housing/assistance/nshs/index.cfm>.

3.2.2 P2 Affordability

This indicator assesses the level of housing affordability within the community housing sector. It measures the proportion of household income left after rent.

This performance indicator is calculated as:

$$P2 = \frac{AF2 - AF1 \times 100}{AF2}$$

AF1 Total rent charged to tenants for week of 30 June 2008

AF2 Total household assessable income for week of 30 June 2008

3.2.3 P3 Match of tenancy (rental) unit to household size

This indicator assesses the degree of 'over' occupation of tenancy (rental) units. It measures the proportion of households where tenancy (rental) unit size is not appropriate because of overcrowding.

This performance indicator is calculated as:

$$P3 = \frac{HS1 \times 100}{HS2}$$

HS1 Total number of households with overcrowding at 30 June 2008

HS2 Total number of households occupying community housing at 30 June 2008 for which household composition and tenancy (rental) unit details are known

To derive the number of households with overcrowding, every household is assigned an occupancy status based on the following Proxy Occupancy Standard:

Household component	Tenancy (rental) unit size required
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with 1 child	2 bedrooms
Sole parent or couple with 2 or 3 children	3 bedrooms
Sole parent or couple with 4 or more children	Number of bedrooms equal to the number of children

Overcrowding occurs where two or more additional bedrooms are required to satisfy the Proxy Occupancy Standard.

3.2.4 P4 Low income

This indicator assesses the low income need status of all households receiving assistance. It measures the number of low income households as a proportion of all households.

This performance indicator is calculated as:

$$P4 = \frac{LI1 \times 100}{LI2}$$

LI1 Total number of all low income households at 30 June 2008

LI2 Total number of all households at 30 June 2008 for which income and household composition details are known

Data qualifications

The low income measure used in the community housing collection is based on the low income B cut-offs used in the public rental housing data collection. This is the point at which households are no longer eligible for income support benefits. Details can be found in the *2007–08 community housing CSHA national data collection: jurisdiction process manual* (AIHW 2008a).

3.2.5 P5 Special needs

This indicator assesses the special needs status of all households receiving assistance. The measure for this indicator is the proportion of new tenancies that are allocated to households with special needs.

This performance indicator is calculated as:

$$P5 = \frac{SN1 \times 100}{SN2}$$

SN1 Total number of new households with special needs for year ending 30 June 2008

SN2 Total number of new households for year ending 30 June 2008 for whom details of whether or not they had special needs are known

Special need² is defined as low income households:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where the principal tenant is aged 24 years or under; or
- where the principal tenant is aged 75 years or over (AIHW 2008a).

3.2.6 P6 Priority access to those in greatest need

This indicator assesses whether allocation processes are such that those in greatest need have first access to housing. It measures the proportion of new tenancies that are allocated to households in greatest need.

This performance indicator is calculated as:

$$P6 = \frac{PA1 \times 100}{PA2}$$

PA1 Total number of new greatest need households for year ending 30 June 2008

PA2 Total number of new households for year ending 30 June 2008

2 The definition of 'special need' in the CSHA state owned and managed Indigenous housing data collection is different from that used in mainstream CSHA data collections. Special need is defined in the CSHA state owned and managed Indigenous housing data collection as low income households:

- 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 50 years or over.

The 'priority access to those in greatest need' national standard includes 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 (AIHW 2008a).

The P6 measure in the community housing collection is an abbreviated version of the indicator used in the public housing collection. The community housing measure reports on only the total greatest need allocations for the financial year.

Data qualifications

Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or they may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).

3.2.7 P7 Customer satisfaction

This indicator assesses tenants' level of satisfaction with regard to the service provided by community housing organisations. Data for this performance indicator are collected via the community housing NSHS.

Question 1 of the NSHS asked tenants to answer which statement best describes how satisfied or dissatisfied they were with the overall service provided by the relevant housing organisation during the previous 12 months. The options were:

- very satisfied
- satisfied
- neither satisfied or dissatisfied
- somewhat dissatisfied
- very dissatisfied
- don't know/no opinion.

This performance indicator is calculated as:

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

For reporting, overall satisfaction is disaggregated into:

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

All three components of overall satisfaction are calculated using the same method; however, only the relevant component of satisfaction (i.e. 'very satisfied', 'satisfied', 'very satisfied or satisfied') is included in the numerator. Tenants who answered 'don't know/no opinion' are excluded from the calculation.

3.2.8 P8 Net recurrent costs per unit

This indicator assesses the cost of community housing provision by measuring the average cost of providing assistance (excluding capital) per dwelling.

Net recurrent costs are divided into costs borne by:

- providers – community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies
- administrators – state and territory government bodies with the responsibility of administering community housing programs
- total costs – both provider and administrator costs.

These performance indicators are calculated as:

$$P8a = \frac{DC1}{DC4}$$

$$P8b = \frac{DC2}{DC4}$$

$$P8c = \frac{DC3}{DC4}$$

DC1 Provider net recurrent costs for year ending 30 June 2007

DC2 Administrator net recurrent costs for year ending 30 June 2007

DC3 Total net recurrent costs for year ending 30 June 2007

DC4 Total number of tenancy (rental) units at 30 June 2007

Data qualifications

The 2007–08 community housing data collection reports on 2006–07, not 2007–08, net recurrent costs. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households than the non-financial indicators.

3.2.9 P9 Occupancy rates

This indicator assesses use of community housing stock by measuring the occupancy rate of rental housing stock.

This performance indicator is calculated as:

$$P9 = \frac{OR1 \times 100}{OR2}$$

OR1 Total number of occupied tenancy (rental) units at 30 June 2008

OR2 Total number of tenancy (rental) units at 30 June 2008

The term 'occupied tenancy (rental) unit' refers to tenantable tenancy (rental) units occupied by tenants who have a tenancy agreement with a community housing provider.

3.2.10 P10 Turnaround time

Collection of this indicator was discontinued from the 2005-06 collection onwards. This was due to reporting issues associated with the complex and diverse nature of tenant allocation processes for community housing.

3.2.11 P11 Rent arrears

This indicator assesses the management of rent arrears by measuring the total rent actually collected as a percentage of total rent charged.

This performance indicator is calculated as:

$$P11 = \frac{RA1 \times 100}{RA2}$$

RA1 Total rent collected from tenants for year ending 30 June 2007

RA2 Total rent charged to tenants for year ending 30 June 2007

Data qualifications

The 2007-08 community housing data collection reports on 2006-07, not 2007-08, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households than the non-financial indicators.

4 General notes

Data in this report should be read in conjunction with the *2007–08 community housing CSHA national data collection: jurisdiction process manual* (AIHW 2008a) which can be obtained from the Housing Assistance Unit.

4.1 Changes to the 2007–08 data collection

4.1.1 New data items

Twenty-two new data items have been included in this report, sourcing data from jurisdictions' administrative systems. It is hoped that the inclusion of these data items will increase the quality, comparability and comprehensiveness of data.

- S41 Number of community housing providers by provider size (in 5 subcategories)
- S42 Total dwellings
- S43 Number of dwellings by program type (in 5 subcategories)
- S44 Number of dwellings by dwelling size (in 6 subcategories including average bedrooms per dwelling)
- S45 Number of dwellings by dwelling type (in 5 subcategories)

4.1.2 Revised data items and performance indicators

For the first time, this report also sources administrative data for all jurisdictions for the following data items:

- S21 Total tenancy (rental) units in Major Cities of Australia
- S22 Total tenancy (rental) units in Inner Regional Australia
- S23 Total tenancy (rental) units in Outer Regional Australia
- S24 Total tenancy (rental) units in Remote Australia
- S25 Total tenancy (rental) units in Very Remote Australia
- S26 Total tenancy (rental) units in Migratory areas
- S29 Total community housing providers
- S30 Total housing associations
- S31 Total housing cooperatives
- S32 Total other community service organisations

4.2 Data qualifications

In addition to qualifications detailed in the footnotes and the performance indicators section, the following qualifications apply to the reported data:

1. Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations which respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. National performance indicator percentages were calculated using only those states and territories where complete information is available and valid (i.e. both numerator and denominator were available and valid).
3. Household and dwelling information from community housing providers for whom CSHA funds were provided as one-off grants many years ago is generally not available, and therefore may be excluded from reporting.
4. For New South Wales, all items are adjusted for non-response in data collection.
5. For Victoria, the survey was distributed for the first time to providers managing joint venture arrangements.
6. For South Australia, inconsistencies between 2006–07 and 2007–08 data are the result of improvements in the 2007–08 South Australia data collection process.
7. For the Australian Capital Territory, survey data are used to maintain dwelling administrative data on CSHA-funded dwellings owned by community housing providers.

4.3 Survey data coverage

4.3.1 CSHA data collection survey

Table 4.1 shows the survey response rates for each jurisdiction.

Table 4.1: Jurisdiction CSHA data collection survey response rates, 2007–08

Jurisdiction	Response rate	Comments
NSW	84%	Of the 196 providers surveyed, 164 responded (14 were exempted) to the NSW Community Housing Data Collection. The response rate is thus 84%. The final data set includes complete and validated data sets only and covers 86% of the CSHA-funded properties.
Vic	80%	Of the 182 providers, 145 responded to the community housing data survey. The CSHA-funded properties managed by the corresponding providers account for 80% of the total portfolio.
Qld	57%	The Queensland programs covered are Long Term Community Housing (LTCH), Community Rent Scheme (CRS), Community-Managed Housing – Studio Units (CHSU) and the Brisbane Housing Company (BHC). The coverage was: LTCH – 54% of providers, managing 67% of LTCH dwellings; CRS – 100% of providers and dwellings; CHSU – 100% of providers and dwellings; BHC – 100% of dwellings. The overall response rate was 57% of providers who manage 84% of the total portfolio.
WA	52%	Of the 195 providers, 101 responded to the community housing data survey. The CSHA-funded properties managed by the corresponding providers account for 81% of the total portfolio.
SA	94%	Of the 104 providers, 98 responded to the community housing data survey. The CSHA-funded properties managed by the corresponding providers account for 97% of the total portfolio.
Tas	65%	Of the 54 providers, 35 responded to the community housing data survey. The CSHA-funded properties managed by the corresponding providers account for 65% of the total portfolio.
ACT	100%	All providers in the ACT responded to the community housing data survey representing 100% of the total portfolio.
NT	..	Only administrative data have been used.

4.3.2 Community housing NSHS

For survey response rates for the National Social Housing Survey of community housing, see www.aihw.gov.au/housing/assistance/nshs/index.cfm.

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List of figures

Figure 1: Proportion of rent payments relative to income, 30 June 2008 ix
Figure 2: Remoteness of community housing dwellings by jurisdictions, 30 June 2008 x
Figure 3: CSHA National Performance Indicator Framework 23

List of tables

Table 2.1:	CSHA community housing summary data, 2007–08.....	5
Table 2.2:	CSHA community housing at March–April 2007: P1(a) Amenity.....	10
Table 2.3:	CSHA community housing at March–April 2007: P1(b) Location.....	11
Table 2.4:	CSHA community housing: P2 Affordability, 2007–08.....	13
Table 2.5:	CSHA community housing: P3 Match of tenancy (rental) unit to household size, 2007–08....	14
Table 2.6:	CSHA community housing: P4 Low income, 2007–08.....	15
Table 2.7:	CSHA community housing: P5 Special needs, 2007–08.....	16
Table 2.8:	CSHA community housing: P6 Priority access to those in greatest need, 2007–08.....	17
Table 2.9:	CSHA community housing at March–April 2007: P7 Customer satisfaction.....	18
Table 2.10:	CSHA community housing: P8 Net recurrent costs per unit, 2006–07.....	19
Table 2.11:	CSHA community housing: P9 Occupancy rates, 2007–08.....	21
Table 2.12:	CSHA community housing: P11 Rent collection rate, 2006–07.....	22
Table 4.1:	Jurisdiction CSHA data collection survey response rates, 2007–08.....	35