

**Commonwealth–State Housing  
Agreement national data  
reports 2003–04**

**CSHA community housing**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is *better health and wellbeing for Australians through better health and welfare statistics and information.*

HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

# **Commonwealth–State Housing Agreement national data reports 2003–04**

**CSHA community housing**

**January 2005**

Australian Institute of Health and Welfare  
Canberra

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# 1 Introduction

This document is part of a series of documents that report on all forms of housing assistance under the 2003 Commonwealth–State Housing Agreement (CSHA). These are:

- public rental housing
- community housing
- state and territory owned and managed Indigenous housing
- home purchase assistance
- Crisis Accommodation Program
- private rent assistance.

This document reports on the data collected under the 2003–04 CSHA community housing data collection. The specifications for each performance indicator are briefly examined with the data. The community housing data manual is available at [http://www.aihw.gov.au/housing/assistance/data\\_collections/index.html](http://www.aihw.gov.au/housing/assistance/data_collections/index.html).

## 2 Background

The 2003–04 community housing collection is the first collection to occur under the 2003 CSHA. The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. Figure 2.1 outlines the eleven indicators under the National Performance Indicator Framework.

This document examines the summary and performance indicator data collected in the 2003–04 CSHA community housing data collection.

### 2.1 Changes to the 2003–04 data collection

#### 2.1.1 Clarified counting rules

**Provider direct costs for year ending 30 June 2003 (DC1):** ‘Market rent paid for head-leased properties’ is now included.

**Administrator direct costs for year ending 30 June 2003 (DC2):** The method for weighting down administrative costs when the costs include those for dwellings outside the scope of the CSHA collection was included.



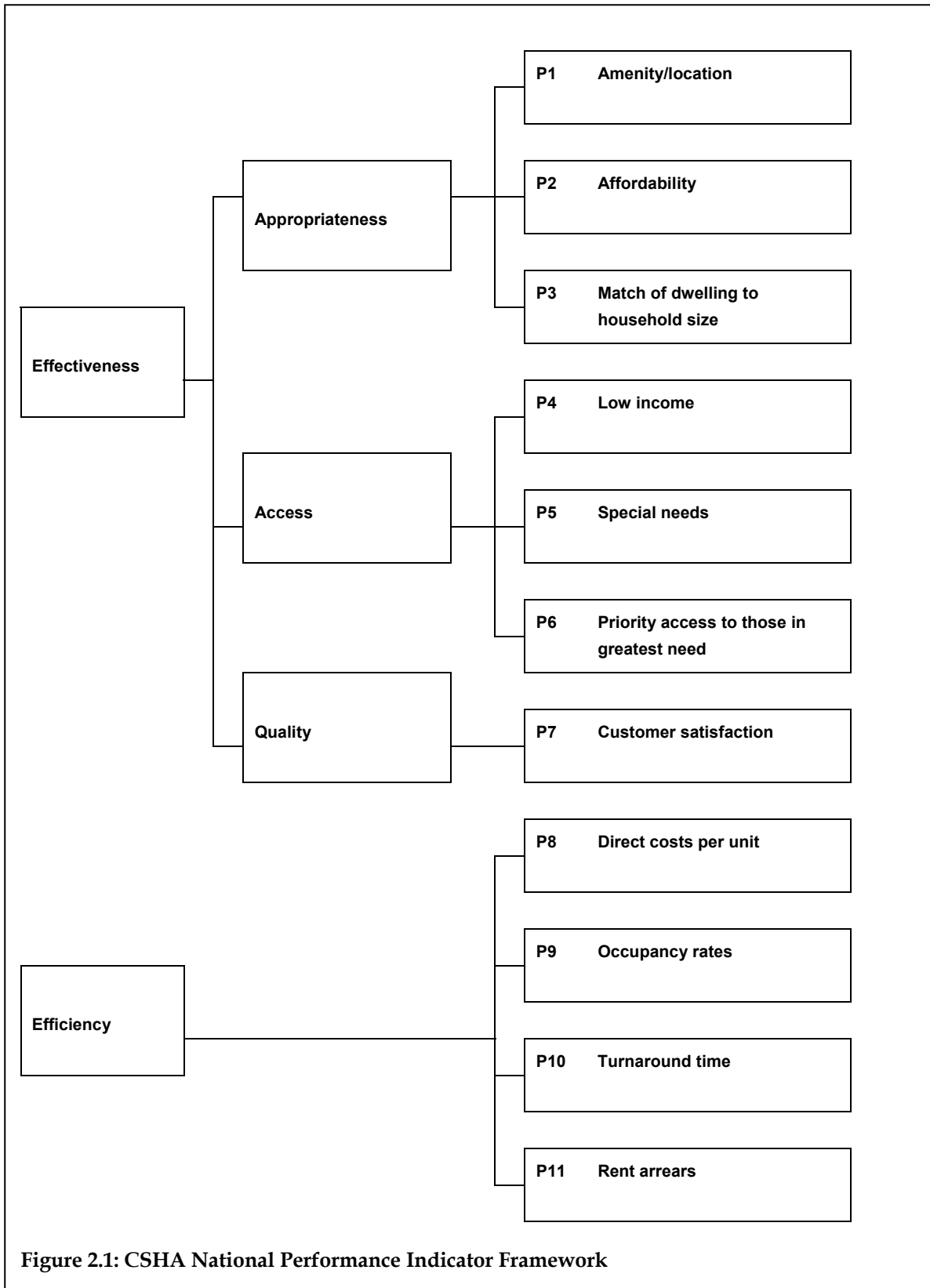


Figure 2.1: CSHA National Performance Indicator Framework

## 3 General notes

This data should be read in conjunction with the *Community Housing Data Manual 2003–04* which can be downloaded from <[http://www.aihw.gov.au/housing/assistance/data\\_collections/index.html](http://www.aihw.gov.au/housing/assistance/data_collections/index.html)>.

### 3.1 Data sources: survey and administrative data

The community housing data are produced from a range of data sources, including both administrative and survey data, and from a range of community housing providers. Administrative data are based on all community housing providers and dwellings, whereas survey data are based on a sample of providers and dwellings.

Survey response rates affect the reliability of the survey data reported. Information about survey response rates is reported in Section 3.4.

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.

To help distinguish between the two data sources, shaded cells pertain to administrative data and unshaded cells pertain to survey data.

: denotes results pertaining to administrative data.

: denotes results pertaining to survey data.

### 3.2 Symbols

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

### 3.3 Data qualifications

In addition to minor qualifications detailed in the footnotes, the following qualifications apply to the reported data:

1. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.
2. National performance indicator percentages are calculated using only those states and territories where complete information is available and valid (i.e. both numerator and denominator are 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 generally is not available. Therefore, it is excluded from reporting.

### 3.4 Survey data coverage

Table 3.1: Jurisdiction survey response rates

Jurisdiction	Response rate	Comments
NSW	78%	150 providers (78%) of the 192 in the population responded to the NSW Community Housing Data Collection. The CSHA-funded properties managed by responding providers account for 84% of the total portfolio.
Vic	70%	Based on survey information provided by community housing agencies.
Qld	58%	Response rate of 57.5%, based on 199 useable surveys received from 346 organisations. Relates to organisations providing services funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program. As organisations were given separate surveys for each type of funding, some organisations completed up to four surveys. A total of 221 surveys were received with 22 incomplete.
WA	81%	
SA	81%	
Tas	49%	Surveys were forwarded to 47 providers with 23 responding.
ACT	100%	Surveys were sent to 10 providers and all 10 responded. For 2003–04, the survey of community housing organisations was conducted jointly with data collection for a consultancy on the funding of community housing. Information was collected at unit record level for dwellings and households.
NT	..	Only administrative data have been utilised.

For the survey response rates for the National Social Housing Survey with community housing see: <<http://www.facs.gov.au/internet/facsinternet.nsf/whatfacsdoes/communities-HousingSupport.htm>>.

## 3.5 Definitions

The *National Housing Assistance Data Dictionary* Version 2 (NHADD V2) was the authoritative source of data definitions and standards for this collection (AIHW 2003b).

### *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; and
- it specifically excludes dwellings funded under the Crisis Accommodation Program (CAP).

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; and
- '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 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;
- 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* equals a rental tenancy unit which can be defined as the unit of accommodation to which a rental agreement can be made.

In the majority of cases there will be only one rental tenancy unit within a dwelling structure; however, in a small number of cases, there may be more than one tenancy unit.

### *Household*

For the purpose of this collection, a *household* equals a tenancy agreement.

In the majority of cases there will be one household per rental tenancy unit.

# 4 2003–04 CSHA community housing data

## 4.1 Summary data

Some summary data are linked to performance indicators to assist with providing context for that indicator. For example:

- S4 and S5 add context when analysing data for P6 Priority access to those in greatest need;
- S6 and S7 add context when analysing data for P9 Occupancy rates.

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 and households assisted (S21–S27), the location of dwellings (S15–S20) and the number and size of boarding houses (S29a–c) attempt to inform about community housing programs.

**Table 4.1: CSHA community housing summary data, 2003–04**

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2004</b>										
S1	Total number of new households assisted for year ending 30 June 2004	1,875	833	1,528	943	743	60	126	n.a.	6,108
S2	Total number of new Indigenous households assisted for year ending 30 June 2004	185	0	222	475	31	1	7	n.a.	921
<b>At 30 June 2004</b>										
S3	Total number of Indigenous households at 30 June 2004	588	12	419	212	65	4	16	n.a.	1,316
S4	Total number of 'greatest need' applicants on waiting list at 30 June 2004	9,847	1,029	5,580	727	1,624	161	121	n.a.	19,089
S5	Total number of applicants on waiting list on 30 June 2004	17,160	1,859	7,793	1,381	3,008	246	272	n.a.	31,719
S6	Total number of tenable dwellings at 30 June 2004	9,437	3,619	5,078	3,511	4,172	402	408	97	26,724
S7	Total number of untenable dwellings at 30 June 2004	32	33	115	8	44	0	1	0	233
S8	Number of households paying 20% or less of assessable income in rent at 30 June 2004	2,261	701	212	479	385	39	35	n.a.	4,112
S9	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2004	7,049	2,670	2,606	1,473	2,002	8	247	n.a.	16,055
S10	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2004	151	204	546	43	944	126	90	n.a.	2,104
S11	Number of households paying more than 30% of assessable income in rent at 30 June 2004	69	7	54	16	149	33	5	n.a.	333
S12	Total number of households occupying community housing for whom income details are known at 30 June 2004	9,530	3,582	3,418	2,011	3,480	206	377	n.a.	22,604
S13	Number of households with moderate overcrowding at 30 June 2004	661	20	n.a.	11	104	6	11	n.a.	813
S14	Number of households with under utilisation at 30 June 2004	560	45	116	69	660	16	5	n.a.	1,471
S15	Total number of dwellings in Major Cities of Australia at 30 June 2004	4,373	1,577	1,891	2,002	3,639	0	409	0	13,891
S16	Total number of dwellings in Inner Regional Australia at 30 June 2004	1,313	790	1,308	410	357	251	0	0	4,429
S17	Total number of dwellings in Outer Regional Australia at 30 June 2004	402	143	1,402	600	176	148	0	60	2,931

(continued)

**Table 4.1 (continued): CSHA community housing summary data, 2003–04**

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>										
S18	Total number of dwellings in Remote Australia at 30 June 2004	23	14	230	362	40	3	0	31	703
S19	Total number of dwellings in Very Remote Australia at 30 June 2004	2	0	362	145	4	0	0	6	519
S20	Total number of dwellings in Migratory areas at 30 June 2004	0	0	0	0	0	0	0	0	0
S21	Total number of community housing providers at 30 June 2004	192	150	346	247	116	23	10	34	1,118
<b>Targeted community housing providers only: Provider-level data</b>										
S22a	Total number of targeted providers with a primary target group being Indigenous Australians at 30 June 2004	12	0	8	2	0	0	0	5	27
S22b	Total number of targeted providers with a primary target group being people with a disability at 30 June 2004	13	18	20	25	12	2	1	8	99
S22c	Total number of targeted providers with a primary target group being people of non-English-speaking background at 30 June 2004	8	2	6	2	8	0	1	0	27
S22d	Total number of targeted providers with a primary target group being people aged 24 years and under at 30 June 2004	9	0	18	0	3	1	3	2	36
S22e	Total number of targeted providers with a primary target group being people aged 55 years and over at 30 June 2004	11	1	26	10	0	2	0	0	50
S22f	Total number of targeted providers with a primary target group being people aged 65 years and over at 30 June 2004	21	0	31	1	16	3	0	0	72
S22g	Total number of targeted providers with a primary target group being people aged 75 years and over at 30 June 2004	2	0	6	0	0	0	0	0	8
S22h	Total number of targeted providers with a primary target group being homeless people at 30 June 2004	18	2	20	2	1	0	0	1	44
S22i	Total number of targeted providers with a primary target group being people escaping domestic violence at 30 June 2004	n.a.	0	8	3	1	0	0	1	13

(continued)

**Table 4.1 (continued): CSHA community housing summary data, 2003–04**


Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>Targeted community housing providers only: Provider-level data</b>										
S22j	Total number of targeted providers with a primary target group being people in multiple target groups at 30 June 2004	0	8	7	15	11	8	1	5	55
S22k	Total number of targeted providers with a primary target group not specified above at 30 June 2004	30	2	21	3	6	2	1	0	65
S22l	Total number of targeted community housing providers at 30 June 2004	124	33	171	63	58	18	7	21	495
<b>Targeted community housing providers only: Household-level data</b>										
S23a	Total number of Indigenous households assisted by targeted providers at 30 June 2004	280	12	399	212	36	4	7	n.a.	950
S23b	Total number of households with a disability assisted by targeted providers at 30 June 2004	897	409	639	791	996	13	50	n.a.	3,795
S23c	Total number of households from a non-English-speaking background assisted by targeted providers at 30 June 2004	911	5	123	47	291	0	24	n.a.	1,401
S23d	Total number of households with a principal tenant aged 24 years and under assisted by targeted providers at 30 June 2004	280	0	293	107	213	6	67	n.a.	966
S23e	Total number of households with principal tenant aged 65 years and over assisted by targeted providers at 30 June 2004	478	0	621	540	310	17	8	n.a.	1,974
S23f	Total number of households with multiple target group needs assisted by targeted providers at 30 June 2004	n.a.	353	427	184	366	12	35	n.a.	1,377
S23g	Total number of households with a primary target group not specified above assisted by targeted providers at 30 June 2004	1,052	566	481	141	0	159	143	n.a.	2,542
S23h	Total number of households in a need target group assisted by targeted providers at 30 June 2004	3,460	1,333	2,983	2,022	2,212	211	334	n.a.	12,555
S24	Total number of households with no specific need target group assisted by targeted providers at 30 June 2004	1,619	0	481	10	841	130	0	n.a.	3,081


(continued)



**Table 4.1 (continued): CSHA community housing summary data, 2003–04**

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>Non-targeted community housing providers only: Provider-level data</b>										
S25	Total number of non-targeted community housing providers at 30 June 2004	26	127	28	184	58	5	3	13	444
<b>Non-targeted community housing providers only: Household-level data</b>										
S26a	Total number of Indigenous households assisted by non-targeted providers at 30 June 2004	308	12	20	0	8	0	5	n.a.	353
S26b	Total number of households with a disability assisted by non-targeted providers at 30 June 2004	616	394	27	0	155	10	6	n.a.	1,208
S26c	Total number of households from a non-English-speaking background assisted by non-targeted providers at 30 June 2004	982	660	5	0	12	0	4	n.a.	1,663
S26d	Total number of households with a principal tenant aged 24 years and under assisted by non-targeted providers at 30 June 2004	237	21	16	0	19	4	27	n.a.	324
S26e	Total number of households with a principal tenant aged 65 years and over assisted by non-targeted providers at 30 June 2004	417	48	59	0	73	26	5	n.a.	628
S26f	Total number of households with multiple target group needs assisted by non-targeted providers at 30 June 2004	n.a.	820	34	0	25	8	0	n.a.	887
S26g	Total number of households with a primary target group not specified above assisted by non-targeted providers at 30 June 2004	576	0	38	0	0	9	0	n.a.	623
S26h	Total number of households in a need target group assisted by non-targeted providers at 30 June 2004	2,819	2,082	199	0	292	57	47	n.a.	5,496
S27	Total number of households with no specific need target group assisted by non-targeted providers at 30 June 2004	1,638	161	116	15	483	3	0	n.a.	2,416
S28	Total number of head-leased dwellings (private) at 30 June 2004	5,351	0	1,687	487	0	70	5	n.a.	7,600
S29a	Total number of boarding/rooming/lodging house buildings at 30 June 2004	n.a.	70	50	25	0	0	3	n.a.	148
S29b	Total number of boarding/rooming/lodging house units at 30 June 2004	n.a.	215	368	28	0	10	20	n.a.	641
S29c	Total number of boarding/rooming/lodging house rooms at 30 June 2004	n.a.	934	90	280	0	0	112	n.a.	1,416

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

## Notes

All	S21	The count of total number of providers was amended for the 2003–04 collection such that the number of providers from administrative data is reported rather than the number of providers who responded to the survey. For some jurisdictions, data will not be comparable with 2002–03.
NSW	S1, S2	Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider.
	S4, S5	Applicants may appear on waiting lists of more than one community housing provider.
	S15–S20	Postcode data is available to the Office of Community Housing for capital properties and a small number of leasehold properties (e.g. Long Term Leasing Program and Surplus Government Leasehold Program). Hence the number of properties classified by the Australian Standard Geographical Classification (ASGC) in S15–S20 is less than the total number of properties reported elsewhere.
	S21	This is the total number of providers and is higher than the 150 that responded to the survey.
	S22b, S23b, S26b	'Disability' is defined in the NSW Community Housing Data Collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes intellectual, physical, sensory, psychiatric.
	S22b	Excludes targeted providers with a primary target group being people with a mental illness.
	S22i	Seven providers indicated their main target group is women and women with children. By inference they are likely to be women escaping domestic violence but they are not counted here. They are counted in 'target group not specified'.
	S22k	Comprises (a) 6 providers with a primary target group of people with a mental illness, (b) 7 providers with a primary target group of women and women with children, and (c) 17 providers with a target group not specified in the NSW Community Housing Data Collection. Categories in the data collection are non-English-speaking, Aboriginal and Torres Strait Islander, people with disabilities, people with mental illness, homeless people, women and women with children, young people, older people, and other.
	S23a–e, S26a–e	Households may be reported in more than one category.
	S23e, S26e	Providers reported on the number of older person households as defined in the NSW Community Housing Data Collection as being those where the principal tenant/s are aged 75+ years. Therefore this is an underestimate.
	S23g, S26g	Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.
	S23h, S26h	Excluding 209 households of unknown special needs status housed by targeted providers and 25 households of unknown special needs status housed by non-targeted providers.
	S24, S27	These are households with no special needs. In addition to these there were 209 households of unknown special needs status housed by targeted providers and 25 households of unknown special needs status housed by non-targeted providers.
Vic	S2, S3	Indigenous households generally access long-term accommodation through the General Rental Program or housing managed by the Aboriginal Housing Board of Victoria.
	S4, S5	There is no centralised waiting list for community housing clients. Some agencies retain their own waiting lists where there is a regular turnover of tenancies. This information has been reported in for these items. Clients also directly access community housing through local government, community organisations and other government agencies. Some rental co-operatives with a low turnover of tenants retain an Expression of Interest list of names but no details are sought as to income and eligibility criteria or housing need. Applicants on these lists have been excluded from S4 and S5.
	S8	Tenants in Rooming Houses pay a rent of less than 20% of assessable income. In addition to rental costs they incur a service charge for the cost of utilities.
	S15–S20	The interpretation of the definition of a 'dwelling' varied for providers (e.g. some counted a 'dwelling' as a tenancy unit whilst others counted the whole property). Some larger agencies also advised they were unable to provide tenancy units by postcode. For consistency and accuracy, properties have been counted by postcode from the internal administrative system. Therefore the dwelling postcode count will not match the number of tenancy units due to Group Housing Program arrangements that have multiple tenancies per property.
	S23g, S26g	Includes single and elderly people.

Qld	S6, S7	To remain consistent with administrative data provided against OR2 (5,193), the number of tenantable (S6) and untenantable (S7) dwellings included in the survey have been increased pro rata. Please note, survey data for S6 equals 3,801 and S7 equals 86.
	S15S20	Extracted from the unit record file of 5,193 dwellings provided to the AIHW.
SA	S21	Based on 346 providers funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program.
	S3	Includes 21 Indigenous households with other special needs (including youth, disability, aged etc.), who are included in figures in S23f and S26f.
	S4	Defined as Category 1 applicants.
	S5	Based on a 70% response rate for waiting list data (as compared to 81% for other data).
	S22k	Target groups include: gay and lesbian people; students; sole parent families; men only; women only.
	S24	Includes 190 households where special needs are not known.
	S27	Includes 288 households where special needs are not known.
ACT	S4, S5	Two community housing organisations do not keep their own waiting list. These organisations use the waiting list of another community housing organisation or the public housing waiting list when a vacancy arises.
	S10, S11	The majority of households paying more than 25% of assessable income in rent resided in boarding houses where utilities costs were also covered by rent.
	S6, S7, S15–S20, S28	Greater consistency in the use of the definition of dwellings as a tenancy unit (not a property) and of the exclusions and inclusions relating to head-leased dwellings has revised the dwelling count for some community housing organisations. Dwelling counts are not comparable to 2002–03.
NT	S6, S7	It is assumed that all dwellings are tenantable.

## 4.2 Performance indicators

### 4.2.1 P1 Amenity/location

This indicator assesses the amenity and location of dwellings, as assessed by community housing tenants. Tenants were asked to answer whether the amenity/location aspects are 'Very important', 'Quite important', 'Not important' or 'Not applicable' to them and whether the amenity/location aspect 'Meets my needs' or 'Doesn't meet my needs'.

This indicator has two components: P1(a) Amenity and P1(b) Location. Data for this performance indicator are collected via the National Social Housing Survey (NSHS) with community housing.

#### 1. P1(a) Amenity

Amenity measures the proportion of tenants rating amenity aspects as important and meeting their needs.

Question 17 of the NSHS asked tenants about the following amenities:

- Size of the dwelling
- Amount of cupboards and storage space
- Fencing
- Ease of access and entry
- Car parking
- Yard space
- Modifications for special needs (e.g. disability)
- Privacy
- Safety and security of the house
- Safety and security of neighbourhood.

#### 2. P1(b) Location

Location measures the proportion of tenants rating location aspects as important and meeting their needs.

Question 18 of the NSHS asked tenants about the location of their dwelling in relation to the following facilities and services:

- Shops
- Banking facilities
- Public transport (e.g. buses, trams, trains, etc.)
- TAFE and university
- Parks and recreational facilities
- Public telephone
- Places of worship (e.g. churches)
- Emergency services
- Community centre and library
- Medical services/hospital
- Child care facilities
- Schools
- Entertainment (e.g. cinemas, restaurants, clubs, etc.)
- Employment/place of work
- Training and employment services
- Services for seniors
- Community and support services
- Centrelink offices
- Housing organisation office
- Family and friends.

## Calculation

The indicators are calculated as:

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

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

## Data qualifications

1. When determining results for P1(b) Location, similar location aspects have been grouped. These groupings are:
  - *Welfare services*: includes housing organisation office; Centrelink offices; community and support services; and services for seniors.
  - *Support services and community*: includes community centre; library; banking facilities; public telephone; entertainment; places of worship; and family and friends.
  - *Employment / training services*: includes employment; training and employment services; and TAFE/university.

Further detail on the NSHS can be obtained from <<http://www.facs.gov.au/internet/facsinternet.nsf/whatfacsdoes/communities-HousingSupport.htm>>.

In 2002, Housing Ministers' Advisory Committee (HMAC) agreed that the National Social Housing Survey with community housing would be conducted on a biennial basis. The most recent NSHS for community housing was conducted in 2002, with the previous survey conducted in 2001. Data for 2002 are presented on the following page and data for 2001 are reported at Appendix 1 of this document.

**Table 4.2.1a: CSHA community housing at February–March 2002: P1(a) Amenity (per cent)**

Amenity aspect	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total <sup>(b)</sup>
Size of dwelling	82	79	89	89	89	83	81	..	85
Cupboards and storage	79	70	75	81	76	71	52	..	73
Modifications for special need	79	79	88	86	82	88	74	..	83
Ease of access	91	91	96	96	95	93	92	..	93
Car parking	81	83	87	79	91	84	75	..	84
Yard space	84	79	87	89	91	88	76	..	86
Fencing	72	81	77	90	88	80	72	..	79
Privacy	80	78	84	88	90	84	74	..	83
Safety	71	77	79	86	82	82	74	..	77
<b>Sample size (number)</b>	<b>403</b>	<b>270</b>	<b>346</b>	<b>311</b>	<b>352</b>	<b>116</b>	<b>118</b>	..	<b>1,916</b>
<b>Average<sup>(c)</sup></b>	<b>79</b>	<b>80</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>84</b>	<b>74</b>	..	<b>82</b>

(a) Not applicable due to jurisdiction choosing not to participate in the survey due to its small community housing tenant population.

(b) May not represent national total due to data not being available for all jurisdictions.

(c) National total is an unweighted average.

Note: Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Source: NFO Donovan Research 2002 (unpublished).

**Table 4.2.1b: CSHA community housing at February–March 2002: P1(b) Location (per cent)**

Location aspect	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total <sup>(b)</sup>
Shops	89	89	89	91	90	92	96	..	89
Public transport	90	92	82	90	86	94	96	..	89
Parks/recreational	89	90	90	93	92	87	90	..	90
Emergency services	85	84	87	88	91	94	86	..	87
Medical services	86	86	89	90	90	91	84	..	88
Child care	84	79	94	90	89	82	91	..	86
Schools	93	87	90	87	90	85	77	..	90
Welfare services <sup>(c)</sup>	87	79	83	87	85	81	86	..	84
Support & community services <sup>(d)</sup>	85	83	85	85	82	84	85	..	84
Employment & training	81	75	82	83	82	79	85	..	80
Safety of neighbourhood	78	83	86	84	90	87	77	..	83
<b>Sample size (number)</b>	<b>403</b>	<b>270</b>	<b>346</b>	<b>311</b>	<b>352</b>	<b>116</b>	<b>118</b>	..	<b>1,916</b>
<b>Average<sup>(e)</sup> (per cent)</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>86</b>	..	<b>85</b>

(a) Not applicable due to jurisdiction choosing not to participate in the survey due to its small community housing tenant population.

(b) May not represent national total due to data not being available for all jurisdictions.

(c) Includes services for seniors, community and support services, Centrelink offices and the local housing authority office.

(d) Includes banking services, entertainment, restaurants, public telephones, places of worship, libraries and family and friends.

(e) National total is an unweighted average.

Note: Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Source: NFO Donovan Research 2002 (unpublished).

## 4.2.2 P2 Affordability

This indicator assesses the level of housing affordability within the community housing sector. It measures two components of affordability:

- (a) The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance).
- (b) The proportion of household income left after rent.

These are calculated as:

$$P2a = \frac{\text{Total rents charged to tenants for week of 30 June 2004 (AF1)} \times 100}{\text{Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (AF2) - Total value of Commonwealth Rent Assistance entitlements for households where rent was charged for week of 30 June 2004 (AF3)}}$$



$$P2b = \frac{\text{Total household assessable income for week of 30 June 2004 (AF4) - Total rent charged to tenants for week of 30 June 2004 (AF1)}}{\text{Total household assessable income for week of 30 June 2004 (AF4)}}$$

### Data qualifications

1. Jurisdictions and providers have different methods for determining market rent and this may cause variation in the results of this indicator.
2. The average Commonwealth Rent Assistance (CRA) entitlement payable to equivalent households for each state or territory is summed to determine the total value of CRA entitlements.

**Table 4.2.2: CSHA community housing: P2 Affordability, 2003–04**

Data item	Affordability	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>										
AF1	Total rents charged for week of 30 June 2004 (\$'000)	853.2	448.9	309.1	826.4	329.9	30.2	29.3	n.a.	2,826.9
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (\$'000)	n.a.	n.a.	481.4	724.8	551.8	44.4	72.4	n.a.	1,874.7
AF3	Total value of average Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2004 (\$'000)	n.a.	n.a.	143.3	102.2	57.7	4.8	12.3	n.a.	320.4
AF4	Total household assessable income for week of 30 June 2004 (\$'000)	3,944.5	n.a.	982.2	1,538.6	1,227.1	85.7	122.2	n.a.	7,900.3
P2a	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance) (%)	n.a.	n.a.	91.4	nr	66.8	76.4	48.8	n.a.	75.0
P2b	The proportion of household income left after rent (%)	78.4	n.a.	68.5	nr	73.1	64.7	76.0	n.a.	75.6

 : denotes results pertaining to administrative data.  
 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All P2a,P2b Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.

P2a Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the ACT footnotes over the page.

NSW AF1, AF4, P2b 62% of all providers within the scope of the Community Housing Data Collection provided data for both AF1 and AF4.

Vic AF1 Agencies' funding agreements for some community-managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board.

AF2, AF3, AF4 Survey response rates to these data items were very low and as such data is not reported.

P2b It is Office of Housing policy not to charge greater than 25% of household income in rent for community-managed programs. However some providers would also include service charges and board in rent. Most households will have at least 75% income left after rent.



Qld	P2a	The accuracy of the survey data provided for the market rent descriptor (AF2) is questionable and may not be representative of the average rent charged as a proportion of market rent for all Community Housing dwellings across Queensland.
	P2b	Please note, in regard to Queensland Community Housing, when calculating rent, Commonwealth Rent Assistance (CRA) is deducted from the total rents charged as the CRA is not considered income but is maximised in calculating rents. Therefore, the national approach to this calculation is inconsistent with Queensland policy.
WA	P2a, P2b	The calculated figures (132.8% and 46.3% respectively) are not reported due to data reliability issues.
SA	AF2	The South Australian Community Housing Authority (SACHA) uses its own scales of 'ceiling rent', as opposed to market rent. Generally the ceiling rent amount is below the market rent amount.
	AF4	Does not include 348 households for whom income details are not known.
ACT	AF1	Rent charged in boarding houses may include utilities costs.
	AF2	Where there was more than one tenancy agreement for a property and market rent value was provided for the property, the market rent value was split equally across dwellings.
	AF3	Excludes 59 households for which CRA could not be determined due to missing details or multiple income units.

### 4.2.3 P3 Match of dwelling to household size

This indicator assesses the degree of 'over' occupation of dwellings. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. It is calculated as:

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$$\frac{\text{Total number of households with overcrowding at 30 June 2004 (HS1)} \times 100}{\text{Total number of households occupying community housing at 30 June 2004 for which household groups details are known (HS2)}}$$

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

Household component	Dwelling 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+ children	4 bedrooms

Overcrowding occurs where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

**Table 4.2.3: CSHA community housing: P3 Match of dwelling to household size, 2003–04**

Data item	Match of dwelling to household size	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>										
HS1	Total number of households with overcrowding at 30 June 2004	58	12	79	n.a.	55	5	0	n.a.	209
HS2	Total number of households occupying community housing for which household groups and dwelling details are known at 30 June 2004	9,382	3,582	3,753	n.a.	3,828	325	379	n.a.	21,249
P3	The proportion of households where dwelling size is not appropriate due to overcrowding (%)	0.6	0.3	2.1	n.a.	1.4	1.5	0.0	n.a.	1.0

	: denotes results pertaining to administrative data.
	: denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All	P3	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of the variation, see the ACT footnote below.
ACT	P3	Thirteen households were excluded as it was not possible to determine relationships within the household, e.g. group households.

#### 4.2.4 P4 Low income

This indicator assesses the low-income need status of all households receiving assistance. It measures the number of all households paying less than market rent plus special need households paying market rent, as a proportion of all households. It is calculated as:


$$\frac{\text{Total number of all households paying less than market rent at 30 June 2004 (LI1) + Total number of all special needs households paying market rent (LI2) at 30 June 2004} \times 100}{\text{Total number of all households at 30 June 2004 (LI4) - Total number of households paying market rent at 30 June 2004 where special need details are not known (LI3)}}$$


#### Data qualifications

1. In the community housing data collection, the proxy for identifying low-income households is households paying less than the market rent value for the dwelling. In the CSHA public rental housing and state owned and managed Indigenous housing data collections, statutory income benefits are the proxy for identifying low-income households.

**Table 4.2.4: CSHA community housing: P4 Low income, 2003–04**

Data item	Low income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>As at 30 June 2004</b>										
L11	Total number of all households paying less than market rent at 30 June 2004	9,254	3,215	3,162	1,898	3,237	264	366	n.a.	21,396
L12	Total number of all special needs households paying market rent at 30 June 2004	167	45	231	155	231	14	4	n.a.	847
L13	Total number of households paying market rent where special need details are not known at 30 June 2004	19	307	143	86	137	16	5	n.a.	713
L14	Total number of all households at 30 June 2004	9,770	3,582	3,779	2,232	3,828	401	392	n.a.	23,984
P4	The number of all households paying less than market rent plus special need households paying market rent as a proportion of all households (new and existing) (%)	96.6	99.5	93.3	95.7	94.0	72.2	95.6	n.a.	95.6

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All P4 Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions. Data for Victoria for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria cannot be made. For details of these variations, see the NSW and Victoria footnotes below.

NSW L12, P4 Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.

Vic P4 Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.

## 4.2.5 P5 Special needs

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

$$\frac{\text{Total number of new households with special needs for year ending 30 June 2004 (SN1) \times 100}{\text{Total number of new households for year ending 30 June 2004 for whom details of whether or not they had special needs are known (SN2)}}$$

Special need<sup>1</sup> is defined as low-income households<sup>2</sup>:

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

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<sup>1</sup> Special need definition in the CSHA state owned and managed Indigenous housing (SOMIH) data collection is different to that used in mainstream CSHA data collections. Special need is defined in the state owned and managed Indigenous housing data collection as low income households:

- 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 50 years or more.

<sup>2</sup> A low-income household for the CSHA special need definition is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

**Table 4.2.5: CSHA community housing: P5 Special needs, 2003–04**

Data item	Special needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2004</b>										
SN1	Total number of new households with special needs for year ending 30 June 2004	1,348	507	718	449	448	6	82	n.a.	3,558
SN2	Total number of new households for year ending 30 June 2004 for whom details of whether or not they had special needs are known	1,866	582	1,422	723	743	48	92	n.a.	5,476
P5	The proportion of new tenancies allocated to households with special needs (%)	72.2	87.1	50.5	62.1	60.3	12.5	89.1	n.a.	65.0


: denotes results pertaining to administrative data.

: denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All P5 Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions and data are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the NSW and ACT footnotes below.

NSW SN1, SN2 Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider.

SN1 Disability is defined in the NSW Community Housing Data Collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes; intellectual, physical, sensory, psychiatric.

SN1, SN2, P5 Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.

ACT P5 The count of new households for the year includes ended tenancies for all providers whereas in 2002–03 ended tenancies may not have been included for all providers. Hence it is not possible to compare the result for this indicator between 2002–03 and 2003–04.

## 4.2.6 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.

It is calculated as:

$$\frac{\text{Total number of greatest need allocations for year ending 30 June 2004 (PA1)} \times 100}{\text{Total number of allocations for year ending 30 June 2004(PA2)}}$$

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 about only the total greatest need allocations for the financial year.

The 'Priority access to those in greatest need' national standard includes low-income households<sup>3</sup> 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; or
- they had very high rental housing costs.


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<sup>3</sup> A low-income household for the CSHA greatest need definition is a household that satisfies an eligibility test to receive CSHA-funded program assistance.



**Table 4.2.6: CSHA community housing: P6 Priority access to those in greatest need, 2003–04**

Data item	Priority access to those in greatest need	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2004</b>										
PA1	Total number of new greatest need allocations for year ending 30 June 2004	1,537	326	964	710	608	11	125	n.a.	4,281
PA2	Total number of new allocations for year ending 30 June 2004	1,875	833	1,528	943	743	60	126	n.a.	6,108
P6	The proportion of new allocations to those in greatest need (%)	82.0	39.1	63.1	75.3	81.8	18.3	99.2	n.a.	70.1

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All	P6	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data are based on different methodology from the other data reported and should be interpreted with caution. Data for Victoria and the ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria and the ACT cannot be made. For details of these variations, see the NSW, Victoria and ACT footnotes below.
NSW	PA1, PA2	Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider.
	PA1, P6	Includes needy households who were imminently homeless or living in crisis accommodation.
Vic	P6	Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
ACT	P6	The proportion of new households in greatest need was under-reported in 2002–03 because one large community housing organisation did not provide information for this indicator. The high proportion of new households in greatest need in 2003–04 reflects improved data capture in relation to this measure. The count of new households for the year includes ended tenancies for all providers whereas in 2002–03 ended tenancies may not have been included for all providers. Hence it is not possible to compare the result for this indicator between 2002–03 and 2003–04.

## 4.2.7 P7 Customer satisfaction

This indicator assesses the level of satisfaction expressed by tenants with regard to the service provided by community housing agencies. Data for this performance indicator are collected via the National Social Housing Survey with 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 over the previous 12 months. The options were:

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

The level of overall satisfaction is calculated as:

Number of tenants who said they were satisfied (very and satisfied)

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Number of tenants who gave a valid answer to the satisfaction question

In 2002, HMAc agreed that the National Social Housing Survey with community housing would be conducted on a biennial basis. The most recent NSHS for community housing was conducted in 2002, with the previous survey conducted in 2001. Data for 2002 are presented below and data for 2001 are reported at Appendix 1 of this document.

**Table 4.2.7: CSHA community housing at February–March 2002: P7 Customer satisfaction (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total <sup>(b)</sup>
<b>Number of households in sample</b>	403	270	346	311	352	116	118	..	1,916
<b>Percentage of tenants reporting overall satisfaction</b>									
Very satisfied	41	38	46	38	35	46	41	..	40
Satisfied	37	37	36	38	40	29	44	..	37
<b>Subtotal: Satisfied or Very satisfied</b>	<b>78</b>	<b>75</b>	<b>82</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>85</b>	<b>..</b>	<b>77</b>

(a) Not applicable due to jurisdiction choosing not to participate in the survey due to its small community housing tenant population.

(b) May not represent national total due to data not being available for all jurisdictions.

*Notes*

1. Caution should be used when interpreting small differences in the results, which are affected by sample and estimate size.
2. Comparisons with other years may be influenced by a range of factors beyond quality of service, such as the age profile of tenants.
3. Data for Australia calculated as simple numerical average due to a lack of raw data.

Source: NFO Donovan Research 2002 (unpublished).

## 4.2.8 P8 Direct costs per unit

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

Direct costs are divided into costs borne by:

- (a) providers: community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies;
- (b) administrators: state and territory government bodies with the responsibility of administering community housing programs; and
- (c) total costs: both provider and administrator costs.

These are calculated as:

$$P8a = \frac{\text{Provider direct costs for year ending 30 June 2002 (DC1)}}{\text{Total number of dwellings at 30 June 2002 (DC4)}}$$

$$P8b = \frac{\text{Administrator direct costs for year ending 30 June 2002 (DC2)}}{\text{Total number of dwellings at 30 June 2002 (DC4)}}$$

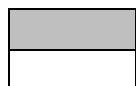
$$P8c = \frac{\text{Total direct costs for year ending 30 June 2002 (DC3)}}{\text{Total number of dwellings at 30 June 2002 (DC4)}}$$

### Data qualifications

1. The 2003–04 community housing data collection reports on 2002–03, not 2003–04, direct costs. Extra time was provided for these items in an attempt to improve data coverage and quality.
2. The inclusion of market rent paid for head-leased properties in provider direct costs (DC1) may have influenced the results for some jurisdictions and as such data may not be comparable to previous years.

**Table 4.2.8: CSHA community housing: P8 Direct costs per unit, 2002–03**

Data item	Direct costs per unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2003</b>										
DC1	Provider direct costs for year ending 30 June 2003 (\$'000)	71,830.6	8,685.7	19,561.9	16,018.5	13,064.4	894.1	1,203.2	n.a.	131,258.2
DC2	Administrator direct costs for year ending 30 June 2003 (\$'000)	3,066.5	4,584.8	1,314.0	932.5	4,639.0	1,340.8	n.a.	n.a.	15,877.6
DC3	Total direct costs for year ending 30 June 2003 (\$'000)	74,897.1	13,270.5	20,875.9	16,951.0	17,703.4	2,234.9	n.a.	n.a.	145,932.7
DC4	Total number of dwellings at 30 June 2003	9,320	3,607	5,122	3,358	4,059	432	360	97	26,355
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	7,707	2,408	3,819	4,770	3,219	2,070	3,342	n.a.	4,980
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	329	1,271	257	278	1,143	3,104	n.a.	n.a.	611
P8c	The average cost of providing assistance (excluding capital) per dwelling (\$)	8,036	3,679	4,076	5,048	4,362	5,173	n.a.	n.a.	5,614



: denotes results pertaining to administrative data.

: denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All P8 Data for the 2002–03 financial year are reported to provide additional time to collate financial data. Therefore it relates to a different number of providers and dwellings.

Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for NSW and SA are based on different methodology from that used for their previous years' data and a direct comparison of 2003–04 data with previous years for NSW and SA cannot be made. For details of these variations, see the NSW and SA footnotes below and AIHW 2003a Table 4.2.8 NSW DC1 and DC4 footnotes.

DC1, DC3, P8a, P8c Market rent paid for head-leased properties has been included in provider costs (DC1) for the 2003–04 collection. As market rent paid for head-leased properties was excluded from provider costs in previous years, results may not be comparable. The impact on average costs may be greater for those jurisdictions with a large proportion of head-leased properties, as well as the national average.

NSW DC1, DC3 In previous years, payments of market rents to private landlords for leasehold properties were excluded from the definition of provider costs. This year the definition has been changed and these payments are now included. In NSW a high proportion of community housing properties are leased from private landlords. Hence this change in definition has affected costs which are higher compared with previous years.

DC4 This is the number of properties in programs for which detailed provider costs are available.

Vic	DC1	Incomplete information from some agencies as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC2, P8b	Direct costs of Administrator in Victoria is for Long Term Community Housing Program administrative data and includes maintenance, rates and charges and utility expenses. The amount reported in the 2002–03 data collection which included the Transitional Housing Management Program is incorrect and has been revised to \$17,909,760 for the 2001–02 financial year. Note: P8(b) Administrator direct costs represents all long term programs and the average administrator cost is based on the number of long term tenancy units reported by agencies in 2002–03.
	DC4	Cannot be compared with the number of dwellings reported in the 2002–03 data which included dwellings under the Transitional Housing Management Program.
Qld	DC1	Provider direct costs (\$13,905,700) sourced from survey data represented 3,641 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2, P8b	DC2 includes 100% of all administrator costs for the year ending 30 June 2003 and have therefore increased the total provided for this indicator.
WA	DC1	Provider direct costs (\$14,773,436) sourced from survey data represented 3,097 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4. For some organisations, provider costs may include costs for support related to and funded through non-housing programs such as disability services.
SA	DC1	Provider direct costs (\$12,224,300) sourced from survey data represented 3,798 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2	Includes funding of \$255 000 to the Community Housing Council of SA (peak body).
Tas	DC1	Provider direct costs (\$832,000) sourced from survey data represented 402 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
ACT	DC1, P8a	For some organisations, provider costs may include costs for support related to and funded through non-housing programs such as disability services.
	DC2, DC3, P8b, P8c	It is not possible to report administrator costs as community housing was not separately identified in accounts.

### 4.2.9 P9 Occupancy rates

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


The indicator is calculated as:


$$\frac{\text{Total number of occupied dwellings at 30 June 2004 (OR1)} \times 100}{\text{Total number of dwellings at 30 June 2004 (OR2)}}$$

The term 'occupied dwelling' refers to tenantable dwellings occupied by tenants who have a tenancy agreement with a community housing provider.

**Table 4.2.9: CSHA community housing: P9 Occupancy rates, 2003–04**

Data item	Occupancy rates	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>As at 30 June 2004</b>										
OR1	Total number of occupied dwellings at 30 June 2004	9,339	3,582	4,933	3,511	3,828	401	392	97	26,083
OR2	Total number of dwellings at 30 June 2004	9,469	3,652	5,193	3,519	4,012	402	409	97	26,753
P9	The occupancy rate of rental housing stock (%)	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All	P9	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for Victoria and the ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria and the ACT cannot be made. For details of these variations, see the Victoria and ACT footnotes below.
Vic	P9	Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
QLD	OR1	Based on administrative data apportioned according to the percentage of occupied dwellings indicated in the survey data (3,641 out of 3,833). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
	OR2	See note S15–S20. OR2 is reported from the administrative database. OR2 from survey data equals 3,833.
SA	OR2	Total number of properties for which we have returns this year, plus untenable properties.
ACT	OR1, P9	Properties with multiple rooms divided into separate tenancy agreements are each classified as a dwelling. Greater consistency in the application of this dwelling definition has contributed to a decrease in the occupancy rate as occupied properties may contain unoccupied dwellings. Within properties, tenant choice and tenancy mix must also be considered in new tenant allocation. It is not possible to compare the result for 2003–04 with the result for the previous year.
NT	OR1	It is assumed that all dwellings are occupied, due to many organisations turning away people seeking accommodation.

#### **4.2.10 P10 Turnaround time**

This indicator measures the average time taken for occupancy of vacant stock. It is calculated as:

$$\frac{\text{Total number of days that vacated dwellings were vacant for year ending 30 June 2004 (TT1)}}{\text{Total number of vacancy episodes for year ending 30 June 2004 (TT2)}}$$



**Table 4.2.10: CSHA community housing: P10 Turnaround time, 2003–04**

Data item	Turnaround time	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2004</b>										
TT1	Total number of days that vacated dwellings were vacant for year ending 30 June 2004	45,242	9,660	28,645	9,972	23,195	1,022	1,184	n.a.	118,920
TT2	Total number of vacancy episodes for year ending 30 June 2004	2,104	480	1,639	1,605	1,108	51	38	n.a.	7,025
P10	The average time taken for occupancy of vacant stock (days)	22	20	17	6	21	20	31	n.a.	17


: denotes results pertaining to administrative data.

: denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All	P10	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the NSW and ACT footnotes below.
NSW	TT1, P10	Providers reported on the number of dwellings occupied at 30 June 2004 which were vacant at any time during the year. If a property was vacant more than once, they reported a single consolidated 'episode' comprising the property and the total number of days vacant for all episodes. They did not separately count multiple episodes for each property. P10 'average time taken for occupancy of vacant stock' calculated using this data is therefore overstated.
Vic	TT1	Providers that target the disabled in group household arrangements can experience difficulty in filling vacancies due to the matching of disabled households to suitable properties.
ACT	TT1, TT2, P10	The calculation of average time taken for occupancy of vacant stock excludes boarding houses. Greater consistency in the application of the dwelling definition has increased the count of vacant days, particularly where properties have multiple rooms divided into separate tenancy agreements (classified as dwellings). Longer vacancy periods are expected when dwellings are defined in this way as tenant choice and tenancy mix must also be considered in new tenant allocation. It is not possible to compare the result for 2003–04 with the result for the previous year.

### **4.2.11 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. It is calculated as:

$$\frac{\text{Total rent collected from tenants for year ending 30 June 2003 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2003 (RA2)}}$$

#### **Data qualifications**

1. The 2003–04 community housing data collection reports on 2002–03, not 2003–04, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality.

**Table 4.2.11: CSHA community housing: P11 Rent arrears, 2002–03**

Data item	Rent arrears	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>For year ending 30 June 2003</b>										
RA1	Total rent collected from tenants for year ending 30 June 2003 (\$'000)	40,948.1	13,728.5	16,646.4	7,599.4	15,409.3	1,340.7	1,242.3	n.a.	96,914.6
RA2	Total rent charged to tenants for year ending 30 June 2003 (\$'000)	41,460.9	13,919.9	19,876.1	7,559.8	15,833.2	1,355.0	1,245.8	n.a.	101,250.7
P11	Total rent actually collected as a percentage of total rent charged (%)	98.8	98.6	83.8	100.5	97.3	98.9	99.7	n.a.	95.7

	: denotes results pertaining to administrative data.
	: denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

All P11 Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.

Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for the 2002–03 financial year are reported to provide additional time to collate financial data. Therefore it relates to a different number of providers and tenant households.

## 4.3 National data

Table 4.3: CSHA community housing: national data, 2003–04

Descriptors	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>	
<b>For year ending 30 June 2004</b>										
S1	Total number of new households assisted for year ending 30 June 2004	1,875	833	1,528	943	743	60	126	n.a.	6,108
S2	Total number of new Indigenous households assisted for year ending 30 June 2004	185	0	222	475	31	1	7	n.a.	921
<b>At 30 June 2004</b>										
S3	Total number of Indigenous households at 30 June 2004	588	12	419	212	65	4	16	n.a.	1,316
S4	Total number of 'greatest need' applicants on waiting list at 30 June 2004	9,847	1,029	5,580	727	1,624	161	121	n.a.	19,089
S5	Total number of applicants on waiting list on 30 June 2004	17,160	1,859	7,793	1,381	3,008	246	272	n.a.	31,719
S6	Total number of tenable dwellings at 30 June 2004	9,437	3,619	5,078	3,511	4,172	402	408	97	26,724
S7	Total number of untenable dwellings at 30 June 2004	32	33	115	8	44	0	1	0	233
S8	Number of households paying 20% or less of assessable income in rent at 30 June 2004	2,261	701	212	479	385	39	35	n.a.	4,112
S9	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2004	7,049	2,670	2,606	1,473	2,002	8	247	n.a.	16,055
S10	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2004	151	204	546	43	944	126	90	n.a.	2,104
S11	Number of households paying more than 30% of assessable income in rent at 30 June 2004	69	7	54	16	149	33	5	n.a.	333
S12	Total number of households occupying community housing for whom income details are known at 30 June 2004	9,530	3,582	3,418	2,011	3,480	206	377	n.a.	22,604
S13	Number of households with moderate overcrowding at 30 June 2004	661	20	n.a.	11	104	6	11	n.a.	813
S14	Number of households with under utilisation at 30 June 2004	560	45	116	69	660	16	5	n.a.	1,471
S15	Total number of dwellings in Major Cities at 30 June 2004	4,373	1,577	1,891	2,002	3,639	0	409	0	13,891
S16	Total number of dwellings in Inner Regional Australia at 30 June 2004	1,313	790	1,308	410	357	251	0	0	4,429

(continued)

**Table 4.3 (continued): CSHA community housing: national data, 2003–04**

Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>										
S17	Total number of dwellings in Outer Regional Australia at 30 June 2004	402	143	1,402	600	176	148	0	60	2,931
S18	Total number of dwellings in Remote Australia at 30 June 2004	23	14	230	362	40	3	0	31	703
S19	Total number of dwellings in Very Remote Australia at 30 June 2004	2	0	362	145	4	0	0	6	519
S20	Total number of dwellings in Migratory areas at 30 June 2004	0	0	0	0	0	0	0	0	0
S21	Total number of community housing providers at 30 June 2004	192	150	346	247	116	23	10	34	1,118
<b>Targeted community housing providers only: Provider-level data</b>										
S22a	Total number of targeted providers with a primary target group being Indigenous Australians at 30 June 2004	12	0	8	2	0	0	0	5	27
S22b	Total number of targeted providers with a primary target group being people with a disability at 30 June 2004	13	18	20	25	12	2	1	8	99
S22c	Total number of targeted providers with a primary target group being people of non-English-speaking background at 30 June 2004	8	2	6	2	8	0	1	0	27
S22d	Total number of targeted providers with a primary target group being people aged 24 years and under at 30 June 2004	9	0	18	0	3	1	3	2	36
S22e	Total number of targeted providers with a primary target group being people aged 55 years and over at 30 June 2004	11	1	26	10	0	2	0	0	50
S22f	Total number of targeted providers with a primary target group being people aged 65 years and over at 30 June 2004	21	0	31	1	16	3	0	0	72
S22g	Total number of targeted providers with a primary target group being people aged 75 years and over at 30 June 2004	2	0	6	0	0	0	0	0	8
S22h	Total number of targeted providers with a primary target group being homeless people at 30 June 2004	18	2	20	2	1	0	0	1	44
S22i	Total number of targeted providers with a primary target group being people escaping domestic violence at 30 June 2004	n.a.	0	8	3	1	0	0	1	13

(continued)

**Table 4.3 (continued): CSHA community housing: national data, 2003-04**

Descriptors	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>									
S22j	0	8	7	15	11	8	1	5	55
S22k	30	2	21	3	6	2	1	0	65
S22l	124	33	171	63	58	18	7	21	495
<b>Targeted community housing providers only: Household-level data</b>									
S23a	280	12	399	212	36	4	7	n.a.	950
S23b	897	409	639	791	996	13	50	n.a.	3,795
S23c	911	5	123	47	291	0	24	n.a.	1,401
S23d	280	0	293	107	213	6	67	n.a.	966
S23e	478	0	621	540	310	17	8	n.a.	1,974
S23f	n.a.	353	427	184	366	12	35	n.a.	1,377
S23g	1,052	566	481	141	0	159	143	n.a.	2,542
S23h	3,460	1,333	2,983	2,022	2,212	211	334	n.a.	12,555
S24	1,619	0	481	10	841	130	0	n.a.	3,081

(continued)

**Table 4.3 (continued): CSHA community housing: national data, 2003–04**

Descriptors	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>	
<b>At 30 June 2004</b>										
<b>Non-targeted community housing providers only: Provider-level data</b>										
S25	Total number of non-targeted community housing providers at 30 June 2004	26	127	28	184	58	5	3	13	444
<b>Non-targeted community housing providers only: Household-level data</b>										
S26a	Total number of Indigenous households assisted by non-targeted providers at 30 June 2004	308	12	20	0	8	0	5	n.a.	353
S26b	Total number of households with a disability assisted by non-targeted providers at 30 June 2004	616	394	27	0	155	10	6	n.a.	1,208
S26c	Total number of households from a non-English-speaking background assisted by non-targeted providers at 30 June 2004	982	660	5	0	12	0	4	n.a.	1,663
S26d	Total number of households with a principal tenant aged 24 years and under assisted by non-targeted providers at 30 June 2004	237	21	16	0	19	4	27	n.a.	324
S26e	Total number of households with a principal tenant aged 65 years and over assisted by non-targeted providers at 30 June 2004	417	48	59	0	73	26	5	n.a.	628
S26f	Total number of households with multiple target group needs assisted by non-targeted providers at 30 June 2004	n.a.	820	34	0	25	8	0	n.a.	887
S26g	Total number of households with a primary target group not specified above assisted by non-targeted providers at 30 June 2004	576	0	38	0	0	9	0	n.a.	623
S26h	Total number of households in a need target group assisted by non-targeted providers at 30 June 2004	2,819	2,082	199	0	292	57	47	n.a.	5,496
S27	Total number of households with no specific need target group assisted by non-targeted providers at 30 June 2004	1,638	161	116	15	483	3	0	n.a.	2,416
<b>Dwelling descriptors</b>										
S28	Total number of head-leased dwellings (private) at 30 June 2004	5,351	0	1,687	487	0	70	5	n.a.	7,600
S29a	Total number of boarding/rooming/lodging house buildings at 30 June 2004	n.a.	70	50	25	0	0	3	n.a.	148
S29b	Total number of boarding/rooming/lodging house units at 30 June 2004	n.a.	215	368	28	0	10	20	n.a.	641
S29c	Total number of boarding/rooming/lodging house rooms at 30 June 2004	n.a.	934	90	280	0	0	112	n.a.	1,416

(continued)

**Table 4.3 (continued): CSHA community housing: national data, 2003-04**

Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>P2 Affordability</b>										
<b>At 30 June 2004</b>										
AF1	Total rents charged for week of 30 June 2004 (\$'000)	853.2	448.9	309.1	826.4	329.9	30.2	29.3	n.a.	2,826.9
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (\$'000)	n.a.	n.a.	481.4	724.8	551.8	44.4	72.4	n.a.	1,874.7
AF3	Total value of average Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2004 (\$'000)	n.a.	n.a.	143.3	102.2	57.7	4.8	12.3	n.a.	320.4
AF4	Total household assessable income for week of 30 June 2004 (\$'000)	3,944.5	n.a.	982.2	1,538.6	1,227.1	85.7	122.2	n.a.	7,900.3
<b>P3 Match of dwelling to household size</b>										
<b>At 30 June 2004</b>										
HS1	Total number of households with overcrowding at 30 June 2004	58	12	79	n.a.	55	5	0	n.a.	209
HS2	Total number of households occupying community housing for which household groups and dwelling details are known at 30 June 2004	9,382	3,582	3,753	n.a.	3,828	325	379	n.a.	21,249
<b>P4 Low income</b>										
<b>At 30 June 2004</b>										
LI1	Total number of all households paying less than market rent at 30 June 2004	9,254	3,215	3,162	1,898	3,237	264	366	n.a.	21,396
LI2	Total number of all special needs households paying market rent at 30 June 2004	167	45	231	155	231	14	4	n.a.	847
LI3	Total number of households paying market rent where special need details are not known at 30 June 2004	19	307	143	86	137	16	5	n.a.	713
LI4	Total number of all households at 30 June 2004	9,770	3,582	3,779	2,232	3,828	401	392	n.a.	23,984
<b>P5 Special needs</b>										
<b>For year ending 30 June 2004</b>										
SN1	Total number of new households with special needs for year ending 30 June 2004	1,348	507	718	449	448	6	82	n.a.	3,558
SN2	Total number of new households for whom details of whether or not they had special needs are known for year ending 30 June 2004	1,866	582	1,422	723	743	48	92	n.a.	5,476

(continued)




**Table 4.3 (continued): CSHA community housing: national data, 2003-04**


Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>P6 Priority access to those in greatest need</b>										
<b>For year ending 30 June 2004</b>										
PA1	Total number of new greatest need allocations for year ending 30 June 2004	1,537	326	964	710	608	11	125	n.a.	4,281
PA2	Total number of new allocations for year ending 30 June 2004	1,875	833	1,528	943	743	60	126	n.a.	6,108
<b>P8 Direct costs per unit</b>										
<b>For year ending 30 June 2003</b>										
DC1	Provider direct costs for year ending 30 June 2003 (\$'000)	71,830.6	8,685.7	19,561.9	16,018.5	13,064.4	894.1	1,203.2	n.a.	131,258.2
DC2	Administrator direct costs for year ending 30 June 2003 (\$'000)	3,066.5	4,584.8	1,314.0	932.5	4,639.0	1,340.8	n.a.	n.a.	15,877.6
DC3	Total direct costs for year ending 30 June 2003 (\$'000)	74,897.1	13,270.5	20,875.9	16,951.0	17,703.4	2,234.9	n.a.	n.a.	145,932.7
DC4	Total number of dwellings at 30 June 2003	9,320	3,607	5,122	3,358	4,059	432	360	97	26,355
<b>P9 Occupancy rates</b>										
<b>At 30 June 2004</b>										
OR1	Total number of occupied dwellings at 30 June 2004	9,339	3,582	4,933	3,511	3,828	401	392	97	26,083
OR2	Total number of dwellings at 30 June 2004	9,469	3,652	5,193	3,519	4,012	402	409	97	26,753
<b>P10 Turnaround time</b>										
<b>For year ending 30 June 2004</b>										
TT1	Total number of days that vacated dwellings were vacant for year ending 30 June 2004	45,242	9,660	28,645	9,972	23,195	1,022	1,184	n.a.	118,920
TT2	Total number of vacancy episodes for year ending 30 June 2004	2,104	480	1,639	1,605	1,108	51	38	n.a.	7,025
<b>P11 Rent arrears</b>										
<b>For year ending 30 June 2003</b>										
RA1	Total rent collected from tenants for year ending 30 June 2003 (\$'000)	40,948.1	13,728.5	16,646.4	7,599.4	15,409.3	1,340.7	1,242.3	n.a.	96,914.6
RA2	Total rent charged to tenants for year ending 30 June 2003 (\$'000)	41,460.9	13,919.9	19,876.1	7,559.8	15,833.2	1,355.0	1,245.8	n.a.	101,250.7

(continued)

**Table 4.3 (continued): CSHA community housing: national data, 2003-04**

Performance indicators	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
<b>At 30 June 2004</b>									
P2a The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance) (%)	n.a.	n.a.	91.4	nr	66.8	76.4	48.8	n.a.	75.0
P2b The proportion of household income left after rent (%)	78.4	n.a.	68.5	nr	73.1	64.7	76.0	n.a.	75.6
P3 The proportion of households where dwelling size is not appropriate due to overcrowding (%)	0.6	0.3	2.1	n.a.	1.4	1.5	0.0	n.a.	1.0
P4 All households paying less than market rent plus special need households paying market rent as a proportion of all households (new and existing) (%)	96.6	99.5	93.3	95.7	94.0	72.2	95.6	n.a.	95.6
P9 The occupancy rate of rental housing stock (%)	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5
<b>For year ending 30 June 2004</b>									
P5 The proportion of new tenancies allocated to households with special needs (%)	72.2	87.1	50.5	62.1	60.3	12.5	89.1	n.a.	65.0
P6 The proportion of new allocations to those in greatest need (%)	82.0	39.1	63.1	75.3	81.8	18.3	99.2	n.a.	70.1
P10 The average time taken for occupancy of vacant stock (days)	22	20	17	6	21	20	31	n.a.	17
<b>For year ending 30 June 2003</b>									
P8a Provider cost of providing assistance (excluding capital) per dwelling (\$)	7,707	2,408	3,819	4,770	3,219	2,070	3,342	n.a.	4,980
P8b Administrator cost of providing assistance (excluding capital) per dwelling (\$)	329	1,271	257	278	1,143	3,104	n.a.	n.a.	611
P8c The average cost of providing assistance (excluding capital) per dwelling (\$)	8,036	3,679	4,076	5,048	4,362	5,173	n.a.	n.a.	5,614
P11 Total rent actually collected as a percentage of total rent charged (%)	98.8	98.6	83.8	100.5	97.3	98.9	99.7	n.a.	95.7

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) May not represent national total due to data not being available from all jurisdictions.

## Coverage information notes

### Survey response rate and comments

NSW	78%	150 providers (78%) of the 192 in the population responded to the NSW Community Housing Data Collection. The CSHA-funded properties managed by responding providers account for 84% of the total portfolio.
Vic	70%	Based on survey information provided by community housing agencies.
Qld	58%	Response rate of 57.5%, based on 199 useable surveys received from 346 organisations. Relates to organisations providing services funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program. As organisations were given separate surveys for each type of funding, some organisations completed up to four surveys. A total of 221 surveys were received with 22 incomplete.
WA	81%	
SA	81%	
Tas	49%	Surveys were forwarded to 47 providers with 23 responding.
ACT	100%	Surveys were sent to 10 providers and all 10 responded. For 2003–04, the survey of community housing organisations was conducted jointly with data collection for a consultancy on the funding of community housing. Information was collected at unit record level for dwellings and households.
NT	..	Only administrative data have been utilised.

### Notes—General

All	General	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.
Vic	General	The following community housing programs are outside the scope of this collection: Crisis properties, which will be reported under the CAP data collection; Properties under the Transitional Housing Management Program, which will be reported under the CAP data collection; Joint Venture arrangements where the state housing authority has an equity interest in properties by contributing a portion of capital funding. No recurrent funding is provided to those agencies managing joint venture programs and they are not required to provide financial or household information to the state housing authority.  Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
Qld	General	All dwelling data is reported as administrative data and all household data is reported as survey data, to ensure consistency.
ACT	General	The ACT participated in a trial collection of unit record level household and dwelling data for the 2003–04 data collection. In previous years information was collected in aggregate at the provider level. Community housing organisations received individual assistance where requested to complete this new collection tool. This has produced greater consistency in the application of data standards across the current year collection but may have reduced comparability with the 2002–03 collection for some measures.
NT	General	Only limited administrative data are available for the NT, as the survey was not carried out due to the small number of community housing providers and community housing tenants.

### Notes—Summary data

All	S21	The count of total number of providers was amended for the 2003–04 collection such that the number of providers from administrative data is reported rather than the number of providers who responded to the survey. For some jurisdictions, data will not be comparable with 2002–03.
NSW	S1, S2 S4, S5	Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider. Applicants may appear on waiting lists of more than one community housing provider.

	S15–S20	Postcode data is available to the Office of Housing for capital properties and a small number of leasehold properties (e.g. Long Term Leasing Program and Surplus Government Leasehold Program). Hence the number of properties classified by Australian Standard Geographical Classification in S15–S20 is less than the total number of properties reported elsewhere.
	S21	This is the total number of providers and is higher than the 150 that responded to the survey.
	S22b, S23b, S26b	'Disability' is defined in the NSW Community Housing Data Collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes intellectual, physical, sensory, psychiatric.
	S22b	Excludes targeted providers with a primary target group being people with a mental illness.
	S22i	Seven providers indicated their main target group is women and women with children. By inference they are likely to be women escaping domestic violence but they are not counted here. They are counted in 'target group not specified'.
	S22k	Comprises (a) 6 providers with a primary target group of people with a mental illness, (b) 7 providers with a primary target group of women and women with children, and (c) 17 providers with a target group not specified in the NSW Community Housing Data Collection. Categories in the data collection are non-English-speaking, Aboriginal and Torres Strait Islander, people with disabilities, people with mental illness, homeless people, women and women with children, young people, older people, and other.
	S23a–e, S26a–e	Households may be reported in more than one category.
	S23e, S26e	Providers reported on the number of older person households as defined in the NSW Community Housing Data Collection as being those where the principal tenant/s are aged 75+ years. Therefore this is an underestimate.
	S23g, S26g	Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.
	S23h, S26h	Excluding 209 households of unknown special needs status housed by targeted providers and 25 households of unknown special needs status housed by non-targeted providers.
	S24, S27	These are households with no special needs. In addition to these there were 209 households of unknown special needs status housed by targeted providers and 25 households of unknown special needs status housed by non-targeted providers.
Vic	S2, S3	Indigenous households generally access long-term accommodation through the General Rental Program or housing managed by the Aboriginal Housing Board of Victoria.
	S4, S5	There is no centralised waiting list for community housing clients. Some agencies retain their own waiting lists where there is a regular turnover of tenancies. This information has been reported in for these items. Clients also directly access community housing through local government, community organisations and other government agencies. Some rental co-operatives with a low turnover of tenants retain an Expression of Interest list of names but no details are sought as to income and eligibility criteria or housing need. Applicants on these lists have been excluded from S4 and S5.
	S8	Tenants in Rooming Houses pay a rent of less than 20% of assessable income. In addition to rental costs they incur a service charge for the cost of utilities.
	S15–S20	The interpretation of the definition of a 'dwelling' varied for providers (e.g. some counted a 'dwelling' as a tenancy unit whilst others counted the whole property). Some larger agencies also advised they were unable to provide tenancy units by postcode. For consistency and accuracy, properties have been counted by postcode from the internal administrative system. Therefore the dwelling postcode count will not match the number of tenancy units due to Group Housing Program arrangements that have multiple tenancies per property.
	S23g, S26g	Includes single and elderly people.
Qld	S6, S7	To remain consistent with administrative data provided against OR2 (5,193), the number of tenantable (S6) and untenable (S7) dwellings included in the survey have been increased pro-rata. Please note, survey data for S6 equals 3,801 and S7 equals 86.
	S15–S20	Extracted from the unit record file of 5,193 dwellings provided to the AIHW.
	S21	Based on 346 providers funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program.

SA	S3	Includes 21 Indigenous households with other special needs (including youth, disability, aged etc.), who are included in figures in S23f and S26f.
	S4	Defined as Category 1 applicants.
	S5	Based on a 70% response rate for waiting list data (as compared to 81% for other data).
	S22k	Target groups include: gay and lesbian people; students; sole parent families; men only; women only.
	S24	Includes 190 households where special needs are not known.
	S27	Includes 288 households where special needs are not known.
ACT	S4, S5	Two community housing organisations do not keep their own waiting list. These organisations use the waiting list of another community housing organisation or the public housing waiting list when a vacancy arises.
	S10,S11	The majority of households paying more than 25% of assessable income in rent resided in boarding houses where utilities costs were also covered by rent.
	S6, S7, S15–S20, S28	Greater consistency in the use of the definition of dwellings as a tenancy unit (not a property) and of the exclusions and inclusions relating to head-leased dwellings has revised the dwelling count for some community housing organisations. Dwelling counts are not comparable with 2002–03.
NT	S6, S7	It is assumed that all dwellings are tenatable.
<i>Notes—P1</i>		
All	P1	Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.  Not applicable for the NT as it chose not to participate in the survey due to its small community housing tenant population. National total is an unweighted average.  Data for NSW and WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations including sample size and response rates, see NFO Donovan Research 2002 (unpublished).
<i>Notes—P2</i>		
All	P2a, P2b	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.
	P2a	Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the ACT footnotes below.
NSW	AF1, AF4, P2b	62% of all providers within the scope of the Community Housing Data Collection provided data for both AF1 and AF4.
Vic	AF1	Agencies' funding agreements for some community managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board.
	AF2, AF3, AF4	Survey response rates to these data items were very low and as such data is not reported.
	P2b	It is Office of Housing policy not to charge greater than 25% of household income in rent for community-managed programs. However some providers would also include service charges and board in rent. Most households will have at least 75% income left after rent.
Qld	P2a	The accuracy of the survey data provided for the market rent descriptor (AF2) is questionable and may not be representative of the average rent charged as a proportion of market rent for all community housing dwellings across Queensland.
	P2b	Please note, in regard to Queensland Community Housing, when calculating rent, Commonwealth Rent Assistance (CRA) is deducted from the total rents charged as the CRA is not considered income but is maximised in calculating rents. Therefore, the national approach to this calculation is inconsistent with Queensland policy.

WA	P2a, P2b	The calculated figures (132.8% and 46.3% respectively) are not reported due to data reliability issues.
SA	AF2	The South Australian Community Housing Authority uses its own scales of 'ceiling rent', as opposed to market rent. Generally the ceiling rent amount is below the market rent amount.
	AF4	Does not include 348 households for whom income details are not known.
ACT	AF1	Rent charged in boarding houses may include utilities costs.
	AF2	Where there was more than one tenancy agreement for a property and market rent value was provided for the property, the market rent value was split equally across dwellings.
	AF3	Excludes 59 households for which CRA could not be determined due to missing details or multiple income units.
<i>Notes—P3</i>		
All	P3	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of the variation, see the ACT footnote below.
ACT	P3	Thirteen households were excluded as it was not possible to determine relationships within the household, e.g. group households.
<i>Notes—P4</i>		
All	P4	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions. Data for Victoria for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria cannot be made. For details of these variations, see the NSW and Victoria footnotes below.
NSW	LI2, P4	Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.
Vic	P4	Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
<i>Notes—P5</i>		
All	P5	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions and data are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the NSW and ACT footnotes below.
NSW	SN1, SN2	Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider.
	SN1	Disability is defined in the NSW Community Housing Data Collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes intellectual, physical, sensory, psychiatric.
	SN1, SN2, P5	Providers reported on special needs of households in these additional categories (a) non-English-speaking households, (b) households with support needs, (c) newly arrived migrants, refugees or asylum seekers, (d) other special needs. Households can be in more than one category.
ACT	P5	The count of new households for the year includes ended tenancies for all providers whereas in 2002–03 ended tenancies may not have been included for all providers. Hence it is not possible to compare the result for this indicator between 2002–03 and 2003–04.

*Notes—P6*

All	P6	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data are based on different methodology from the other data reported and should be interpreted with caution. Data for Victoria and the ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria and the ACT cannot be made. For details of these variations, see the NSW, Victoria and ACT footnotes below.
NSW	PA1, PA2	Includes all applicant types including equivalent wait list type 'new applicant'. May include households previously housed by another community housing provider.
	PA1, P6	Includes needy households who were imminently homeless or living in crisis accommodation.
Vic	P6	Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
ACT	P6	The proportion of new households in greatest need was under-reported in 2002–03 because one large CHO did not provide information for this indicator. The high proportion of new households in greatest need in 2003–04 reflects improved data capture in relation to this measure. The count of new households for the year includes ended tenancies for all providers whereas in 2002–03 ended tenancies may not have been included for all providers. Hence it is not possible to compare the result for this indicator between 2002–03 and 2003–04.

*Notes—P7*

All	P7	Care needs to be undertaken in interpreting small differences in the results that are affected by sample and estimate size.  Not applicable for NT as it chose not to participate in the survey due to its small community housing tenant population.  Data for WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations including sample size and survey response rate, see NFO Donovan Research 2002 (unpublished).
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*Notes—P8*

All	P8	Data for the 2002–03 financial year are reported to provide additional time to collate financial data. Therefore it relates to a different number of providers and dwellings.  Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for NSW and SA are based on different methodology from that used for their previous years' data and a direct comparison of 2003–04 data with previous years for NSW and SA cannot be made. For details of these variations, see the NSW and SA footnotes below and AIHW 2003a Table 4.2.8 NSW DC1 and DC4 footnotes.
	DC1, DC3, P8a, P8c	Market rent paid for head-leased properties has been included in provider costs (DC1) for the 2003–04 collection. As market rent paid for head-leased properties was excluded from provider costs in previous years, results may not be comparable. The impact on average costs may be greater for those jurisdictions with a large proportion of head-leased properties, as well as the national average.
NSW	DC1, DC3	In previous years, payments of market rents to private landlords for leasehold properties were excluded from the definition of provider costs. This year the definition has been changed and these payments are now included. In NSW a high proportion of community housing properties are leased from private landlords. Hence this change in definition has affected on costs which are higher compared with previous years.
	DC4	This is the number of properties in programs for which detailed provider costs are available.
Vic	DC1	Incomplete information from some agencies as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC2, P8b	Direct costs of administrator in Victoria is for Long Term Community Housing Programs administrative data and includes maintenance, rates and charges and utility expenses. The amount reported in the 2002–03 data collection which included the Transitional Housing Management Program is incorrect and has been revised to \$17,909,760 for the 2001–02 financial year. Note: P8(b) Administrator direct costs represents all long term programs and the average administrator cost is based on the number of long term tenancy units reported by agencies in 2002–03.
	DC4	Cannot be compared with the number of dwellings reported in the 2002–03 data which included dwellings under the Transitional Housing Management Program.

Qld	DC1	Provider direct costs (\$13,905,700) sourced from survey data represented 3,641 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2, P8b	DC2 includes 100% of all administrator costs for the year ending 30 June 2003 and have therefore increased the total provided for this indicator.
WA	DC1	Provider direct costs (\$14,773,436) sourced from survey data represented 3,097 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4. For some organisations, provider costs may include costs for support related to and funded through non-housing programs such as disability services.
SA	DC1	Provider direct costs (\$12,224,300) sourced from survey data represented 3,798 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2	Includes funding of \$255,000 to the Community Housing Council of SA (peak body).
Tas	DC1	Provider direct costs (\$832,000) sourced from survey data represented 402 dwellings at 30 June 2003. These costs have been weighted up to reflect the total dwelling population reported against DC4.
ACT	DC1, P8a	For some organisations, provider costs may include costs for support related to and funded through non-housing programs such as disability services.
	DC2, DC3, P8b, P8c	It is not possible to report administrator costs as community housing was not separately identified in accounts.

*Notes—P9*

All	P9	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for Victoria and the ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for Victoria and the ACT cannot be made. For details of these variations, see the Victoria and ACT footnotes below.
Vic	P9	Households under the Transitional Housing Management Program were included in the 2002–03 collection but have been excluded in the 2003–04 data collection as agreed between the AIHW and Office of Housing. Therefore a comparison is not possible between the 2002–03 and 2003–04 data collection.
QLD	OR1	Based on administrative data apportioned according to the percentage of occupied dwellings indicated in the survey data (3,641 out of 3,833). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
	OR2	See note S15–S20. OR2 is reported from the administrative database. OR2 from survey data equals 3,833.
SA	OR2	Total number of properties for which we have returns this year, plus untenable properties.
ACT	OR1, P9	Properties with multiple rooms divided into separate tenancy agreements are each classified as a dwelling. Greater consistency in the application of this dwelling definition has contributed to a decrease in the occupancy rate as occupied properties may contain unoccupied dwellings. Within properties, tenant choice and tenancy mix must also be considered in new tenant allocation. It is not possible to compare the result for 2003–04 with the result for the previous year.
NT	OR1	It is assumed that all dwellings are occupied, due to many organisations turning away people seeking accommodation.

*Notes—P10*

All	P10	Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. NSW data definitions differ from national definitions. Data for ACT for 2003–04 are based on different methodology from that used for previous years' data and a direct comparison of 2003–04 with previous years for the ACT cannot be made. For details of these variations, see the NSW and ACT footnotes below.
NSW	TT1, P10	Providers reported on the number of dwellings occupied at 30 June 2004 which were vacant at any time during the year. If a property was vacant more than once, they reported a single consolidated 'episode' comprising the property and the total number of days vacant for all episodes. They did not separately count multiple episodes for each property. P10 'average time taken for occupancy of vacant stock' calculated using this data is therefore overstated.
Vic	TT1	Providers that target the disabled in group household arrangements can experience difficulty in filling vacancies due to the matching of disabled households to suitable properties.



ACT TT1, TT2, P10 The calculation of average time taken for occupancy of vacant stock excludes boarding houses. Greater consistency in the application of the dwelling definition has increased the count of vacant days, particularly where properties have multiple rooms divided into separate tenancy agreements (classified as dwellings). Longer vacancy periods are expected when dwellings are defined in this way as tenant choice and tenancy mix must also be considered in new tenant allocation. It is not possible to compare the result for 2003–04 with the result for the previous year.

*Notes—P11*

All P11 Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.  
Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for the 2002–03 financial year are reported to provide additional time to collate financial data. Therefore it relates to a different number of providers and tenant households.

*National averages*

P2a National average excludes NSW and Vic (AF1) as they were not able to provide a complete data set for P2a and WA (AF1, AF2, AF3) due to data reliability issues.

P2b National average excludes Vic (AF1) as they were not able to provide a complete data set for P2b and WA (AF1, AF4) due to data reliability issues.

P8b, P8c National average excludes ACT (DC4) as they were not able to provide a complete data set for P8b and P8c.

# Appendix 1: P1 and P7 results for 2001

**Table A1: CSHA community housing at February–March 2001: P1(a) Amenity (per cent)**

Amenity aspect	NSW	Vic	Qld	WA	SA	Tas	ACT <sup>(a)</sup>	NT <sup>(a)</sup>	Total <sup>(b)</sup>
Size of dwelling	79	83	88	90	87	94	n.a.	n.a.	84
Cupboards and storage	66	69	73	81	68	80	n.a.	n.a.	84
Modifications for special need	79	81	89	88	77	94	n.a.	n.a.	83
Ease of access	92	94	92	97	92	98	n.a.	n.a.	93
Car parking	82	79	87	83	88	90	n.a.	n.a.	84
Yard space	81	74	86	86	88	94	n.a.	n.a.	83
Fencing	75	80	80	88	84	85	n.a.	n.a.	80
Privacy	81	78	76	90	85	86	n.a.	n.a.	82
Safety	74	77	75	86	76	89	n.a.	n.a.	77
<b>Sample size (number)</b>	<b>395</b>	<b>250</b>	<b>255</b>	<b>315</b>	<b>357</b>	<b>172</b>	<b>n.a.</b>	<b>n.a.</b>	<b>1,792</b>
<b>Average</b>	<b>79</b>	<b>79</b>	<b>83</b>	<b>88</b>	<b>83</b>	<b>90</b>	<b>n.a.</b>	<b>n.a.</b>	<b>82</b>

(a) Data suppressed due to high relative standard errors but included in national total.

(b) May not represent national total due to data not being available for all jurisdictions. National total is an unweighted average.

Note: Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Source: NFO Donovan Research 2002 (unpublished).

**Table A2: CSHA community housing at February–March 2001: P1(b) Location (per cent)**

Location aspect	NSW	Vic	Qld	WA	SA	Tas	ACT <sup>(a)</sup>	NT <sup>(a)</sup>	Total <sup>(b)</sup>
Shops	92	91	90	86	92	94	n.a.	n.a.	91
Public transport	91	90	89	92	98		n.a.	n.a.	89
Parks/recreational	86	85	88	87	93	84	n.a.	n.a.	88
Emergency services	85	88	85	85	85	93	n.a.	n.a.	86
Medical services	86	87	85	85	88	92	n.a.	n.a.	86
Child care	88	91	84	87	87	74	n.a.	n.a.	88
Schools	89	88	93	89	91	94	n.a.	n.a.	90
Welfare services <sup>(c)</sup>	86	84	85	86	83	91	n.a.	n.a.	85
Support & community services <sup>(d)</sup>	84	79	84	83	83	87	n.a.	n.a.	84
Employment & training	80	84	83	73	84	82	n.a.	n.a.	81
Safety of neighbourhood	85	79	85	83	84	88	n.a.	n.a.	84
<b>Sample size (number)</b>	<b>395</b>	<b>250</b>	<b>255</b>	<b>315</b>	<b>357</b>	<b>172</b>	<b>n.a.</b>	<b>n.a.</b>	<b>1,792</b>
<b>Average (per cent)</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>n.a.</b>	<b>n.a.</b>	<b>87</b>

(a) Data suppressed due to high relative standard errors but included in the national total.

(b) May not represent national total due to data not being available for all jurisdictions. National total is an unweighted average.

(c) Includes services for seniors, community and support services, Centrelink offices and the local community housing organisation office.

(d) Includes banking services, entertainment, community centres, public telephones, places of worship, libraries and family and friends.

Note: Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Source: NFO Donovan Research 2002 (unpublished).

**Table A3: CSHA community housing at February–March 2001: P7 Customer satisfaction (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT <sup>(a)</sup>	NT <sup>(b)</sup>	Total <sup>(c)</sup>
<b>Number of households in sample</b>	395	250	255	315	357	172	n.a.	..	1,792
<b>Percentage of tenants reporting overall satisfaction</b>									
Very satisfied	47	35	44	42	33	56	n.a.	..	42
Satisfied	35	43	35	41	41	32	n.a.	..	38
<b>Subtotal: Satisfied or Very satisfied</b>	<b>82</b>	<b>78</b>	<b>79</b>	<b>83</b>	<b>74</b>	<b>88</b>	<b>n.a.</b>	<b>..</b>	<b>80</b>

(a) Data suppressed due to high relative standard errors, but included in national total.

(b) Not applicable due to jurisdiction choosing not to participate in the survey due to its small community housing tenant population.

(c) May not represent national total due to data not being available for all jurisdictions.

*Notes*

1. Caution should be used when interpreting small differences in the results, which are affected by sample and estimate size.
2. Comparisons with other years may be influenced by a range of factors beyond quality of service, such as the age profile of tenants.
3. Data for Australia calculated as simple numerical average due to a lack of raw data.

Source: NFO Donovan Research 2002 (unpublished).

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