

**Commonwealth–State Housing
Agreement national data
reports 2004–05**

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 2004–05

CSHA community housing

January 2006

Australian Institute of Health and Welfare
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1 Introduction

This publication is one of a set of six that report on all forms of housing assistance provided in 2004–05 under the 2003 Commonwealth–State Housing Agreement (CSHA). The six reports are:

- *Commonwealth–State Housing Agreement national data reports 2004–05: Community housing (AIHW forthcoming a)*
- *Commonwealth–State Housing Agreement national data reports 2004–05: Crisis Accommodation Program (AIHW forthcoming b)*
- *Commonwealth–State Housing Agreement national data reports 2004–05: Home purchase assistance (AIHW forthcoming c)*
- *Commonwealth–State Housing Agreement national data reports 2004–05: Private rent assistance (AIHW forthcoming d).*
- *Commonwealth–State Housing Agreement national data reports 2004–05: Public rental housing (AIHW forthcoming e)*
- *Commonwealth–State Housing Agreement national data reports 2004–05: State owned and managed Indigenous housing (AIHW forthcoming f).*

These publications are part of the Housing Assistance Data Development Series. This series has broadly been developed under the 1999 National Housing Data Agreement and the 1999 Agreement on National Indigenous Housing Information to report on the data collections and the associated standards, definitions and classifications under these agreements. Related publications in the series include the *National Housing Assistance Data Dictionary* version 2 and *Measuring housing assistance: National data standards developed under the 1999 Commonwealth–State Housing Agreement*.

2 Background

The 2004–05 community housing data collection is the second to occur under the 2003 CSHA, and the sixth to occur under the 1999 National Housing Data Agreement. Reports are available from <www.aihw.gov.au> for all previous collections:

- *Commonwealth–State Housing Agreement national data reports 2003–04: Community housing (AIHW 2005a)*
- *Commonwealth–State Housing Agreement national data reports 2002–03: Community housing (AIHW 2004)*
- *Commonwealth–State Housing Agreement national data reports 2001–02: Community housing (AIHW 2003a)*
- *Commonwealth–State Housing Agreement (CSHA): Community housing data collection report 2000–01 (AIHW 2002)*
- *Commonwealth–State Housing Agreement (CSHA): Community housing data collection 1999–00 (AIHW 2001).*

The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. To ensure these aims are being met, all jurisdictions and the Commonwealth have agreed to a CSHA National Performance Indicator Framework (Figure 2.1). This contains eleven indicators against which all jurisdictions must report.

This document presents the summary and performance indicator data collected in the 2004–05 community housing data collection. The specifications for each of the eleven performance indicators are briefly examined along with the data.

Further detail on the data items and performance indicators can be found in the 2004–05 community housing data manual (AIHW 2005b) and the *National Housing Assistance Data Dictionary*, version 2 (AIHW 2003b). Copies of these documents can be found at <www.aihw.gov.au/housing/assistance/data_collections/index.cfm> and <www.aihw.gov.au/publications/hou/nhadd02/nhadd02.pdf> respectively.

2.1 Changes to the 2004–05 data collection

2.1.1 Additional information

The following new items were included in the 2004–05 collection:

- S3 Total number of new households assisted for year ending 30 June 2005 that were homeless at the time of allocation
- S4 Total number of households at 30 June 2005
- S5 Total number of Indigenous households at 30 June 2005
- S6 Total number of disability households at 30 June 2005
- S7 Total number of households from a non-English speaking background at 30 June 2005

- S8 Total number of households with a principal tenant aged 24 years or less at 30 June 2005
- S9 Total number of households with a principal tenant aged 75 years or more at 30 June 2005
- S30 Total number of housing associations at 30 June 2005
- S31 Total number of housing cooperatives at 30 June 2005
- S32 Total number of other community service organisations at 30 June 2005
- S33–S39 Total number of community housing providers at 30 June 2005 that were able to offer the following types of assistance or support to households:
 - daily living support
 - personal support to households
 - community living support
 - support for children, families and carers
 - training and employment
 - financial and material assistance
 - information, advice and referral.

2.1.2 Deleted data items

The following information is no longer collected:

- number of targeted and non-targeted providers
- primary target group of targeted providers
- summary household information disaggregated by households assisted by targeted and non-targeted providers (e.g. Indigenous households assisted by targeted providers and Indigenous households assisted by non-targeted providers)
- total market rent value, average Commonwealth Rent Assistance (CRA) entitlement and the P2a performance indicator.

2.1.3 Revised data items and performance indicators

- Terminology: the term ‘dwelling’ now refers to the dwelling structure and the term tenancy (rental) unit refers to the units of accommodation. Tenancy (rental) units are now one of the main counting units for the collection.
- The definition of ‘low income’ has been amended from ‘households paying less than market rent’ to households with a gross weekly income below specified income cut-off limits. The P4 low income indicator now measures the total number of low income households at 30 June as a proportion of all low income households (special needs households paying market rent are no longer included).
- The terminology used in the PA1 and PA2 data items was amended from ‘new allocations’ to ‘new households’.

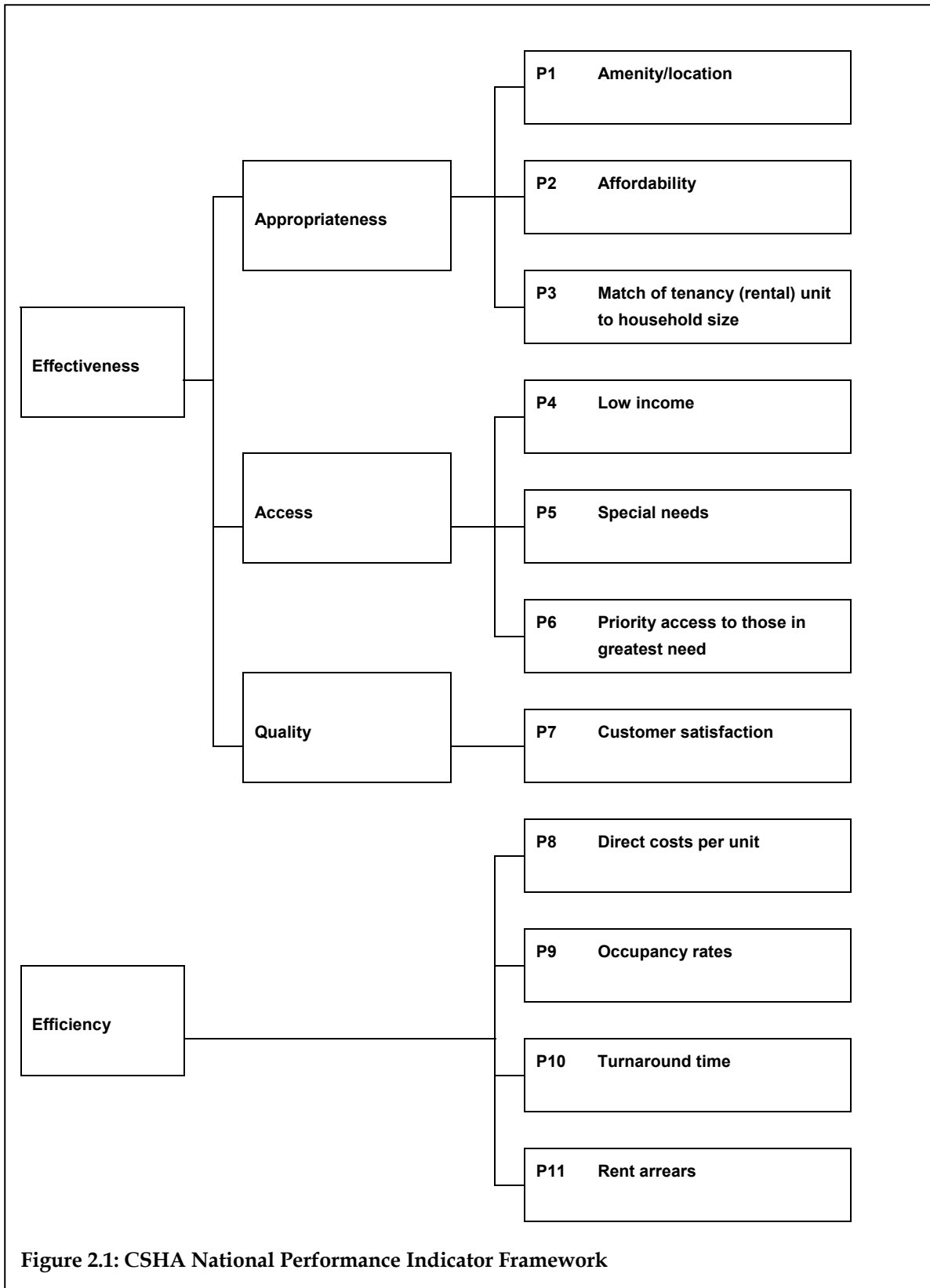


Figure 2.1: CSHA National Performance Indicator Framework

3 General notes

Data in this report should be read in conjunction with the *Community housing data manual 2004–05* which can be downloaded from <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.

The two data sources are differentiated in the tables in this report. 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
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 within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. National performance indicator percentages 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 is generally not available. Therefore, it is excluded from reporting.

3.4 Survey data coverage

Table 3.1 shows the survey response rates for each jurisdiction.

Table 3.1: Jurisdiction survey response rates

Jurisdiction	Response rate	Comments
NSW	55%	Of the 208 providers in the population, 114 (55%) responded to the NSW Community Housing Data Collection. The CSHA-funded properties managed by responding providers account for 86% of the total portfolio.
Vic	95%	This collection is mainly based on survey information provided by community housing agencies. There was a response from 174 agencies to the survey questionnaire. Note, however, that most indicators exclude the Common Equity Rental Cooperative (CERC) program, which covers 32% of community housing tenancies, because of incomplete data collection for this program.
Qld	76%	A total of 269 useable surveys were received out of a total of 353 sent to 321 organisations. The collection 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.
WA	92%	
SA	78%	
Tas	60%	Of the 48 providers, 26 responded.
ACT	100%	
NT	..	Only administrative data have been used.

For survey response rates for the National Social Housing Survey with community housing see < <http://www.aihw.gov.au/housing/nshs/index.cfm> >.

3.5 Definitions

The *National Housing Assistance Data Dictionary* version 2 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
- it specifically excludes dwellings funded under the Crisis Accommodation Program.

The definition of *community housing* therefore incorporates:

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

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

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

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

Dwelling

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

Household

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

Tenancy (rental) unit

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

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

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

4 2004–05 CSHA community housing data

4.1 Summary data

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

- S10 and S11 add context when analysing data for P6 Priority access to those in greatest need
- S12 and S13 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 (S29–S39), the location of dwellings (S21–S26) and the number and size of boarding houses (S28a–S28c) attempt to inform about community housing programs.

Table 4.1: CSHA community housing summary data, 2004–05

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
S1	Total number of new households assisted for year ending 30 June 2005	1,829	1,097	1,820	3,003	742	43	259	n.a.	8,793
S2	Total number of new Indigenous households assisted for year ending 30 June 2005	135	34	343	2,166	28	1	13	n.a.	2,720
S3	Total number of households assisted for year ending 30 June 2005 that were homeless at the time of allocation	775	528	698	393	485	3	27	n.a.	2,909
At 30 June 2005										
S4	Total number of households at 30 June 2005	10,378	4,755	4,880	3,494	3,876	441	511	n.a.	28,335
S5	Total number of Indigenous households at 30 June 2005	616	36	1,033	229	65	4	19	n.a.	2,002
S6	Total number of disability households at 30 June 2005	1,852	1,804	1,117	1,310	1,399	70	83	n.a.	7,635
S7	Total number of households from a non-English speaking background at 30 June 2005	2,381	1,048	274	103	492	7	35	n.a.	4,340
S8	Total number of households with a principal tenant aged 24 years or less at 30 June 2005	559	185	705	97	308	8	123	n.a.	1,985
S9	Total number of households with a principal tenant aged 75 years or more at 30 June 2005	818	191	685	499	346	127	4	n.a.	2,670
S10	Total number of new applicants who have a greatest need at 30 June 2005	6,801	n.a.	9,028	1,385	1,485	302	196	n.a.	19,197
S11	Total number of applicants on waiting list at 30 June 2005	16,547	2,569	11,647	3,327	2,592	391	311	n.a.	37,384
S12	Total number of tenable tenancy (rental) units at 30 June 2005	10,119	4,934	5,154	2,956	4,036	366	568	115	28,248
S13	Total number of untenable tenancy (rental) units at 30 June 2005	66	100	132	68	31	2	1	0	400
S14	Number of households paying 20% or less of assessable income in rent at 30 June 2005	2,460	277	289	554	253	118	57	n.a.	4,008
S15	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2005	7,025	1,138	2,519	2,138	1,651	41	233	n.a.	14,745
S16	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2005	100	178	1,175	217	1,390	142	33	n.a.	3,235

(continued)


Table 4.1 (continued): CSHA community housing summary data, 2004–05


Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
S17	Number of households paying more than 30% of assessable income in rent at 30 June 2005	109	781	339	64	159	42	25	n.a.	1,519
S18	Total number of households occupying community housing for whom income details are known at 30 June 2005	9,694	2,374	4,322	2,973	3,453	343	348	n.a.	23,507
S19	Number of households with moderate overcrowding at 30 June 2005	597	26	174	21	137	5	35	n.a.	995
S20	Number of households with under-utilisation at 30 June 2005	439	110	231	258	711	11	17	n.a.	1,777
S21	Total number of tenancy (rental) units in Major Cities of Australia at 30 June 2005	8,075	3,650	1,938	2,226	3,568	0	569	0	20,026
S22	Total number of tenancy (rental) units in Inner Regional Australia at 30 June 2005	2,764	943	1,338	416	304	285	0	0	6,050
S23	Total number of tenancy (rental) units in Outer Regional Australia at 30 June 2005	940	183	1,418	381	154	180	0	64	3,320
S24	Total number of tenancy (rental) units in Remote Australia at 30 June 2005	24	9	228	184	50	9	0	48	553
S25	Total number of tenancy (rental) units in Very Remote Australia at 30 June 2005	8	0	363	69	0	0	0	3	443
S26	Total number of tenancy (rental) units in Migratory areas at 30 June 2005	0	0	0	0	0	0	0	0	0
S27	Total number of head-leased dwellings (private) at 30 June 2005	5,362	12	1,695	626	0	63	91	0	7,849
S28a	Total number of boarding/rooming/lodging house buildings at 30 June 2005	n.a.	106	20	116	0	2	3	0	247
S28b	Total number of boarding/rooming/lodging house units at 30 June 2005	n.a.	n.a.	270	23	0	20	20	0	333
S28c	Total number of boarding/rooming/lodging house rooms at 30 June 2005	n.a.	1,535	74	273	0	11	112	0	2,005
S29	Total number of community housing providers at 30 June 2005	208	174	321	208	121	46	10	30	1,118
S30	Total number of housing associations at 30 June 2005	43	2	98	23	49	22	5	0	242
S31	Total number of housing cooperatives at 30 June 2005	40	115	24	9	72	7	2	0	269
S32	Total number of other community service organisations at 30 June 2005	125	57	142	176	0	17	3	30	550

(continued)

Table 4.1 (continued): CSHA community housing summary data, 2004–05

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
S33	Total number of community housing providers at 30 June 2005 that were able to offer daily living support to households	n.a.	23	58	52	49	10	4	n.a.	196
S34	Total number of community housing providers at 30 June 2005 that were able to offer personal support to households	n.a.	30	82	50	49	9	4	n.a.	224
S35	Total number of community housing providers at 30 June 2005 that were able to offer community living support to households	n.a.	30	71	50	49	9	5	n.a.	214
S36	Total number of community housing providers at 30 June 2005 that were able to offer support for children, families and carers	n.a.	8	44	21	49	3	2	n.a.	127
S37	Total number of community housing providers at 30 June 2005 that were able to offer training and employment support to households	n.a.	15	30	18	121	2	4	n.a.	190
S38	Total number of community housing providers at 30 June 2005 that were able to offer financial and material assistance to households	n.a.	12	58	22	0	6	3	n.a.	101
S39	Total number of community housing providers at 30 June 2005 that were able to offer information, advice and referral to households	n.a.	35	106	52	121	11	7	n.a.	332

 Denotes results pertaining to administrative data.

 Denotes results pertaining to survey data.

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

Notes

All Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

NSW S1, S2 & S3 May include households previously housed by another community housing provider.

S3 In the community housing (CH) data collection, a homeless household refers to people with 'no housing' or who are residing in temporary or emergency accommodation. It includes applicants who were living in accommodation provided by a Supported Accommodation Assistance Program (SAAP) agency or some other form of emergency accommodation; or were totally without permanent shelter; or were living in shelter that was unlawful; or were staying temporarily with friends or relatives in the short term.

S6 Disability is defined in the NSW CH 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. This includes intellectual, physical, sensory and psychiatric disabilities.

	S10 & S11	Refers to all applicants on the waiting list at 30 June 2005, not just those who joined the waiting list during 2004–05. Applicants may appear on waiting lists of more than one community housing provider.
	S21–S26	The number of properties classified by the Australian Standard Geographical Classification (ASGC) in S21–S26 is more than the total number of properties reported elsewhere in this CSHA data collection. Properties reported elsewhere are undercounted because of non-response to the data collection.
Vic	S1–S3, S5, S10 & S14–S20	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
	S2 & S5	Indigenous households generally access long-term accommodation through the General Rental program of housing managed by the Aboriginal Housing Board of Victoria.
	S10	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
	S13	Includes some accommodation for people with a disability which has been allocated for a carer or for equipment aids for people with a disability.
	S17	Some providers have also included service charges and board in rent. It is state authority policy not to charge more than 25% of household income in rent for community managed programs. Most households will have at least 75% income left after rent.
	S28b & S28c	These are estimates derived from internal administrative data and are a count of bedrooms (tenancy units). A count of tenancy units distinguishing between self-contained units and bedrooms is not available.
	S29	Out of a total 111 CERC agencies, information was received from 105. Some tenancy data were incomplete or could not be used.
Qld	S5 & S10	Changes to the structure of the survey question resulted in the identification of a higher number of Indigenous and greatest need households. Therefore, results cannot be compared with those of previous years.
	S12–S13	To remain consistent with administrative data provided for OR2 (5,286), the number of tenantable (S12) and untenable (S13) dwellings included in the survey have been increased pro rata. Please note survey data for S12 is 4,799 and S13 is 121.
	S15	For Queensland community housing tenants who are eligible for rent assistance, the rent they are charged under the Community Housing Rent Policy is generally 25% of assessable income, plus the rent assistance for which they are eligible. The rent payable captures the rent assistance. For a tenant who is not eligible for rent assistance, the rent payable is 25% of assessable income. In fact the rent is slightly less than 25% of assessable income for some tenants, because tenants are charged 13.9% of the Family Tax Benefit Allowance, and young occupants under the age of 25 years are charged 10% of their assessable income up to a ceiling of \$24 (under 19 years) and \$48 (19–24 years).
	S16 & S17	Data are not comparable to 2003–04 because of inconsistencies identified with the 2003–04 results.
	S21–S26	Extracted from the unit record file of 5,286 dwellings provided to the AIHW. Through the 2004–05 Trial Collection of Unit Record Data it has been identified that the dwelling count is undercounted because tenancy units were not counted separately in some cases.
	S29	Based on 321 providers funded under the Community Rent Scheme, Boarding House Program, Long-Term Community Housing Program and the Same House Different Landlord Program. A number of community housing organisations have been amalgamated, which has reduced the total number of providers in 2004-05.
SA	S3 & S10	Defined as category 1 applicants.
ACT	S27	Includes private rental leasing (PRL) dwellings which were not included in 2003–04. The expansion of the new social landlord scheme has also affected the 2004–05 result. As such, it is not possible to make a direct comparison with the result for the previous year.

4.2 Performance indicators

4.2.1 P1 Amenity and location

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

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

1. P1(a) Amenity

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

Question 13 of the NSHS asked tenants about the following amenities:

- size of the dwelling
- modifications for special needs
- ease of access and entry
- car parking
- yard space and fencing
- privacy of your home
- safety/security of home
- safety/security of neighbourhood.¹

2. P1(b) Location

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

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

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

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

Calculation

The indicators are calculated as:

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

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

Data qualifications

1. Data for 2005 are not comparable with 2002 and earlier survey data because of significant changes in survey methodology and the way performance indicators are derived.
2. Care needs to be taken in interpreting small differences in the results as these may be affected by various sampling issues.

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

Table 4.2.1a: CSHA community housing at April/May 2005: P1(a) Amenity

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	562	438	488	570	571	175	126	2,935
Number of tenants who said this amenity aspect is important and meets their needs								
Amenity aspect								
Size of dwelling	866	248	244	270	336	30	37	2,031
Modifications for special needs	336	131	145	175	143	19	13	962
Ease of access and entry	823	273	274	322	348	38	38	2,116
Car parking	680	193	208	226	323	31	31	1,692
Yard space and fencing	798	241	216	276	326	29	29	1,915
Privacy of home	941	293	280	358	383	39	40	2,334
Safety/security of home	917	281	291	354	353	41	38	2,275
Number of tenants who said this amenity aspect is important and gave a valid answer to needs question								
Amenity aspect								
Size of dwelling	1,003	285	278	320	386	35	48	2,355
Modifications for special needs	396	153	163	202	172	22	18	1,126
Ease of access and entry	911	295	288	343	378	40	42	2,297
Car parking	793	242	243	279	375	34	39	2,005
Yard space and fencing	958	299	259	317	412	35	41	2,321
Privacy of home	1,101	334	333	398	447	45	55	2,713
Safety/security of home	1,122	335	342	404	461	47	56	2,767
Amenity aspect	Per cent (%)							
Size of dwelling	86	87	88	84	87	86	77	86
Modifications for special needs	85	86	89	87	83	86	72	85
Ease of access and entry	90	93	95	94	92	95	90	92
Car parking	86	80	86	81	86	91	79	84
Yard space and fencing	83	81	83	87	79	83	71	83
Privacy of home	85	88	84	90	86	87	73	86
Safety/security of home	82	84	85	88	77	87	68	82
Average (P1a)	85	85	87	88	84	88	76	86

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

Notes

Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.

Because of changes in the structure of the question, the 2005 results are not comparable with the 2001 and 2002 results.

Calculations are based on weighted figures.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: TNS Social Research 2005.

Table 4.2.1b: CSHA community housing at April/May 2005: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	562	438	488	570	571	175	126	2,935
Number of tenants who said this location aspect is important and meets their needs								
Location aspect								
Shops and banking	898	253	265	314	361	37	49	2,177
Public transport	798	228	197	237	309	27	46	1,842
Parks and recreational facilities	599	199	180	216	276	21	36	1,527
Emergency services, medical services/hospitals	870	256	268	304	349	36	41	2,124
Childcare facilities	186	63	48	30	58	3	11	399
Educational/ training facilities	432	140	94	71	146	9	31	923
Employment/place of work	357	109	89	108	129	11	23	826
Community and support services	597	207	186	228	259	31	33	1,541
Family and friends	763	221	222	267	298	37	35	1,843
Safety/security of neighbourhood	941	278	283	336	365	37	40	2,280
Number of tenants who said this location aspect is important and gave a valid answer to needs question								
Location aspect								
Shops and banking	990	277	294	358	390	40	50	2,399
Public transport	871	251	230	274	335	30	47	2,038
Parks and recreational facilities	650	217	195	243	296	22	39	1,662
Emergency services, medical services/hospitals	964	289	300	350	378	39	44	2,364
Childcare facilities	214	71	57	33	66	4	12	457
Educational/ training facilities	505	155	109	93	165	11	33	1,071
Employment/place of work	406	130	108	122	151	12	28	957
Community and support services	676	229	212	261	278	32	35	1,723
Family and friends	872	260	261	313	351	41	43	2,141
Safety/security of neighbourhood	1,097	321	332	391	445	45	53	2,684
Location aspect	Per cent (%)							
Shops and banking	91	91	90	88	93	93	98	91
Public transport	92	91	86	86	92	90	98	90
Parks and recreational facilities	92	92	92	89	93	95	92	92
Emergency services, medical services/hospitals	90	89	89	87	92	92	93	90
Childcare facilities	87	89	84	91	88	75	92	87
Educational/ training facilities	86	90	86	76	88	82	94	86
Employment/place of work	88	84	82	89	85	92	82	86

(continued)

Table 4.2.1b (continued): CSHA community housing at April/May 2005: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Location aspect	Per cent (%)							
Community and support services	88	90	88	87	93	97	94	89
Family and friends	88	85	85	85	85	90	81	86
Safety/security of neighbourhood	86	87	85	86	82	82	75	85
Average (P1b)	89	89	87	87	89	90	90	88

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

Notes

Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.

Because of changes in the structure of the question, the 2005 results are not comparable with the 2001 and 2002 results.

Calculations are based on weighted figures.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: TNS Social Research 2005.

4.2.2 P2 Affordability

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

This is calculated as:

$$\frac{\text{Total household assessable income for week of 30 June 2005 (AF2)} - \text{Total rent charged to tenants for week of 30 June 2005 (AF1)} \times 100}{\text{Total household assessable income for week of 30 June 2005 (AF2)}}$$

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. Data for Tasmania for 2004–05 are based on different methodology from that used in previous years, and a direct comparison of 2004–05 with previous years for Tasmania may not be made.

Table 4.2.2: CSHA community housing: P2 Affordability, 2004–05

Data item	Affordability	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
AF1	Total rents charged for week of 30 June 2005 (\$'000)	1,145.6	211.0	487.2	316.1	297.1	29.1	31.2	7.0	2,524.2
AF2	Total household assessable income for week of 30 June 2005 (\$'000)	5,084.3	768.1	1,746.7	1,081.8	1,199.9	62.3	128.3	n.a.	10,071.4
P2	The proportion of household income left after rent (%)	77.5	72.5	72.1	70.8	75.2	53.2	75.7	n.a.	75.0

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P2	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnotes for Victoria below. Data for Tasmania for 2004–05 are based on different methodology from that used in previous years, and a direct comparison of 2004–05 with previous years for Tasmania may not be made. For details of the variation, see the Tasmania footnote below.
Vic	AF1, P2	Funding arrangements for some community managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board.
	AF1 & AF2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
Qld	AF1	Includes Commonwealth Rent Assistance (CRA) as listed in the Community Housing Rent Policy.
	AF2	Does not include CRA as listed in the Community Housing Rent Policy.
WA	P2	The reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week.
SA	AF1	Does not include 25 households for which rent details are not known.
	AF2	Does not include 432 households for which income details are not known.
Tas	AF1, AF2 & P2	The reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. There are significant data quality issues which have influenced this indicator and results should be interpreted with caution.
ACT	AF1	Rent charged in boarding houses may include utilities costs.
	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2005 and total household assessable income for that week. Rent charged in boarding houses may include utilities costs.

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

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

It is calculated as:

$$\frac{\text{Total number of households with overcrowding at 30 June 2005 (HS1)} \times 100}{\text{Total number of households occupying community housing at 30 June 2005 for which household composition and tenancy (rental) unit details are known (HS2)}}$$

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	Tenancy (rental) unit size required
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with 1 child	2 bedrooms
Sole parent or couple with 2 or 3 children	3 bedrooms
Sole parent or couple with 4+ children	4 bedrooms

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

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. Data for Queensland for 2004–05 are based on different methodology from that used for previous years, and a direct comparison of 2004–05 with previous years for Queensland cannot be made.

Table 4.2.3: CSHA community housing: P3 Match of tenancy (rental) unit to household size, 2004–05

Data item	Match of tenancy (rental) unit to household size	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
HS1	Total number of households with overcrowding at 30 June 2005	83	1	71	11	4	2	5	n.a.	177
HS2	Total number of households occupying community housing for which household composition and tenancy (rental) unit details are known at 30 June 2005	10,189	2,670	2,761	1,550	3,873	199	491	n.a.	21,733
P3	The proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	0.8	0.0	2.6	0.7	0.1	1.0	1.0	n.a.	0.8

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P3	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnote for Victoria below. Data for Queensland for 2004–05 are based on different methodology from that used in previous years, and a direct comparison of 2004–05 with previous years for Queensland cannot be made. For details of the variation, see the Queensland footnote below.
Vic	HS1 & HS2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
Qld	HS1 & HS2	Changes to the structure of the survey question resulted in an increase in the number of households being identified as overcrowded.
ACT	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.

4.2.4 P4 Low income

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

It is calculated as:

$$\frac{\text{Total number of all low income households at 30 June 2005 (LI1)} \times 100}{\text{Total number of all households at 30 June 2005 for which income and household composition details are known (LI2)}}$$

Total number of all households at 30 June 2005 for which income and household composition details are known (LI2)

Data qualifications

1. The low income measure used in the community housing collection is based on the low income B cut-offs used in the public rental housing data collection.
2. Data for 2004-05 are not comparable to that from previous years because of changes in the definition of a low income household as well as variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
3. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. Data for Western Australia and Tasmania for 2004-05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004-05 with previous years for Western Australia and Tasmania may not be made and data should be interpreted with caution.

Table 4.2.4: CSHA community housing: P4 Low income, 2004–05

Data item	Low income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
L11	Total number of all low income households at 30 June 2005	9,176	2,117	4,257	2,760	3,406	330	270	n.a.	22,316
L12	Total number of all households for which income and household composition details are known at 30 June 2005	10,319	2,149	4,334	3,155	3,717	353	277	n.a.	24,304
P4	The number of low income households as a proportion of all households (new and existing) (%)	88.9	98.5	98.2	87.5	91.6	93.5	97.5	n.a.	91.8

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P4	Data for 2004–05 are not comparable to that from previous years because of changes in the definition of a low income household as well as variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnote for Victoria below. Data for Western Australia and Tasmania for 2004–05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004–05 with previous years for Western Australia and Tasmania may not be made and data should be interpreted with caution. For details of the variation, see the footnotes for Western Australia and Tasmania below.
NSW	L11	Underestimates the number of low income households, as the Data Collection data can only identify households where the main source of assessable income is either (1) a government pension or allowance; or (2) child support of maintenance; or (3) no income.
	L12	Number of households where the main source of assessable income is known. The figure does not refer to household composition.
Vic	L11& L12	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
WA	L12	Because of inconsistencies in survey data, the total number of households (S4) has been used as the default value for this item.
Tas	L12	Because of inconsistencies in survey data, the total number of households (S4) has been used as the default value for this item.
ACT	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded.

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:

$$\frac{\text{Total number of new households with special needs for year ending 30 June 2005 (SN1)} \times 100}{\text{Total number of new households for year ending 30 June 2005 for whom details of whether or not they had special needs are known (SN2)}}$$

Special need² is defined as low income households³:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where the principal tenant is aged 24 years or under; or
- where the principal tenant is aged 75 years or more (AIHW 2005b).

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2004–05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004–05 with previous years for Tasmania may not be made and data should be interpreted with caution.

² The definition of 'special need' in the CSHA state owned and managed Indigenous housing (SOMIH) data collection is different from 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 a principal tenant is aged 24 years or under; or
- where a principal tenant is aged 50 years or more.

³ 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, 2004–05

Data item	Special needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
SN1	Total number of new households with special needs for year ending 30 June 2005	1,252	671	802	534	371	7	121	n.a.	3,758
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2005	1,693	839	1,260	627	677	43	238	n.a.	5,377
P5	The proportion of new tenancies allocated to households with special needs (%)	74.0	80.0	63.7	85.2	54.8	16.3	50.8	n.a.	69.9

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P5	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnote for Victoria below. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2004–05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004–05 with previous years for Tasmania may not be made and data should be interpreted with caution. For details of the variation, see the Tasmania footnote below.
NSW	SN1 & SN2	May include households previously housed by another community housing provider. Household types reported with special needs include (1) Indigenous households; (2) non-English speaking households; (3) disability households; (4) households with support needs; (5) older person households (principal resident over 75); (6) young person households (principal resident less than 24 years old); (7) newly arrived migrants, refugees or asylum seekers; and (8) other special needs.
	SN1	Disability is defined in the NSW CH 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. This includes intellectual, physical, sensory and psychiatric disabilities.
Vic	SN1 & SN2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
Tas	SN2	Because of inconsistencies in survey data, the total number of new households (S1) has been used as the default value for this item.
ACT	SN2	Total number of households for which special needs details are known has increased from 92 to 238. This has resulted in a decrease in the P5 special needs indicator (from 89.1% to 50.8%).

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:

$$\frac{\text{Total number of new greatest need households for year ending 30 June 2005 (PA1)} \times 100}{\text{Total number of new households for year ending 30 June 2005 (PA2)}}$$

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 households⁴ that at the time of allocation were subject to one or more of the following circumstances:

- they were homeless; or
- their life or safety was at risk in their accommodation; or
- their health condition was aggravated by their housing; or
- their housing was inappropriate to their needs; or
- they had very high rental housing costs (AIHW 2005b).

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).

⁴ A low income household for the CSHA definition of 'greatest need' 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, 2004–05

Data item	Priority access to those in greatest need	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
PA1	Total number of new greatest need allocations for year ending 30 June 2005	1,352	n.a.	1,413	2,548	485	28	248	n.a.	6,074
PA2	Total number of new households for year ending 30 June 2005	1,829	1,097	1,820	3,003	742	43	259	n.a.	8,793
P6	The proportion of new allocations to those in greatest need (%)	73.9	n.a.	77.6	84.8	65.4	65.1	95.8	n.a.	78.9

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P6	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
NSW	PA1 & PA2	May include households previously housed by another community housing provider.
	PA1	Includes needy households who were imminently homeless or living in crisis accommodation.
Vic	PA1, P6	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
	PA2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
SA	PA1	Defined as category 1 applicants.

4.2.7 P7 Customer satisfaction

This indicator assesses tenants' level of satisfaction with regard to the service provided by community housing organisations. Data for this performance indicator are collected via the Community Housing National Social Housing Survey (NSHS).

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

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

The level of overall satisfaction is calculated as:

$$\frac{\text{Number of tenants who said they were satisfied (very and satisfied)}}{\text{Number of tenants who gave a valid answer to the satisfaction question}}$$

For reporting, overall satisfaction is disaggregated into:

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

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

Data qualifications

1. Data for 2005 are not comparable with 2002 and earlier survey data because of significant changes in survey methodology and the way performance indicators are derived.
2. Care needs to be taken in interpreting small differences in the results as these may be affected by various sampling issues.

Table 4.2.7: CSHA community housing at April/May 2005: P7 Customer satisfaction

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	562	438	488	570	571	175	126	2,935
Number of tenants reporting overall satisfaction								
Very satisfied	552	157	162	193	184	27	17	1,294
Satisfied	436	138	138	174	190	19	26	1,122
Overall P7 result (Subtotal: Satisfied or very satisfied)	988	295	300	367	374	46	43	2,416
Percentage of tenants reporting overall satisfaction								
Very satisfied	48	46	46	46	39	55	30	45
Satisfied	38	40	39	41	41	39	46	39
Overall P7 result (Subtotal: Satisfied or very satisfied)	86	86	85	87	80	94	75	85

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

Notes

Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.

Because of changes in the structure of the question, the 2005 results are not comparable with the 2001 and 2002 results.

Calculations are based on weighted figures.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: TNS Social Research 2005.

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
- (c) total costs: both provider and administrator costs.

These are calculated as:

$$P8a = \frac{\text{Provider direct costs for year ending 30 June 2004 (DC1)}}{\text{Total number of tenancy (rental) units at 30 June 2004 (DC4)}}$$

$$P8b = \frac{\text{Administrator direct costs for year ending 30 June 2004 (DC2)}}{\text{Total number of tenancy (rental) units at 30 June 2004 (DC4)}}$$

$$P8c = \frac{\text{Total direct costs for year ending 30 June 2004 (DC3)}}{\text{Total number of tenancy (rental) units at 30 June 2004 (DC4)}}$$

Data qualifications

1. The 2004–05 community housing data collection reports on 2003–04, not 2004–05, direct costs. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households.
2. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, there may be variation in the costs that are included because of the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs.
3. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. Data for Western Australia are based on different methodology from that used in previous years. A direct comparison of 2004–05 with previous years for Western Australia may not be made.

Table 4.2.8: CSHA community housing: P8 Direct costs per unit, 2003–04

Data item	Direct costs per unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
DC1	Provider direct costs for year ending 30 June 2004 (\$'000)	81,074.2	18,356.2	21,551.0	22,758.3	10,280.0	1,859.8	n.a.	n.a.	155,879.4
DC2	Administrator direct costs for year ending 30 June 2004 (\$'000)	3,742.4	6,403.5	733.0	597.7	4,771.0	1,795.9	n.a.	n.a.	18,043.5
DC3	Total direct costs for year ending 30 June 2004 (\$'000)	84,816.5	24,759.7	22,284.0	23,356.0	15,051.0	3,655.7	n.a.	n.a.	173,922.8
DC4	Total number of tenancy (rental) units at 30 June 2004	9,195	4,792	5,193	2,971	4,012	474	443	94	27,174
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	8,817	3,831	4,150	7,660	2,562	3,924	n.a.	n.a.	5,852
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	407	1,336	141	201	1,189	3,789	n.a.	n.a.	677
P8c	The average cost of providing assistance (excluding capital) per dwelling (\$)	9,224	5,167	4,291	7,861	3,751	7,712	n.a.	n.a.	6,529

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

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

Notes

All	P8	Data for the 2003–04 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, there may be variation in the costs that are included because of the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3. Data for Western Australia are based on different methodology from that used in previous years. A direct comparison of 2004–05 with previous years for Western Australia may not be made. For details of the variation, see the footnote for Western Australia below and AIHW 2004 Table 4.2.8 WA DC1 footnote.
NSW	DC1 & DC3	Includes payments of market rents to private landlords for leasehold properties. The increase in provider direct cost is attributable to (1) The full year effect of an additional 338 leasehold properties in 2002/03 has eventuated in 2003/04, which accounts for \$4.3 million; (2) Increase in recurrent leasing payment (excluding increased leasing payments from additional properties) that accounts for \$2.3million; and (3) Increase in other operating costs including salaries, maintenance costs, capital rates and insurance costs.
	DC4	Number of properties in programs for which detailed provider costs are available.
Vic	DC1, P8	Incomplete information from some agencies as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC1	Provider direct costs (\$13,816,947) sourced from survey data represented 3,607 dwellings at 30 June 2004. These costs have been weighted up to reflect the same number of dwellings as reported for DC4.

	DC2, P8	Administrator direct costs in Victoria are derived from administrative data and include maintenance, rates, grants, services, charges, tenant utilities and other operating expenses.
	DC4, P8	Derived from internal administrative systems data. Some agencies reported on the number of dwellings but not the count of tenancy units.
Qld	DC1	Provider Direct Costs (\$19,422,000) sourced from survey data represented 4,680 dwellings at 30 June 2004. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4.
	DC2, P8a, P8b	Caution should be taken when comparing P8b with P8a, as P8b is based on administrative data (i.e. based on costs of administering the community housing programs) whereas P8a is based on survey data (i.e. costs organisations have incurred in providing assistance), and is only representative of those organisations that have responded to the survey.
	DC4	Total based on 2003-04 administrative data to ensure that all dwelling data are consistently reported as administrative data. Survey data for 2003-04 is 4,680.
WA	DC1 & P8a	The reported result for this indicator is based on survey responses from organisations which provided data on both provider direct costs and total number of tenancy (rental) units at 30 June 2004. For some organisations, provider costs may include other non-housing costs.
	DC2	Administrator direct costs (\$805,953) sourced from administrative data represented 4,006 dwellings. These costs have been weighted down to reflect the same dwelling numbers as reported for DC4.
SA	DC2	Includes \$263,000 in grant funding to the Community Housing Council of SA and \$14,000 to the National Community Housing Forum (peak bodies).
Tas	P8	Provider direct costs (\$1,577,300) sourced from survey data represented 402 dwellings at 30 June 2004. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4.
ACT	DC1 & P8a	Not reported for ACT for 2004–05 because of incomplete data and data quality problems for reported costs.
	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:

$$\frac{\text{Total number of occupied tenancy (rental) units at 30 June 2005 (OR1)} \times 100}{\text{Total number of tenancy (rental) units at 30 June 2005 (OR2)}}$$

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

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology.

Table 4.2.9: CSHA community housing: P9 Occupancy rates, 2004–05

Data item	Occupancy rates	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
OR1	Total number of occupied tenancy (rental) units at 30 June 2005	9,997	4,755	5,059	3,494	3,876	441	511	115	28,248
OR2	Total number of tenancy (rental) units at 30 June 2005	10,185	5,034	5,286	3,567	4,077	446	569	115	29,279
P9	The occupancy rate of rental housing stock (%)	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P9	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnote for Victoria below.
Vic	OR1, P9	Because of changes in survey response rates and methodology, results for 2004–05 are not comparable with results in earlier years. Vacancy rates in some community housing programs such as Group Housing for people with a disability may be affected by the program model which provides multiple tenancy arrangements in the same dwelling. In these cases the agency is required to match clients with a disability in shared accommodation, which can increase the number of vacancy units at a point in time, and turnaround times.
	P9	Includes some accommodation for people with a disability which has been allocated for a carer or equipment aids for people with a disability.
Qld	OR1	Based on administrative data apportioned according to the percentage of occupied dwellings indicated in the survey data (4,769 out of 4,981). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
	OR2	See note S21-S26. OR2 is reported from administrative data. OR2 from survey data is 4,981.
NT	P9	It is assumed that all dwellings are occupied because of 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:

$$\frac{\text{Total number of days that tenancy (rental) units were vacant for year ending 30 June 2005 (TT1)}}{\text{Total number of vacancy episodes for year ending 30 June 2005 (TT2)}}$$

Total number of vacancy episodes for year ending 30 June 2005 (TT2)

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, variation in tenancy management procedures across the sector may result in the count of days vacant commencing from the date the keys are handed in, a nominated day of the week (e.g. Sunday) or the date abandonment is discovered. The need to obtain the right mix of tenants can also inflate vacancy days (e.g. a tenancy (rental) unit may be vacant in a share house/complex/community until an appropriate tenant is chosen).
2. Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for the ACT are based on a different methodology from the other data reported and data should be interpreted with caution.

Table 4.2.10: CSHA community housing: P10 Turnaround time, 2004–05

Data item	Turnaround time	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
TT1	Total number of days that tenancy (rental) units were vacant for year ending 30 June 2005	49,759	n.a.	48,471	29,696	20,736	1,598	1,344	n.a.	151,604
TT2	Total number of vacancy episodes for year ending 30 June 2005	2,778	n.a.	1,957	1,421	956	57	43	n.a.	7,212
P10	The average time taken for occupancy of vacant stock (days)	18	n.a.	25	21	22	28	31	n.a.	21

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P10	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, variation in tenancy management procedures across the sector may result in the count of days vacant commencing from the date the keys are handed in, a nominated day of the week (e.g. Sunday) or the date abandonment is discovered. The need to obtain the right mix of tenants can also inflate vacancy days (e.g. a tenancy (rental) unit may be vacant in a share house/complex/community until an appropriate tenant is chosen). Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. For details of the variation, see the NSW footnote below. Data for the ACT are based on a different methodology from the other data reported and data should be interpreted with caution. For details of the variation, see the ACT footnote below.
NSW	TT1	Providers reported on the number of dwellings occupied at 30 June 2005 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& TT2	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
ACT	TT1, TT2 & P10	The calculation of average time taken for occupancy of vacant stock excludes boarding houses and other dwellings containing multiple tenancies. Vacancies that commenced prior to 1 July 2004 are also excluded as the vacancy start date for these vacancies were not collected in the survey.

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:

$$\frac{\text{Total rent collected from tenants for year ending 30 June 2004 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2004 (RA2)}}$$

Data qualifications

1. The 2004–05 community housing data collection reports on 2003–04, not 2004–05, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households.
2. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
3. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology.

Table 4.2.11: CSHA community housing: P11 Rent arrears, 2003–04

Data item	Rent arrears	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
RA1	Total rent collected from tenants for year ending 30 June 2004 (\$'000)	42,578.0	18,773.0	20,722.5	13,487.4	9,745.5	1,800.2	1,622.2	n.a.	108,728.8
RA2	Total rent charged to tenants for year ending 30 June 2004 (\$'000)	42,839.0	19,534.3	21,009.2	13,755.7	9,964.3	1,779.0	1,751.4	n.a.	110,633.0
P11	Total rent actually collected as a percentage of total rent charged (%)	99.4	96.1	98.6	98.0	97.8	101.2	92.6	n.a.	98.3

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P11	Data for the 2003-04 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria at Table 4.3 and the footnote for Victoria below.
NSW	RA1 & RA2	Rent charged and collected for 2003-04 comes from the previous year's data collection, (i.e. 2003-04, not the current 2004–05 collection). Data therefore relate to a different number of providers and tenant households.
Vic	RA1, RA2, P11	Because of changes in survey response rates and methodology, results for 2004–05 are not comparable with results in earlier years.
WA	P11	The reported result for this indicator is based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2004.

4.3 National data

Table 4.3: CSHA community housing: national data, 2004–05

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
S1	Total number of new households assisted for year ending 30 June 2005	1,829	1,097	1,820	3,003	742	43	259	n.a.	8,793
S2	Total number of new Indigenous households assisted for year ending 30 June 2005	135	34	343	2,166	28	1	13	n.a.	2,720
S3	Total number of households assisted for year ending 30 June 2005 that were homeless at the time of allocation	775	528	698	393	485	3	27	n.a.	2,909
At 30 June 2005										
S4	Total number of households at 30 June 2005	10,378	4,755	4,880	3,494	3,876	441	511	n.a.	28,335
S5	Total number of Indigenous households at 30 June 2005	616	36	1,033	229	65	4	19	n.a.	2,002
S6	Total number of disability households at 30 June 2005	1,852	1,804	1,117	1,310	1,399	70	83	n.a.	7,635
S7	Total number of households from a non-English speaking background at 30 June 2005	2,381	1,048	274	103	492	7	35	n.a.	4,340
S8	Total number of households with a principal tenant aged 24 years or less at 30 June 2005	559	185	705	97	308	8	123	n.a.	1,985
S9	Total number of households with a principal tenant aged 75 years or more at 30 June 2005	818	191	685	499	346	127	4	n.a.	2,670
S10	Total number of new applicants who have a greatest need at 30 June 2005	6,801	n.a.	9,028	1,385	1,485	302	196	n.a.	19,197
S11	Total number of applicants on waiting list at 30 June 2005	16,547	2,569	11,647	3,327	2,592	391	311	n.a.	37,384
S12	Total number of tenable tenancy (rental) units at 30 June 2005	10,119	4,934	5,154	2,956	4,036	366	568	115	28,248
S13	Total number of untenable tenancy (rental) units at 30 June 2005	66	100	132	68	31	2	1	0	400
S14	Number of households paying 20% or less of assessable income in rent at 30 June 2005	2,460	277	289	554	253	118	57	n.a.	4,008
S15	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2005	7,025	1,138	2,519	2,138	1,651	41	233	n.a.	14,745

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004–05

Summary data (continued)		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
S16	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2005	100	178	1,175	217	1,390	142	33	n.a.	3,235
S17	Number of households paying more than 30% of assessable income in rent at 30 June 2005	109	781	339	64	159	42	25	n.a.	1,519
S18	Total number of households occupying community housing for whom income details are known at 30 June 2005	9,694	2,374	4,322	2,973	3,453	343	348	n.a.	23,507
S19	Number of households with moderate overcrowding at 30 June 2005	597	26	174	21	137	5	35	n.a.	995
S20	Number of households with under-utilisation at 30 June 2005	439	110	231	258	711	11	17	n.a.	1,777
S21	Total number of tenancy (rental) units in Major Cities of Australia at 30 June 2005	8,075	3,650	1,938	2,226	3,568	0	569	0	20,026
S22	Total number of tenancy (rental) units in Inner Regional Australia at 30 June 2005	2,764	943	1,338	416	304	285	0	0	6,050
S23	Total number of tenancy (rental) units in Outer Regional Australia at 30 June 2005	940	183	1,418	381	154	180	0	64	3,320
S24	Total number of tenancy (rental) units in Remote Australia at 30 June 2005	24	9	228	184	50	9	0	48	553
S25	Total number of tenancy (rental) units in Very Remote Australia at 30 June 2005	8	0	363	69	0	0	0	3	443
S26	Total number of tenancy (rental) units in Migratory areas at 30 June 2005	0	0	0	0	0	0	0	0	0
S27	Total number of head-leased dwellings (private) at 30 June 2005	5,362	12	1,695	626	0	63	91	0	7,849
S28a	Total number of boarding/rooming/lodging house buildings at 30 June 2005	n.a.	106	20	116	0	2	3	0	247
S28b	Total number of boarding/rooming/lodging house units at 30 June 2005	n.a.	n.a.	270	23	0	20	20	0	333
S28c	Total number of boarding/rooming/lodging house rooms at 30 June 2005	n.a.	1,535	74	273	0	11	112	0	2,005
S29	Total number of community housing providers at 30 June 2005	208	174	321	208	121	46	10	30	1,118
S30	Total number of housing associations at 30 June 2005	43	2	98	23	49	22	5	0	242
S31	Total number of housing cooperatives at 30 June 2005	40	115	24	9	72	7	2	0	269

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004–05

Summary data (continued)		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2005										
S32	Total number of other community service organisations at 30 June 2005	125	57	142	176	0	17	3	30	550
S33	Total number of community housing providers at 30 June 2005 that were able to offer daily living support to households	n.a.	23	58	52	49	10	4	n.a.	196
S34	Total number of community housing providers at 30 June 2005 that were able to offer personal support to households	n.a.	30	82	50	49	9	4	n.a.	224
S35	Total number of community housing providers at 30 June 2005 that were able to offer community living support to households	n.a.	30	71	50	49	9	5	n.a.	214
S36	Total number of community housing providers at 30 June 2005 that were able to offer support for children, families and carers	n.a.	8	44	21	49	3	2	n.a.	127
S37	Total number of community housing providers at 30 June 2005 that were able to offer training and employment support to households	n.a.	15	30	18	121	2	4	n.a.	190
S38	Total number of community housing providers at 30 June 2005 that were able to offer financial and material assistance to households	n.a.	12	58	22	0	6	3	n.a.	101
S39	Total number of community housing providers at 30 June 2005 that were able to offer information, advice and referral to households	n.a.	35	106	52	121	11	7	n.a.	332
Performance indicators										
P1(a) Amenity										
Sample size (number)		562	438	488	570	571	175	126	..	2,935
Number of tenants who said this aspect is important and met their needs										
	Size of dwelling	866	248	244	270	336	30	37	..	2,031
	Modifications for special needs	336	131	145	175	143	19	13	..	962
	Ease of access and entry	823	273	274	322	348	38	38	..	2,116
	Car parking	680	193	208	226	323	31	31	..	1,692
	Yard space and fencing	798	241	216	276	326	29	29	..	1,915
	Privacy of home	941	293	280	358	383	39	40	..	2,334
	Safety/security of home	917	281	291	354	353	41	38	..	2,275

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004–05

Performance indicators	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P1(a) Amenity (continued)									
Number of tenants who said this aspect is important and gave a valid answer to the needs question									
Size of dwelling	1,003	285	278	320	386	35	48	..	2,355
Modifications for special needs	396	153	163	202	172	22	18	..	1,126
Ease of access and entry	911	295	288	343	378	40	42	..	2,297
Car parking	793	242	243	279	375	34	39	..	2,005
Yard space and fencing	958	299	259	317	412	35	41	..	2,321
Privacy of home	1,101	334	333	398	447	45	55	..	2,713
Safety/security of home	1,122	335	342	404	461	47	56	..	2,767
Percentage of tenants for which the dwelling amenity was important and met their needs									
Size of dwelling	86	87	88	84	87	86	77	..	86
Modifications for special needs	85	86	89	87	83	86	72	..	85
Ease of access and entry	90	93	95	94	92	95	90	..	92
Car parking	86	80	86	81	86	91	79	..	84
Yard space and fencing	83	81	83	87	79	83	71	..	83
Privacy of home	85	88	84	90	86	87	73	..	86
Safety/security of home	82	84	85	88	77	87	68	..	82
P1(a) Percentage of tenants who rated amenity aspects as important and meeting their needs (%)	85	85	87	88	84	88	76	..	86

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004–05

Performance indicators	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P1(b) Location									
Sample size (number)	562	438	488	570	571	175	126	..	2,935
Number of tenants who said this location is important and meets their needs									
Shops and banking	898	253	265	314	361	37	49	..	2,177
Public transport	798	228	197	237	309	27	46	..	1,842
Parks and recreational facilities	599	199	180	216	276	21	36	..	1,527
Emergency services, medical services/hospitals	870	256	268	304	349	36	41	..	2,124
Childcare facilities	186	63	48	30	58	3	11	..	399
Educational/training facilities	432	140	94	71	146	9	31	..	923
Employment/place of work	357	109	89	108	129	11	23	..	826
Community and support services	597	207	186	228	259	31	33	..	1,541
Family and friends	763	221	222	267	298	37	35	..	1,843
Safety/security of neighbourhood	941	278	283	336	365	37	40	..	2,280
Number of tenants who said this location aspect is important and gave a valid answer to the needs question									
Shops and banking	990	277	294	358	390	40	50	..	2,399
Public transport	871	251	230	274	335	30	47	..	2,038
Parks and recreational facilities	650	217	195	243	296	22	39	..	1,662
Emergency services, medical services/hospitals	964	289	300	350	378	39	44	..	2,364
Childcare facilities	214	71	57	33	66	4	12	..	457
Educational/training facilities	505	155	109	93	165	11	33	..	1,071
Employment/place of work	406	130	108	122	151	12	28	..	957
Community and support services	676	229	212	261	278	32	35	..	1,723

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004–05

Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P1(b) Location (continued)										
	Family and friends	872	260	261	313	351	41	43	..	2,141
	Safety/security of neighbourhood	1,097	321	332	391	445	45	53	..	2,684
Percentage of tenants for which the dwelling location was important and met their needs										
	Shops and banking	91	91	90	88	93	93	98	..	91
	Public transport	92	91	86	86	92	90	98	..	90
	Parks and recreational facilities	92	92	92	89	93	95	92	..	92
	Emergency services, medical services/hospitals	90	89	89	87	92	92	93	..	90
	Childcare facilities	87	89	84	91	88	75	92	..	87
	Educational/training facilities	86	90	86	76	88	82	94	..	86
	Employment/place of work	88	84	82	89	85	92	82	..	86
	Community and support services	88	90	88	87	93	97	94	..	89
	Family and friends	88	85	85	85	85	90	81	..	86
	Safety/security of neighbourhood	86	87	85	86	82	82	75	..	85
P1(b)	Percentage of tenants who rated location aspects as important and meeting their needs (%)	89	89	87	87	89	90	90	..	88
P2 Affordability										
At 30 June 2005										
AF1	Total rents charged for week of 30 June 2005 (\$'000)	1,145.6	211.0	487.2	316.1	297.1	29.1	31.2	7.0	2,524.2
AF2	Total household assessable income for week of 30 June 2005 (\$'000)	5,084.3	768.1	1,746.7	1,081.8	1,199.9	62.3	128.3	n.a.	10,071.4
P2	The proportion of household income left after rent (%)	77.5	72.5	72.1	70.8	75.2	53.2	75.7	n.a.	75.0

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004-05

Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P3 Match of tenancy (rental) unit to household size										
At 30 June 2005										
HS1	Total number of households with overcrowding at 30 June 2005	83	1	71	11	4	2	5	n.a.	177
HS2	Total number of households occupying community housing for which household composition and tenancy (rental) unit details are known at 30 June 2005	10,189	2,670	2,761	1,550	3,873	199	491	n.a.	21,733
P3	The proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	0.8	0.0	2.6	0.7	0.1	1.0	1.0	n.a.	0.8
P4 Low income										
At 30 June 2005										
LI1	Total number of all low income households at 30 June 2005	9,176	2,117	4,257	2,760	3,406	330	270	n.a.	22,316
LI2	Total number of all households for which income and household composition details are known at 30 June	10,319	2,149	4,334	3,155	3,717	353	277	n.a.	24,304
P4	The number of low income households as a proportion of all households (new and existing) (%)	88.9	98.5	98.2	87.5	91.6	93.5	97.5	n.a.	91.8
P5 Special needs										
For year ending 30 June 2005										
SN1	Total number of new households with special needs for year ending 30 June 2005	1,252	671	802	534	371	7	121	n.a.	3,758
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2005	1,693	839	1,260	627	677	43	238	n.a.	5,377
P5	The proportion of new tenancies that are allocated to households with special needs (%)	74.0	80.0	63.7	85.2	54.8	16.3	50.8	n.a.	69.9

(continued)


Table 4.3 (continued): CSHA community housing: national data, 2004-05


Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P6 Priority access to those in greatest need										
For year ending 30 June 2005										
PA1	Total number of new greatest need allocations for year ending 30 June 2005	1,352	n.a.	1,413	2,548	485	28	248	n.a.	6,074
PA2	Total number of new households for year ending 30 June 2005	1,829	1,097	1,820	3,003	742	43	259	n.a.	8,793
P6	The proportion of new allocations to those in greatest need (%)	73.9	n.a.	77.6	84.8	65.4	65.1	95.8	n.a.	78.9
P7 Customer satisfaction										
Sample size (number)		562	438	488	570	571	175	126	..	2,935
Number of tenants reporting overall satisfaction										
	Very satisfied	552	157	162	193	184	27	17	..	1,294
	Satisfied	436	138	138	174	190	19	26	..	1,122
	Subtotal (satisfied or very satisfied)	988	295	300	367	374	46	43	..	2,416
Percentage of tenants reporting overall satisfaction										
	Very satisfied (%)	48	46	46	46	39	55	30	..	45
	Satisfied (%)	38	40	39	41	41	39	46	..	39
P7	Percentage of tenants reporting overall satisfaction (satisfied or very satisfied) (%)	86	86	85	87	80	94	75	..	85
P8 Direct costs per unit										
For year ending 30 June 2004										
DC1	Provider direct costs for year ending 30 June 2004 (\$'000)	81,074.2	18,356.2	21,551.0	22,758.3	10,280.0	1,859.8	n.a.	n.a.	155,879.4
DC2	Administrator direct costs for year ending 30 June 2004 (\$'000)	3,742.4	6,403.5	733.0	597.7	4,771.0	1,795.9	n.a.	n.a.	18,043.5
DC3	Total direct costs for year ending 30 June 2004 (\$'000)	84,816.5	24,759.7	22,284.0	23,356.0	15,051.0	3,655.7	n.a.	n.a.	173,922.8
DC4	Total number of tenancy (rental) units at 30 June 2004	9,195	4,792	5,193	2,971	4,012	474	443	94	27,174

(continued)

Table 4.3 (continued): CSHA community housing: national data, 2004-05

Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P8 Direct costs per unit (continued)										
For year ending 30 June 2004										
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	8,817	3,831	4,150	7,660	2,562	3,924	n.a.	n.a.	5,852
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	407	1,336	141	201	1,189	3,789	n.a.	n.a.	677
P8c	The average cost of providing assistance (excluding capital) per dwelling (\$)	9,224	5,167	4,291	7,861	3,751	7,712	n.a.	n.a.	6,529
P9 Occupancy rates										
At 30 June 2005										
OR1	Total number of occupied tenancy (rental) units at 30 June 2005	9,997	4,755	5,059	3,494	3,876	441	511	115	28,248
OR2	Total number of tenancy (rental) units at 30 June 2005	10,185	5,034	5,286	3,567	4,077	446	569	115	29,279
P9	The occupancy rate of rental housing stock (%)	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5
P10 Turnaround time										
For year ending 30 June 2005										
TT1	Total number of days that tenancy (rental) units are vacant for year ending 30 June 2005	49,759	n.a.	48,471	29,696	20,736	1,598	1,344	n.a.	151,604
TT2	Total number of vacancy episodes for year ending 30 June 2005	2,778	n.a.	1,957	1,421	956	57	43	n.a.	7,212
P10	The average time taken for occupancy of vacant stock (days)	18	n.a.	25	21	22	28	31	n.a.	21
P11 Rent arrears										
For year ending 30 June 2004										
RA1	Total rent collected from tenants for year ending 30 June 2004 (\$'000)	42,578.0	18,773.0	20,722.5	13,487.4	9,745.5	1,800.2	1,622.2	n.a.	108,728.8
RA2	Total rent charged to tenants for year ending 30 June 2004 (\$'000)	42,839.0	19,534.3	21,009.2	13,755.7	9,964.3	1,779.0	1,751.4	n.a.	110,633.0
P11	Total rent actually collected as a percentage of total rent charged (%)	99.4	96.1	98.6	98.0	97.8	101.2	92.6	n.a.	98.3

 Denotes results pertaining to administrative data.

 Denotes results pertaining to survey data.

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

Notes—Coverage

Survey response rate and comments

NSW	55%	Of the 208 providers in the population, 114 (55%) responded to the NSW Community Housing Data Collection. The CSHA-funded properties managed by responding providers account for 86% of the total portfolio.
Vic	95%	This collection is mainly based on survey information provided by community housing agencies. There was a response from 174 agencies to the survey questionnaire. Note, however, that most indicators exclude the Common Equity Rental Cooperative (CERC) program, which covers 32% of community housing tenancies, because of incomplete data collection for this program.
Qld	76%	A total of 269 useable surveys were received out of a total of 353 sent to 321 organisations. The collection 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.
WA	92%	
SA	78%	
Tas	60%	Of the 48 providers, 26 responded.
ACT	100%	
NT	..	Only administrative data have been used.

Notes—General

All		Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
Vic		<p>Most indicators exclude the Common Equity Rental Cooperative (CERC) program, which covers 32% of community housing tenancies, because of incomplete data collection for this program. The CERC program is included only for performance indicators P8 Direct costs, P9 Occupancy rates, P11 Rent arrears and for a number of descriptor items. Individual footnotes specify inclusions/exclusions relating to CERCs. There is significant movement in a number of performance indicators for Victoria since 2003-04 because of higher response rates and changes to the survey methodology. Because of the methodology change, results for 2004–05 are therefore not comparable with results in earlier years. This is the first year that Victoria has undertaken a unit record data collection instead of an aggregate survey. This methodology is expected to improve data quality and reliability in the longer term.</p> <p>The following Community Housing programs are outside the scope of this collection:</p> <ul style="list-style-type: none">• crisis properties and the Transitional Housing Management program, which is 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.
Qld		All dwelling data are reported as administrative data and all household data are reported as survey data to ensure consistency.

Notes—Summary data

All		Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
NSW	S1, S2 & S3	May include households previously housed by another community housing provider.
	S3	In the community housing (CH) data collection, a homeless household refers to people with 'no housing' or who are residing in temporary or emergency accommodation. It includes applicants who were living in accommodation provided by a Supported Accommodation Assistance Program (SAAP) agency or some other form of emergency accommodation; or were totally without permanent shelter; or were living in shelter that was unlawful; or were staying temporarily with friends or relatives in the short term.

	S6	Disability is defined in the NSW CH 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. This includes intellectual, physical, sensory and psychiatric disabilities.
	S10 & S11	Refers to all applicants on the waiting list at 30 June 2005, not just those who joined the waiting list during 2004–05. Applicants may appear on waiting lists of more than one community housing provider.
	S21–S26	The number of properties classified by the Australian Standard Geographical Classification (ASGC) in S21–S26 is more than the total number of properties reported elsewhere in this CSHA data collection. Properties reported elsewhere are undercounted because of non-response to the data collection.
Vic	S1–S3, S5, S10 & S14–S20	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
	S2 & S5	Indigenous households generally access long-term accommodation through the General Rental program of housing managed by the Aboriginal Housing Board of Victoria.
	S10	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
	S13	Includes some accommodation for people with a disability which has been allocated for a carer or for equipment aids for people with a disability.
	S17	Some providers have also included service charges and board in rent. It is state authority policy not to charge more than 25% of household income in rent for community managed programs. Most households will have at least 75% income left after rent.
	S28b & S28c	These are estimates derived from internal administrative data and are a count of bedrooms (tenancy units). A count of tenancy units distinguishing between self-contained units and bedrooms is not available.
	S29	Out of a total 111 CERC agencies, information was received from 105. Some tenancy data were incomplete or could not be used.
Qld	S5 & S10	Changes to the structure of the survey question resulted in the identification of a higher number of Indigenous and greatest need households. Therefore, results cannot be compared with those of previous years.
	S12–S13	To remain consistent with administrative data provided for OR2 (5,286), the number of tenantable (S12) and untenantable (S13) dwellings included in the survey have been increased pro rata. Please note survey data for S12 is 4,799 and S13 is 121.
	S15	For Queensland community housing tenants who are eligible for rent assistance, the rent they are charged under the Community Housing Rent Policy is generally 25% of assessable income, plus the rent assistance for which they are eligible. The rent payable captures the rent assistance. For a tenant who is not eligible for rent assistance, the rent payable is 25% of assessable income. In fact the rent is slightly less than 25% of assessable income for some tenants, because tenants are charged 13.9% of the Family Tax Benefit Allowance, and young occupants under the age of 25 years are charged 10% of their assessable income up to a ceiling of \$24 (under 19 years) and \$48 (19–24 years).
	S16 & S17	Data are not comparable to 2003–04 because of inconsistencies identified with the 2003–04 results.
	S21–S26	Extracted from the unit record file of 5,286 dwellings provided to the AIHW. Through the 2004–05 Trial Collection of Unit Record Data it has been identified that the dwelling count is undercounted because tenancy units were not counted separately in some cases.
	S29	Based on 321 providers funded under the Community Rent Scheme, Boarding House Program, Long-Term Community Housing Program and the Same House Different Landlord Program. A number of community housing organisations have been amalgamated, which has reduced the total number of providers in 2004-05.
SA	S3 & S10	Defined as category 1 applicants.
ACT	S27	Includes private rental leasing (PRL) dwellings which were not included in 2003–04. The expansion of the new social landlord scheme has also affected the 2004–05 result. As such, it is not possible to make a direct comparison with the result for the previous year.

Notes—P1 Amenity and location

All	P1a & P1b	Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis. Because of changes in the structure of the question, the 2005 results are not comparable with the 2001 and 2002 results. Calculations are based on weighted figures. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.
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Notes—P2 Affordability

All	P2	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnotes for Victoria below. Data for Tasmania for 2004–05 are based on different methodology from that used in previous years, and a direct comparison of 2004–05 with previous years for Tasmania may not be made. For details of the variation, see the Tasmania footnote below.
Vic	AF1, P2	Funding arrangements for some community managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board.
	AF1 & AF2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
Qld	AF1	Includes Commonwealth Rent Assistance (CRA) as listed in the Community Housing Rent Policy.
	AF2	Does not include CRA as listed in the Community Housing Rent Policy.
WA	P2	The reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week.
SA	AF1	Does not include 25 households for which rent details are not known.
	AF2	Does not include 432 households for which income details are not known.
Tas	AF1, AF2 & P2	The reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. There are significant data quality issues which have influenced this indicator and results should be interpreted with caution.
ACT	AF1	Rent charged in boarding houses may include utilities costs.
	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2005 and total household assessable income for that week. Rent charged in boarding houses may include utilities costs.

Notes—P3 Match of tenancy (rental) unit to household size

All	P3	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnote for Victoria below. Data for Queensland for 2004–05 are based on different methodology from that used in previous years, and a direct comparison of 2004–05 with previous years for Queensland cannot be made. For details of the variation, see the Queensland footnote below.
Vic	HS1 & HS2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.

Qld	HS1 & HS2	Changes to the structure of the survey question resulted in an increase in the number of households being identified as overcrowded.
ACT	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.
<i>Notes—P4 Low income</i>		
All	P4	Data for 2004–05 are not comparable to that from previous years because of changes in the definition of a low income household as well as variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnote for Victoria below. Data for Western Australia and Tasmania for 2004–05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004–05 with previous years for Western Australia and Tasmania may not be made and data should be interpreted with caution. For details of the variation, see the footnotes for Western Australia and Tasmania below.
NSW	LI1	Underestimates the number of low income households, as the Data Collection data can only identify households where the main source of assessable income is either (1) a government pension or allowance; or (2) child support of maintenance; or (3) no income.
	LI2	Number of households where the main source of assessable income is known. The figure does not refer to household composition.
Vic	LI1 & LI2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
WA	LI2	Because of inconsistencies in survey data, the total number of households (S4) has been used as the default value for this item.
Tas	LI2	Because of inconsistencies in survey data, the total number of households (S4) has been used as the default value for this item.
ACT	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded.
<i>Notes—P5 Special needs</i>		
All	P5	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnote for Victoria below. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2004–05 are based on different methodology from that used for other data reported and from the methodology used in previous years. A direct comparison of 2004–05 with previous years for Tasmania may not be made and data should be interpreted with caution. For details of the variation, see the Tasmania footnote below.
NSW	SN1 & SN2	May include households previously housed by another community housing provider. Household types reported with special needs include (1) Indigenous households; (2) non-English speaking households; (3) disability households; (4) households with support needs; (5) older person households (principal resident over 75); (6) young person households (principal resident less than 24 years old); (7) newly arrived migrants, refugees or asylum seekers; and (8) other special needs.
	SN1	Disability is defined in the NSW CH 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. This includes intellectual, physical, sensory and psychiatric disabilities.
Vic	SN1 & SN2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
Tas	SN2	Because of inconsistencies in survey data, the total number of new households (S1) has been used as the default value for this item.

ACT	SN2	Total number of households for which special needs details are known has increased from 92 to 238. This has resulted in a decrease in the P5 special needs indicator (from 89.1% to 50.8%).
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Notes—P6 Priority access to those in greatest need

All	P6	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
NSW	PA1 & PA2	May include households previously housed by another community housing provider.
	PA1	Includes needy households who were imminently homeless or living in crisis accommodation.
Vic	PA1, P6	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
	PA2	Does not include the Common Equity Rental Cooperative (CERC) program (32% long-term community tenancies in Victoria) because of data collection issues associated with the new survey methodology.
SA	PA1	Defined as category 1 applicants.

Notes—P7 Customer satisfaction

All	P7	Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis. Because of changes in the structure of the question, the 2005 results are not comparable with the 2001 and 2002 results. Calculations are based on weighted figures. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.
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Notes—P8 Direct cost per unit

All	P8	Data for the 2003–04 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, there may be variation in the costs that are included because of the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above. Data for Western Australia are based on different methodology from that used in previous years. A direct comparison of 2004–05 with previous years for Western Australia may not be made. For details of the variation, see the footnote for Western Australia below and AIHW 2004 Table 4.2.8 WA DC1 footnote.
NSW	DC1 & DC3	Includes payments of market rents to private landlords for leasehold properties. The increase in provider direct cost is attributable to (1) The full year effect of an additional 338 leasehold properties in 2002/03 has eventuated in 2003/04, which accounts for \$4.3 million; (2) Increase in recurrent leasing payment (excluding increased leasing payments from additional properties) that accounts for \$2.3million; and (3) Increase in other operating costs including salaries, maintenance costs, capital rates and insurance costs.
	DC4	Number of properties in programs for which detailed provider costs are available.
Vic	DC1, P8	Incomplete information from some agencies as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC1	Provider direct costs (\$13,816,947) sourced from survey data represented 3,607 dwellings at 30 June 2004. These costs have been weighted up to reflect the same number of dwellings as reported for DC4.
	DC2, P8	Administrator direct costs in Victoria are derived from administrative data and include maintenance, rates, grants, services, charges, tenant utilities and other operating expenses.
	DC4, P8	Derived from internal administrative systems data. Some agencies reported on the number of dwellings but not the count of tenancy units.

Qld	DC1	Provider Direct Costs (\$19,422,000) sourced from survey data represented 4,680 dwellings at 30 June 2004. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4.
	DC2, P8a, P8b	Caution should be taken when comparing P8b with P8a, as P8b is based on administrative data (i.e. based on costs of administering the community housing programs) whereas P8a is based on survey data (i.e. costs organisations have incurred in providing assistance), and is only representative of those organisations that have responded to the survey.
	DC4	Total based on 2003-04 administrative data to ensure that all dwelling data are consistently reported as administrative data. Survey data for 2003-04 is 4,680.
WA	DC1 & P8a	The reported result for this indicator is based on survey responses from organisations which provided data on both provider direct costs and total number of tenancy (rental) units at 30 June 2004. For some organisations, provider costs may include other non-housing costs.
	DC2	Administrator direct costs (\$805,953) sourced from administrative data represented 4,006 dwellings. These costs have been weighted down to reflect the same dwelling numbers as reported for DC4.
SA	DC2	Includes \$263,000 in grant funding to the Community Housing Council of SA and \$14,000 to the National Community Housing Forum (peak bodies).
Tas	P8	Provider direct costs (\$1,577,300) sourced from survey data represented 402 dwellings at 30 June 2004. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4.
ACT	DC1 & P8a	Not reported for ACT for 2004–05 because of incomplete data and data quality problems for reported costs.
	DC2, DC3, P8b & P8c	It is not possible to report administrator costs as community housing was not separately identified in accounts.

Notes—P9 Occupancy rates

All	P9	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnote for Victoria below.
Vic	OR1, P9	Because of changes in survey response rates and methodology, results for 2004–05 are not comparable with results in earlier years. Vacancy rates in some community housing programs such as Group Housing for people with a disability may be affected by the program model which provides multiple tenancy arrangements in the same dwelling. In these cases the agency is required to match clients with a disability in shared accommodation, which can increase the number of vacancy units at a point in time, and turnaround times.
	P9	Includes some accommodation for people with a disability which has been allocated for a carer or equipment aids for people with a disability.
Qld	OR1	Based on administrative data apportioned according to the percentage of occupied dwellings indicated in the survey data (4,769 out of 4,981). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
	OR2	See note S21-S26. OR2 is reported from administrative data. OR2 from survey data is 4,981.
NT	P9	It is assumed that all dwellings are occupied because of many organisations turning away people seeking accommodation

Notes—P10 Turnaround time

All	P10	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, variation in tenancy management procedures across the sector may result in the count of days vacant commencing from the date the keys are handed in, a nominated day of the week (e.g. Sunday) or the date abandonment is discovered. The need to obtain the right mix of tenants can also inflate vacancy days (e.g. a tenancy (rental) unit may be vacant in a share house/complex/community until an appropriate tenant is chosen). Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. For details of the variation, see the NSW footnote below. Data for the ACT are based on a different methodology from the other data reported and data should be interpreted with caution. For details of the variation, see the ACT footnote below.
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NSW	TT1	Providers reported on the number of dwellings occupied at 30 June 2005 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& TT2	Not reported for Victoria for 2004–05 because of data collection issues associated with the new survey methodology.
ACT	TT1, TT2 & P10	The calculation of average time taken for occupancy of vacant stock excludes boarding houses and other dwellings containing multiple tenancies. Vacancies that commenced prior to 1 July 2004 are also excluded as the vacancy start date for these vacancies were not collected in the survey.

Notes—P11 Rent arrears

All	P11	Data for the 2003-04 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Victoria are not comparable to that from previous years because of changes in the survey methodology. For details of the variation, see the general note for Victoria above and the footnote for Victoria below.
NSW	RA1 & RA2	Rent charged and collected for 2003-04 comes from the previous year's data collection, (i.e. 2003-04, not the current 2004–05 collection). Data therefore relate to a different number of providers and tenant households.
Vic	RA1, RA2, P11	Because of changes in survey response rates and methodology, results for 2004–05 are not comparable with results in earlier years.
WA	P11	The reported result for this indicator is based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2004.

National averages

P2	National average excludes NT (AF1) as they were not able to provide a complete data set for P2.
P6	National average excludes Vic (PA2) as they were not able to provide a complete data set for P6.
P8a	National average excludes ACT and NT (DC4) as they were not able to provide a complete data set for P8a.
P8b	National average excludes ACT and NT (DC4) as they were not able to provide a complete data set for P8b.
P8c	National average excludes ACT and NT (DC4) as they were not able to provide a complete data set for P8c.

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