

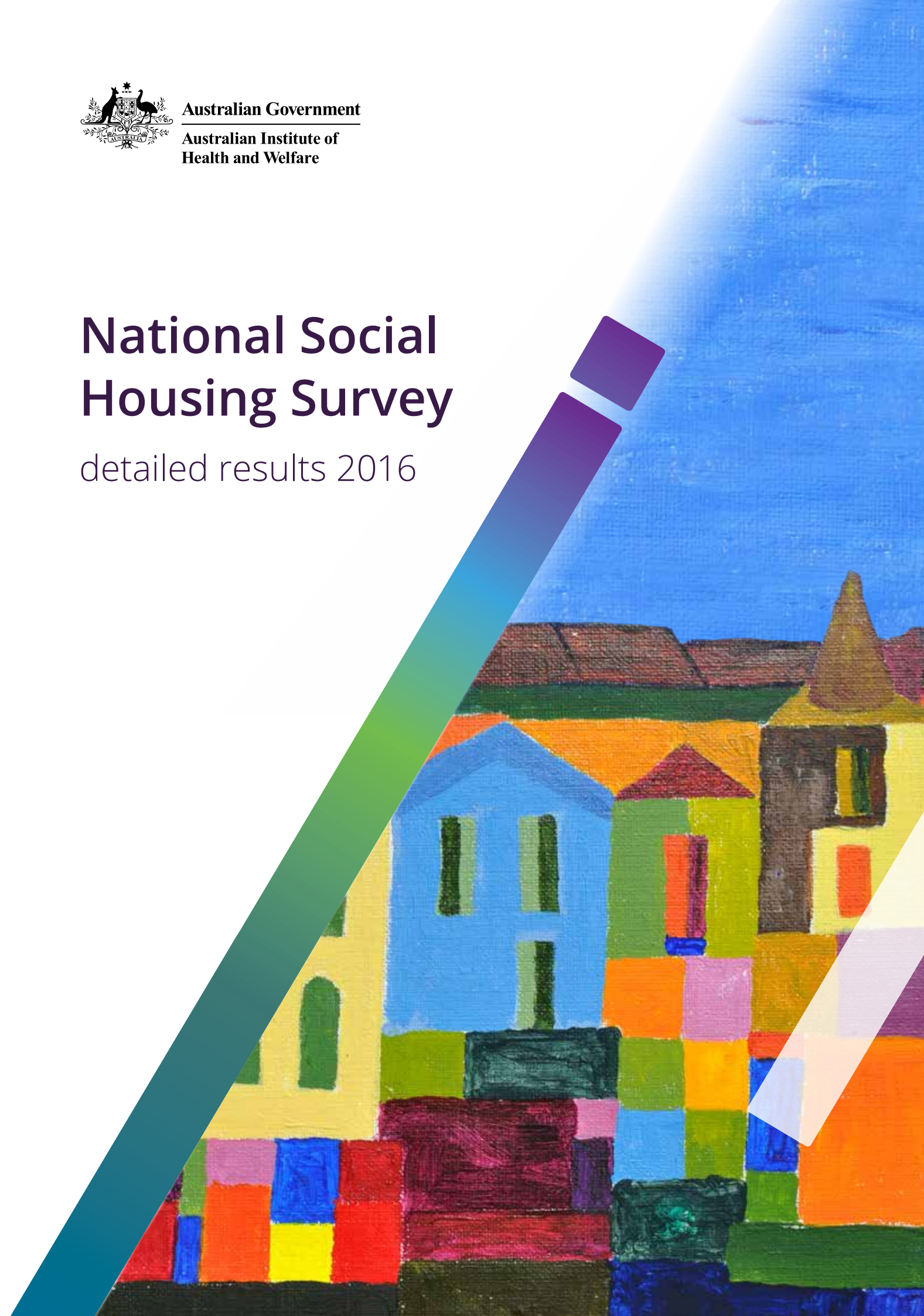


Australian Government

Australian Institute of
Health and Welfare

National Social Housing Survey

detailed results 2016



National Social Housing Survey

detailed results 2016



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ISBN 978-1-76054-175-0 (PDF)

ISBN 978-1-76054-176-7 (Print)

Suggested citation

Australian Institute of Health and Welfare 2017. National Social Housing Survey: detailed results 2016. Cat. no. HOU 290. Canberra: AIHW.

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Published by the Australian Institute of Health and Welfare.

Please note that there is the potential for minor revisions of data in this report. Please check the online version at <www.aihw.gov.au> for any amendments.

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Acknowledgments

This report is the product of the collective efforts of staff, both past and present, of the Housing and Specialised Services Group of the Australian Institute of Health and Welfare (AIHW). Their efforts are gratefully acknowledged.

The information contained in this publication is drawn from data collected by the 2016 National Social Housing Survey (NSHS). Lonergan Research undertook the fieldwork component of the 2016 NSHS and their efforts are gratefully acknowledged. The authors would also like to thank those social housing tenants who took part in the 2016 National Social Housing Survey. Members of the Housing and Homelessness Data Network are also acknowledged for their contributions.

Abbreviations

ABS	Australian Bureau of Statistics
AHURI	Australian Housing and Urban Research Institute
AIHW	Australian Institute of Health and Welfare
ARIA	Accessibility/Remoteness Index of Australia
ASGS	Australian Statistical Geography Standard
CNOS	Canadian National Occupancy Standard
CH	community housing
NRAS	National Rental Affordability Scheme
NSHS	National Social Housing Survey
PH	public housing
RSE	relative standard error
SOMIH	state owned and managed Indigenous housing
VATI	voice-activated telephone interviewing

Symbols

—	nil or rounded to zero
..	not applicable
n.a.	not available
n.p.	not publishable because of small numbers, confidentiality or other concerns about the quality of the data
**	RSEs greater than 50%
*	RSEs greater than 25% and less than 50%
#	indicates that the jurisdictional finding is statistically significantly different, at the 95% confidence level, from the national finding.



Summary

The 2016 National Social Housing Survey (NSHS) is the most recent in a series of surveys of social housing tenants. The 2016 NSHS sampled tenants in public housing, state owned and managed Indigenous housing, and community housing between May and August 2016.

The majority (74%) of social housing tenants were satisfied with the services received from their housing provider.

- Public housing tenants in Queensland (86%), South Australia (83%) and Tasmania (79%), along with community housing tenants in Western Australia (85%), reported the highest levels of satisfaction with services received from their housing provider.
- SOMIH tenant satisfaction with housing provider services ranged from a low of 58% in New South Wales to a high of 79% in Queensland.
- Consistent with previous surveys, community housing tenants (80%) were more satisfied than public housing (73%) or SOMIH (68%) tenants with the services received from their housing providers.

The majority (81%) of respondents lived in a dwelling of an ‘acceptable’ standard—that is, with 4 or more working facilities and no more than 2 major structural problems.

- A small proportion (7%) of social housing dwellings were overcrowded (where at least 1 additional bedroom is required), more common in SOMIH households (23%).
- Underutilisation was more common than overcrowding in public housing and community housing dwellings. One in 6 public housing households were underutilised (with at least 1 surplus bedroom) as were 1 in 8 community housing households.

Overall, 60% of respondents of working age (15–64 years) described their current employment situation as ‘not intending or unable to work’ or ‘not in the labour force’.

- Around 1 in 5 (21%) of both public housing and SOMIH tenants, and 1 in 4 (25%) of community housing tenants of working age, were employed either full or part-time—while more than 3 in 5 (61%) of public housing, more than half (56%) of community housing, and 53% of SOMIH tenants of working age were not in the labour force.
- Of those working part-time, unemployed or not in the labour force, the 3 strongest influences on employment status were the need for more training, education or work experience; the desire/ need to stay home and look after children; and financial concerns.

Around 1 in 3 social housing households included at least 1 member with disability—that is, someone who ‘always’ or ‘sometimes’ requires assistance with self-care, body-movement or communication activities.

- Across all social housing programs, two-thirds or more of households with a person with disability indicated both that ‘modifications for special needs’ were important to them and that this need had been met by their housing provider.

Social housing tenants access a range of services—including drug and alcohol counselling; aged care; advice and referral services; and residential care and supported accommodation services.

- Social housing tenants reported many benefits of social housing, with the majority (more than 90%) feeling more settled than they were prior to moving into social housing; able to continue living in the same area; and better able to manage rent or money.





9,738 completed surveys

8,720 via mail or online survey:

- 5,163 completed by public housing tenants
- 3,153 completed by community housing tenants
- 404 completed by state owned and managed Indigenous housing (SOMIH) tenants.

1,018 were face-to-face interviews with SOMIH tenants.



3 in 4 (74%)

tenants were satisfied with the services provided by their housing organisation.

Satisfaction levels for public housing (73%) and community housing (80%) tenants has remained stable since 2014; satisfaction for SOMIH tenants has increased from 58% to 68% since 2014.

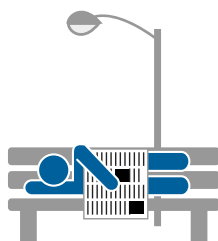


81% lived in a dwelling of an acceptable standard

The proportion of SOMIH tenants in a dwelling of an acceptable standard has increased from 70% to 75%.

7% of all social housing tenants lived in overcrowded dwellings, while 15% lived in underutilised dwellings.

The level of underutilisation in social housing dwellings has decreased, from 20% to 15%, since 2014.



Around 1 in ten (11%)

social housing respondents had experienced homelessness in the 5 years prior to the survey.








3 in 5 (60%)

social housing respondents aged 15–64 years were either 'not in the labour force', or were 'not intending or unable to work'.



Overview of NSHS respondents

	Public housing	SOMIH	Community housing
 <p>Gender</p>	64% female 36% male	73% female 27% male	63% female 37% male
 <p>Age profile</p>	1% aged under 25 43% aged 65 and over	7% aged under 25 15% aged 65 and over	3% aged under 25 37% aged 65 and over
 <p>Indigenous status</p>	8% Indigenous 92% non-Indigenous	92% Indigenous 8% non-Indigenous	9% Indigenous 91% non-Indigenous
 <p>Living arrangements</p>	57% live alone 25% live with 1 or more children	23% live alone 54% live with 1 or more children	59% live alone 23% live with 1 or more children
 <p>Prior homelessness</p>	11% homeless in the 5 years prior to the survey	11% homeless in the 5 years prior to the survey	16% homeless in the 5 years prior to the survey







Introduction

Governments play a key role in ensuring that all Australians have access to affordable, safe and sustainable housing—one of the most basic needs for all individuals and families and fundamental to each person’s wellbeing. Housing assistance continues to remain important for many Australians who, for a variety of reasons (including low income), experience difficulty in securing or retaining affordable and appropriate housing in the private market.

Housing assistance encompasses a range of programs providing support to low-income households in securing and sustaining housing, and a significant component of housing assistance involves the provision or funding of social housing. Social housing includes all rental housing owned and managed by government, or by not-for-profit community organisations, which can be let to eligible households. It includes:

- public housing (also referred to as ‘public rental housing’)
- state owned and managed Indigenous housing (SOMIH)
- community housing (also referred to as ‘mainstream community housing’)
- Indigenous community housing.

The 2016 National Social Housing Survey (NSHS) was undertaken by Lonergan Research on behalf of the Australian Institute of Health and Welfare (AIHW). The 2016 survey is the most recent in a series of biennial surveys designed to gather information on social housing tenants and their housing experiences. The primary purpose of the NSHS is to collect data on the profile of social housing tenants and to record their satisfaction with the overall services provided by their housing provider and with the amenity and location of their dwellings.

First undertaken in 1996 with public housing tenants, the NSHS has expanded to include mainstream community housing tenants (2001) and SOMIH tenants (2005). In 2016, the NSHS sampled tenants of SOMIH, public and community housing programs (collectively referred to as ‘social housing’ in this report). To date, Indigenous community housing, while an important form of social housing for Indigenous Australians, has not been covered in the NSHS. Details regarding previous iterations of the NSHS, including reports and survey methodology, are available on the AIHW website at <http://www.aihw.gov.au/housing-assistance/nshs/>.

The NSHS complements other data about social housing in Australia, especially administrative data collected by social housing providers and reported by the AIHW. These administrative data provide valuable information about social housing programs, including the stock of dwellings, the characteristics of tenants and the extent to which people in special needs groups are able to access social housing.

Box 1 provides further detail about social housing programs in Australia.

This report presents an analysis by state and territory of the data from the 2016 National Social Housing Survey. The national findings were presented in *National Social Housing Survey: a summary of national results 2016* which was released in April 2017 and is available on the AIHW website. For a comprehensive overview of the findings of the 2016 NSHS, these reports should be read in combination.





Box 1: Social housing programs

Public housing (PH)

Public housing encompasses the publicly owned or leased dwellings funded and administered by state and territory governments. It aims to provide appropriate, affordable and accessible housing mainly for low-income households that have difficulty in obtaining and maintaining housing in the private market.

State owned and managed Indigenous housing (SOMIH)

State owned and managed Indigenous housing is administered by state and territory governments and is specifically targeted to Indigenous households (a household with at least 1 Indigenous member). It aims to provide appropriate, affordable and financially accessible housing for low- to moderate-income Indigenous households. Currently, SOMIH is provided in New South Wales, Queensland, South Australia and Tasmania.

Community housing (CH)

Mainstream community housing is managed by not-for-profit organisations and is included in the NSHS where those organisations receive capital or recurrent funding from government. Community housing offers short-, medium- or long-term tenure for low-income individuals and families, or those with particular needs not well catered for by the private market. Currently, community housing is operating in all jurisdictions, apart from the Northern Territory.

Indigenous community housing (ICH)

Indigenous community housing refers to housing that Indigenous communities own and/or manage for the provision of housing services to Indigenous Australians.

Note: Indigenous community housing is out of scope for the 2016 National Social Housing Survey.

The social housing sector

As at 30 June 2016, there were 432,800 social housing dwellings across Australia, 74% of which (320,000) were public rental housing. The second largest stock of social housing dwellings was in mainstream community housing—around 80,200 dwellings, or 19% of the total stock. Indigenous-specific housing programs such as SOMIH, Indigenous community housing and Northern Territory remote public housing accounted for the remaining social housing dwellings—around 32,300 dwellings or 7% of the total stock.

Between 30 June 2008 and 30 June 2016, the overall social housing stock increased by 5.6%, from 410,000 to 432,800 dwellings. This growth in social housing stock, however, is struggling to keep up with the growth in households (4.7% in 2016, down from 5.1% in 2007–08—AIHW analysis) effectively reducing the number of social housing dwellings available. The composition of the Australian population accessing social housing assistance has changed over time, with the most disadvantaged groups (for example, the homeless; those with disability; and Indigenous populations) accounting for a growing proportion of those receiving housing assistance.





The rising cost of social housing programs managed and run by state and territory housing authorities has seen a gradual but steady shift in the policy focus, towards growing the community housing sector and transferring ownership or management of public rental housing stock to community housing organisations. Public rental housing stock decreased by approximately 21,300 dwellings (from around 341,400 in 2005–06 to 320,000 in 2015–16), while the mainstream community housing sector has increased during this period, from around 32,300 dwellings at 30 June 2005 to 80,200 dwellings at 30 June 2016. This increasing contribution of the community sector reflects shifting housing policy directions by Australian, and state and territory governments.

Housing policy

Housing assistance policy has changed substantially over time, with the provision of social housing (and housing assistance more generally) moving away from focusing on low-income working families, to targeting the most vulnerable in society (see, for example, FaCS 2014).

The most vulnerable are considered to be in 'greatest need' and are given priority access to social housing. 'Greatest need' applies to low-income households if, at the time of allocation, household members were experiencing 1 or more of the following circumstances:

- homelessness
- life or safety was threatened within existing accommodation
- health condition was exacerbated by existing accommodation
- existing accommodation was inappropriate to their needs
- they were experiencing very high rental costs relative to their income.

In 2015–16, 75% of new allocations in public housing and 56% of new allocations in SOMIH went to people meeting the 'greatest need' criteria. In mainstream community housing, just over 4 in 5 (84%) allocations were to those in 'greatest need' (AIHW analysis of National Housing Assistance Data Repository 2015–16).

Households that are in 'greatest need' often also have members with 'special needs'. These include households with:

- a member with a disability
- a main tenant aged 25 or under, or 75 and over
- 1 or more Indigenous members.

Indigenous households in SOMIH are not considered 'special needs' households, as SOMIH is an Indigenous-specific program. For SOMIH, 'special needs' households are those that have:

- a household member with a disability
- a main tenant aged 24 or under, or 50 and over.

In 2015–16, 62% of new allocations in public housing and 49% of new allocations in SOMIH went to people meeting the special need criteria. Comparable figures are not available for community housing (AIHW analysis of National Housing Assistance Data Repository 2015–16).

'Special needs' and 'greatest needs' categories are not mutually exclusive and tenants may fit into a number of categories within each group or across groups.





Tenants' experiences of social housing help to identify the extent to which housing policy objectives are being met. The NSHS contributes to and complements the work being done in the social housing arena by the Australian Housing and Urban Research Institute (AHURI) and other research bodies. For example, AHURI has found that security of tenure improves health, education and employment outcomes (AHURI 2009) as well as social inclusion and the social connectedness of tenants (AHURI 2013).

Overview of 2016 NSHS methodology

Scope of the 2016 NSHS

The NSHS is a national survey encompassing a range of tenancies sampled by geography and remoteness. In 2016, the NSHS was conducted across 3 social housing programs: public housing, SOMIH and community housing. Indigenous community housing was out of scope for the 2016 survey.

All tenants were eligible to participate in the survey, and participation was voluntary.

Note: throughout this report 'tenants' refers to the respondents in the household who completed the survey on behalf of the household.

Summary of survey methodology

The 2016 NSHS was conducted by Lonergan Research Pty Ltd on behalf of the AIHW. Like previous surveys, data for the 2016 NSHS for tenants of public housing and community housing were collected via mail-out self-completion paper questionnaires, with an online completion option also available. In 2016, as for the 2014 survey, data collection approaches for SOMIH tenants varied, with 2 jurisdictions (South Australia and Tasmania) collecting data via mail-out self-completion paper questionnaire or online completion, and 2 jurisdictions (New South Wales and Queensland) collecting data via face-to-face interview. Prior to 2014, all participating jurisdictions used the same approaches to surveying SOMIH tenants: face-to-face interview in 2005 and 2007, and mail-out self-completion paper questionnaires in 2012.

While the sampling approach has remained largely consistent throughout survey iterations, it is important to note a change in sampling methodology in 2012. In 2012, top-up sampling was adopted, due to limitations on the time available for fieldwork and the need to achieve a minimum number of completed surveys for each housing program in each jurisdiction (that is, additional surveys were sent out to randomly selected households in order to top up the sample until the required number of responses was achieved). This approach was replicated in 2014 and 2016, when weekly fieldwork reviews identified the likelihood of not achieving the minimum required sample sizes. In 2016, this occurred for New South Wales public housing tenants and in Victoria for both public and community housing tenants. Prior to 2012, a sample was selected and followed up with reminder mailings until the required number of responses was received.

To maximise engagement and maintain strong response rates, additional reminder mechanisms employed in the 2014 survey were continued in 2016. In those jurisdictions where telephone numbers were available, Lonergan Research used voice-activated telephone interviewing (VATI) to send automated reminder calls to tenants. In addition, where mobile numbers were available, SMS reminders were sent to tenants. SOMIH tenants participating in the 2016 NSHS (via face-to-face interview) received a cash incentive of \$10 upon interview completion, which was consistent with the approach used in 2014. These reminder mechanisms were not used prior to 2014.





The 2016 NSHS used the same survey instrument across all social housing programs. Prior to 2010, the survey content differed slightly across programs, reflecting different areas of interest in relation to each program. Since 2012, the adoption of more consistent survey instruments has enabled greater data comparability across social housing programs. While some minor changes were made in relation to survey questions in 2016, the same topics were covered and content for key issues remained unchanged.

Caution should be used in comparing 2012 results with those from other years, due to changes in the survey methodology and the substantially lower response rates achieved in the 2012 survey. These may have affected the comparability of survey responses and increased the risk of the survey's exposure to non-response bias.

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as 'not answered'. Missing data, 'not answered' and 'not applicable' responses were not included in the denominators when calculating proportions throughout the report.

Further information regarding the approach to the 2016 NSHS, including detailed response rates, is provided in 'Appendix A: Survey and reporting methodology', as well as in the *2016 National Social Housing Survey (NSHS): methodological report* prepared by Lonergan Research and available on the AIHW website <www.aihw.gov.au>.

Additional notes

For this report, discussions of comparisons of national and jurisdictional estimates have focussed on differences that are statistically significant; where differences are not statistically significant, this has been noted.

Please note that throughout the report the proportions in tables or figures may not always equal 100% due to rounding.

Reference is made throughout the report to supplementary tables (which include demographic tables), and these can be found on the AIHW website <www.aihw.gov.au>.

2016 NSHS sample representativeness

An analysis was undertaken comparing the demographic characteristics of NSHS respondents from the 2016 survey with the equivalent demographic information in the national administrative data collections, in order to confirm that social housing tenants surveyed as part of the NSHS are representative of the broader social housing population.

The analysis found there were some differences between the demographic profile of NSHS respondents and the profile of tenants reported in the national social housing administrative data collections. These demographic differences between data collections are expected, as the 2016 NSHS does not require that a survey respondent be the main tenant of the household (that is, the person who signed or co-signed the lease). The differences between the demographic profile from the survey and the demographic profile in the administrative data for 2016 are consistent with those observed for 2014 and 2012.





Key demographic differences in 2016:

- The gender profile in the administrative database (44% male, 56% female for PH; 45% male, 55% female for CH; 43% male, 57% female for SOMIH) differed from the 2016 NSHS (36% male, 64% female for PH; 37% male, 63% female for CH; 27% male, 73% female for SOMIH).
- The age profile in the administrative database was generally younger than that observed in the NSHS sample. For example, around 43% of public housing tenants, 37% of community housing tenants, and 15% of SOMIH tenants responding to the NSHS were aged 65 and over, compared with 20% of public housing, 16% of community housing, and 6% of SOMIH tenants in each of the respective administrative databases.
- There were noticeable differences in the household types in the 2016 NSHS sample compared with the administrative data. For example:
 - a slightly higher proportion of public housing tenants responding to the 2016 NSHS lived in single-adult (57%) and couple-only households (12%) than was observed in the administrative database (55% and 8% respectively)
 - a higher proportion of community housing tenants responding to the 2016 NSHS lived in couple-only households (12%) than was observed in the administrative database (7%).
- Tenure length was greater for public housing tenants responding to the NSHS, with a higher proportion (47%) having lived in their current home for more than 10 years, than was observed in the administrative database (42%).

Weighting has been applied to the survey responses to ensure that the estimates presented represent the total population, to the extent possible. Despite this, it is important to note that the 2016 NSHS respondents were more likely to be female, older and with longer tenures in their homes, compared with tenants in the administrative database.





1 Overall satisfaction

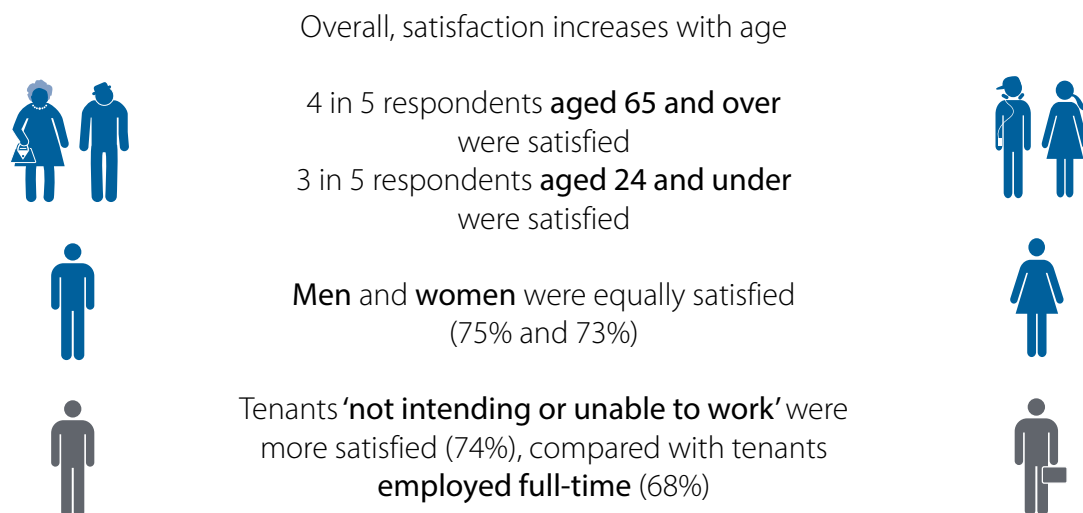
Key findings—national

- The majority (74%) of social housing tenants were satisfied with the services received from their housing provider (68% of those in SOMIH; 73% of those in public housing; and 80% of those in community housing).
- Tenant satisfaction with the services received from their housing provider has remained stable for public housing and community housing tenants since 2014, but has increased for SOMIH tenants (from 58% in 2014 to 68% in 2016).
- Indigenous tenants were less likely to be satisfied with their housing provider than were non-Indigenous tenants.
- The structural standard of a dwelling was a greater determinant of satisfaction among social housing tenants than was the standard of facilities.
- Tenant satisfaction was highest for those living in underutilised dwellings (78%), compared with those living in overcrowded dwellings (63%).

Key findings—state and territory

- Public housing tenants in Queensland (86%), South Australia (83%) and Tasmania (79%) reported the highest levels of satisfaction with the overall services received from their housing provider, while for community housing tenants, the highest levels of tenant satisfaction were recorded in Western Australia (85%).
- The lowest levels of satisfaction with overall services were recorded by public housing tenants in New South Wales (62%), and community housing tenants in Queensland (78%).
- For SOMIH tenants, satisfaction with overall services was highest in Queensland (79%) and lowest (58%) in New South Wales.

Key demographic influences on overall satisfaction



Source: Tables S1.1, S1.2 and S1.3.





Overall satisfaction, by state and territory

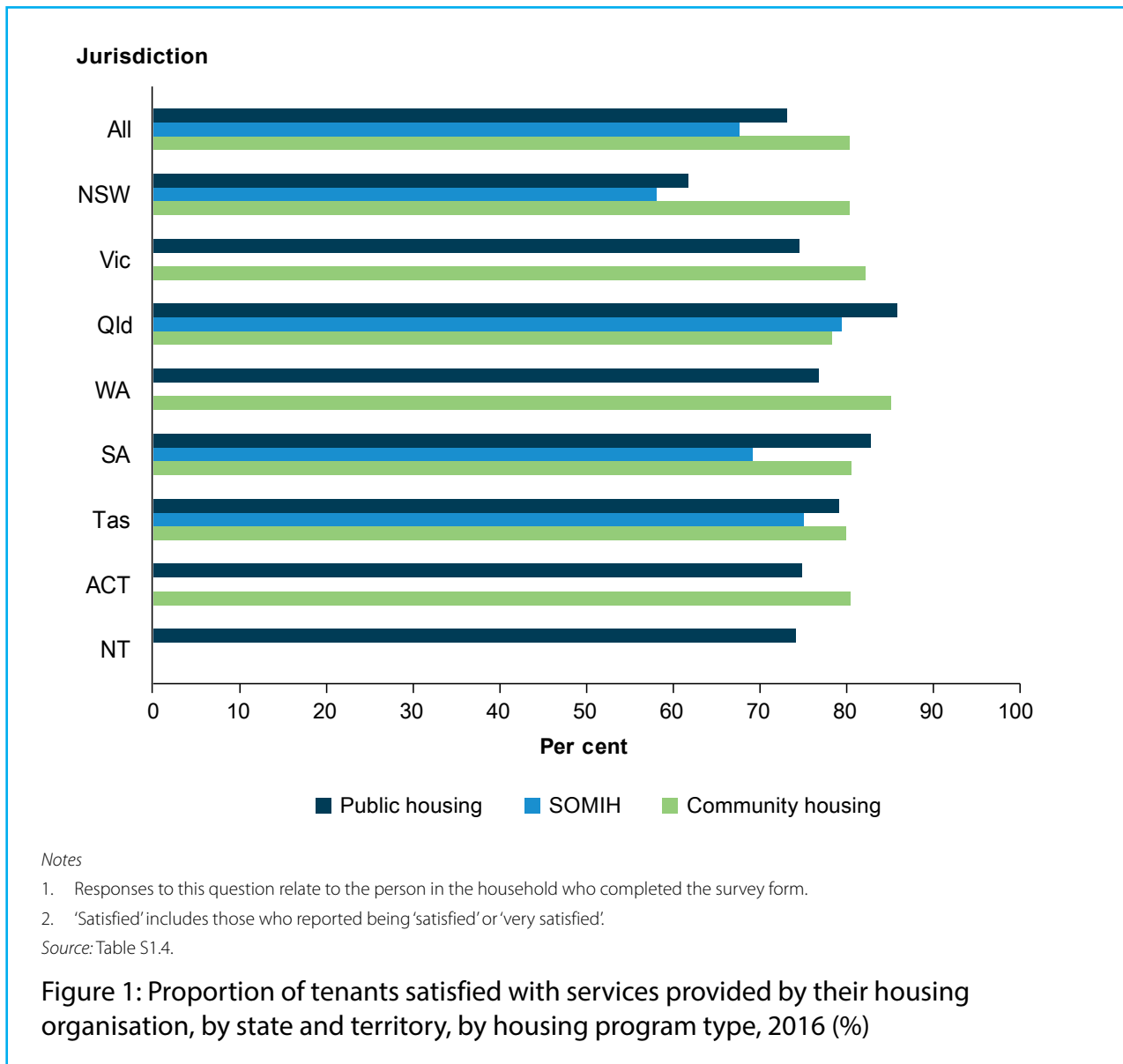
Public housing and SOMIH tenants in Queensland reported among the highest levels of satisfaction with the overall services received from their housing provider (Figure 1).

Compared to the national average across all social housing programs (74%), satisfaction of respondents was higher for:

- public housing tenants in Queensland (86%), South Australia (83%) and Tasmania (79%)
- community housing tenants in Western Australia (85%)
- community housing tenants in Queensland (78%—although the difference was not significant).

Compared to the national average across all social housing programs (74%), satisfaction was lower for public housing tenants in New South Wales (62%).

As with 2014, SOMIH tenants were surveyed using 2 methodologies in 2016. Between the 2 surveys, satisfaction rates rose from 66% to 69% in South Australia; from 62% to 75% in Tasmania; from 49% to 58% for New South Wales; and from 67% to 79% in Queensland.





Overall satisfaction, by location (remoteness)

Nationally, satisfaction rates increased from 2014 across several remoteness regions, but there was variation across the social housing programs (Figure 2). In general:

- across all remoteness areas, satisfaction was highest for community housing tenants, followed by public housing tenants, with SOMIH tenants reporting the lowest levels of satisfaction
- satisfaction increased for public housing tenants in *Major cities* (from 72% in 2014 to 73% in 2016) and *Remote* areas (68% in 2014 to 75% in 2016), yet decreased for *Inner regional* (from 74% in 2014 to 72% in 2016) and *Outer regional* areas (79% in 2014 to 77% in 2016)
- satisfaction increased for SOMIH tenants across all remoteness categories (from 54% to 63% in *Major cities*; 58% to 70% in *Inner regional* areas; 60% to 71% in *Outer regional* areas; and 66% to 70% in *Remote* areas).
- satisfaction increased for community housing tenants in *Major cities* (from 79% in 2014 to 80% in 2016) and *Inner regional* areas (78% in 2014 to 81% in 2016) yet decreased for *Outer regional* areas (88% in 2014 to 79% in 2016).

Note that location of respondents was categorised by the remoteness categories of the Australian Statistical Geography Standard (ASGS).

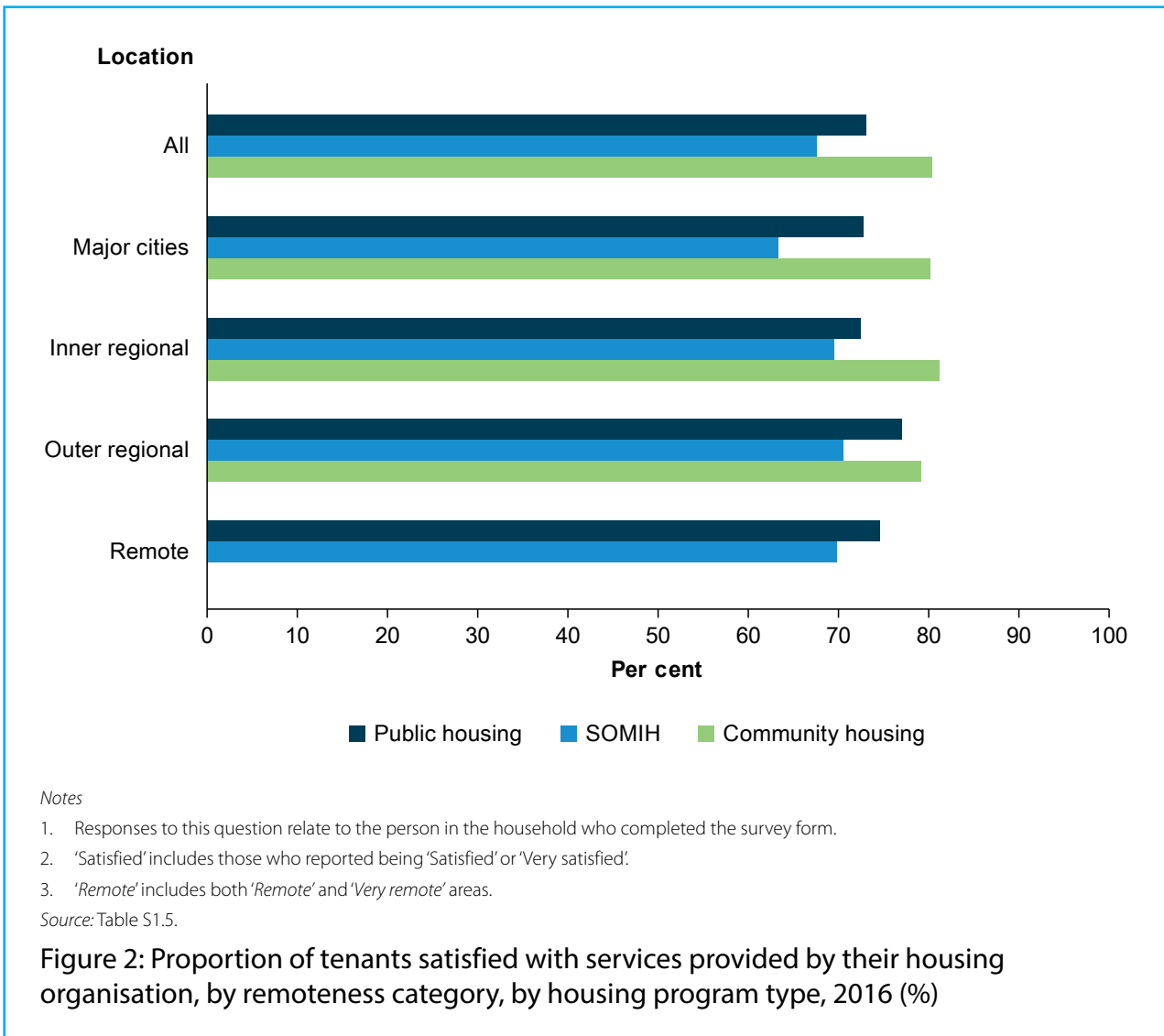
Satisfaction was highest for:

- public housing tenants who lived in *Outer regional* areas (77%)
- SOMIH tenants who lived in *Outer regional* areas (71%)
- community housing tenants who lived in *Inner regional* areas (81%).

Satisfaction was lowest for:

- public housing tenants in *Inner regional* areas (72%)
- SOMIH tenants in *Major cities* (63%)
- community housing tenants in *Outer regional* areas (79%).







Overall satisfaction, by dwelling condition

As with 2014, the structural condition of a dwelling was a greater determinant of satisfaction among social housing tenants than was the standard of the facilities.

Box 2 details the meaning of 'dwelling condition' in social housing.

Box 2: Dwelling condition

A dwelling is considered to be of an 'acceptable standard' if it has 4 or more working facilities, and if it has no more than 2 major structural problems.

In order to assess dwelling condition, tenants were asked to indicate what facilities their dwelling had and whether they were in working order. The facilities listed included:

- stove/oven/other cooking facilities
- toilet
- washing machine
- fridge
- bath or shower
- kitchen sink
- laundry tub.

It is important to note that the NSHS does not identify who owned or supplied the facility, nor does it rank facilities in terms of importance.

Major structural problems listed on the survey included:

- rising damp
- sinking/moving foundations
- walls/windows out of plumb
- major electrical problems
- major roof defect
- major cracks to walls/floors
- sagging floors
- wood rot/termite damage
- major plumbing problems
- other structural problems.

For the purposes of the NSHS, respondents are asked to self-identify structural problems. It is important to note that these problems may be over- or under-reported as a consequence.





The 2016 NSHS results highlight that satisfaction was (Table 1):

- highest among tenants whose dwellings were of 'an acceptable standard' (36% 'very satisfied' and 43% 'satisfied') and whose 'dwellings were of an acceptable standard but their facilities were not' (38% 'very satisfied' and 36% 'satisfied')
- lower as the structural standard decreased, with almost half (48%) of tenants satisfied with the overall services provided by their housing provider with dwellings of 'acceptable facilities but unacceptable structure'.

Table 1: Satisfaction with services provided by the housing organisation, by housing program type, by dwelling condition, 2016 (%)

	Public housing	SOMIH	Community housing	All social housing tenants
<p>House and facilities (good condition)</p>	79% satisfied 11% neutral 10% dissatisfied	76% satisfied 10% neutral 14% dissatisfied	84% satisfied 9% neutral 8% dissatisfied	80% satisfied 11% neutral 10% dissatisfied
<p>Facilities good (e.g. taps, washing machine, stove)</p>	48% satisfied 20% neutral 32% dissatisfied	38% satisfied 18% neutral 44% dissatisfied	52% satisfied 18% neutral 29% dissatisfied	48% satisfied 20% neutral 32% dissatisfied
<p>House (poor)</p>	73% satisfied *7% neutral *20% dissatisfied	n.p.	n.p.	74% satisfied 7% neutral 19% dissatisfied
<p>House (good)</p>				

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

* RSEs greater than 25% and less than 50%

Note: Responses to this question relate to the person in the household who completed the survey form.

Source: Table S1.6.





Overall satisfaction, by dwelling utilisation

'Dwelling utilisation' refers to the match of the size of the dwelling to the size of the household living in it. Matching the size of the dwelling to the size of the household ensures that existing housing stock is used to capacity and households are housed according to their requirements. The currently accepted standard by which dwelling size requirements of a household are measured is the Canadian National Occupancy Standard (CNOS) (Box 3).

Box 3: Canadian National Occupancy Standard (CNOS)

The CNOS measures the bedroom requirements of a household based on the number, sex, age and relationships of household members. For a household not to be considered overcrowded, it specifies that:

- no more than 2 people share a bedroom
- parents or couples may share a bedroom
- children under 5, either of the same sex or opposite sex, may share a bedroom
- children under 18 of the same sex may share a bedroom
- a child aged 5–17 should not share a bedroom with a child under 5 of the opposite sex
- single adults aged 18 and over and any unpaired children require a separate bedroom.

According to the CNOS, a dwelling requiring at least 1 additional bedroom is considered 'overcrowded' while a dwelling is considered to be 'underutilised' when it consists of 2 or more bedrooms surplus to its needs.

Source: AIHW 2014.




Consistent with 2014, and across all social housing programs, surveyed tenants living in overcrowded dwellings were less likely to report being satisfied with the overall services provided by their housing provider, compared with their counterparts in 'adequately' occupied or 'underutilised' dwellings (Table 2).

- Tenants living in overcrowded dwellings are less likely (63%) to be satisfied with the services provided by their housing provider, compared with tenants in 'adequately' (74%) or 'underutilised' (78%) dwellings.
- Satisfaction was higher for public housing tenants living in 'underutilised' dwellings (79%) than for those occupying dwellings that were 'adequate' in size for the household (73%) or 'overcrowded' (62%).
- SOMIH tenants were more likely to be satisfied in dwellings 'adequate' in size for the household (70%) than in 'underutilised' or 'overcrowded' dwellings (both at 64%).
- Satisfaction was higher for community housing tenants residing in 'adequately' utilised (81%) or 'underutilised' (79%) dwellings, compared with tenants residing in 'overcrowded' dwellings (71%).





Table 2: Proportion of tenants satisfied with services provided, by housing program type, by dwelling utilisation, 2016 (%)

	Public housing	SOMIH	Community housing	All social housing tenants
 Overcrowded dwelling	62% satisfied	64% satisfied	71% satisfied	63% satisfied
 Adequately utilised dwelling	73% satisfied	70% satisfied	81% satisfied	74% satisfied
 Underutilised dwelling	79% satisfied	64% satisfied	79% satisfied	78% satisfied

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table S1.7.





Satisfaction, by Indigenous status

Consistent with 2014, satisfaction with housing provider services was higher among non-Indigenous respondents than Indigenous respondents across all social housing programs.

The 2016 NSHS found that (Table 3) satisfaction was:



- highest among community housing tenants, regardless of Indigenous status (75% for Indigenous tenants and 81% for non-Indigenous tenants)
- lowest for Indigenous public housing tenants (64%).

Indigenous respondents display higher levels of dissatisfaction with the services provided by their housing provider, as they may have also experienced a greater likelihood of living in a dwelling:

- with 3 or more structural problems
- inappropriate for their households needs (that is, a dwelling that was either overcrowded or underutilised).

It is important to use caution when comparing the public housing, SOMIH and community housing results, due to the different demographic profile of Aboriginal and Torres Strait Islander tenants (who are generally younger), and methodology differences in the data collection across housing programs (mail-out for public housing and community housing, compared with the use of two different methodologies for SOMIH tenants in different states).

Table 3: Proportion of tenants satisfied with housing services provided, by Indigenous status, by housing program type, 2016 (%)

	Public housing	SOMIH	Community housing
	64% satisfied	67% satisfied	75% satisfied
	73% satisfied	n.p.	81% satisfied

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table S1.8.





Satisfaction, by need for assistance

In the 2016 NSHS, respondents were asked to indicate if they or anyone in their household needed assistance with self-care, body-movement or communication activities.

The majority of households with a need for assistance (Table 4) were satisfied with the overall services provided by their housing organisation:

- two-thirds (67%) of public housing tenants were satisfied with the services provided by their housing provider (27% 'very satisfied' and 40% 'satisfied')
- almost two-thirds (65%) of SOMIH tenants were satisfied with the services provided by their housing provider (17% 'very satisfied' and 47% 'satisfied')
- three-quarters (75%) of community housing tenants were satisfied with the services provided by their housing provider (36% 'very satisfied' and 38% 'satisfied').

Table 4: Proportion of tenants with a need for assistance satisfied with services provided by their housing organisation, by housing program type, 2016 (%)

Level of satisfaction	Public housing	SOMIH	Community housing	All
Very satisfied	26.7	17.2	36.4	27.9
Satisfied	39.9	47.4	38.4	39.8
<i>Sub-total</i>	<i>66.6</i>	<i>64.6</i>	<i>74.8</i>	<i>67.7</i>
Neither satisfied nor dissatisfied	13.4	15.7	13.5	13.4
Dissatisfied	11.4	13.0	5.9	10.7
Very dissatisfied	8.5	6.7	5.9	8.2

Notes

1. 'Tenants with a need for assistance' refers to any member of the household, who may or may not be the survey respondent.
2. The 'need for assistance' is defined as those who responded 'Yes, always' or 'Yes, sometimes', when asked if members of their household need help with self-care activities, body-movement activities, or communication activities.





2 Satisfaction with amenities

Key findings—national

- The majority of social housing tenants indicated that the amenities listed in the survey were important to their household.
- Compared with public or community housing tenants, SOMIH tenants rated almost all amenities higher in importance. The exception was for 'modifications for special needs', which was rated highest by public housing tenants.
- Of those who rated amenities as important to their household, the majority also indicated that their household's needs were met. This was generally highest for community housing tenants.

Key findings—state and territory

- When compared with the national average, Queensland public housing tenants reported higher levels of satisfaction with modifications for special needs; yard space and fencing; privacy of the home; safety and security (inside the home and within the neighbourhood); water efficiency; and thermal comfort. Australian Capital Territory public housing tenants reported lower levels of satisfaction with yard space and fencing; energy efficiency; and thermal comfort; while Victorian public housing tenants reported lower levels of satisfaction with the size of the dwelling and yard space and fencing.
- When compared with the national average, SOMIH tenants in Queensland were the most likely to rate safety and security inside the home; water efficiency; and thermal comfort both as important and as meeting their household's needs. SOMIH tenants in Tasmania were the most likely to rate car parking as meeting their needs. SOMIH tenants in South Australia were the least likely to rate safety and security inside the home and water efficiency as important and as meeting their household's needs.
- When compared with the national average, community housing tenants in South Australia reported higher levels of satisfaction with dwelling size; the number of bedrooms; car parking; and privacy of the home. Victorian community housing tenants reported the highest levels of satisfaction with modifications for special needs; ease of access and entry; and safety and security within the home. Tenants in Western Australia and Tasmania reported higher levels of satisfaction with car parking, compared with tenants in New South Wales.
- While consistently rated as important, safety and security outside of the home within the neighbourhood is least likely to meet household needs, and this is consistent across all remoteness categories.





Key demographic influences on satisfaction with amenities

Overall, satisfaction increases with age



Respondents **aged 65 and over** were the most likely to report amenities both as important and as meeting their household needs



Younger respondents (20–24 years) were the next most likely to report modifications for special needs (85%) and energy efficiency (83%) both as important and as meeting their household needs



Employed tenants were the most likely to report the majority of amenities both as important and as meeting their household needs



Those **not intending or unable to work** were the most likely to report yard space and fencing (83%); safety and security within the neighbourhood (78%); energy efficiency (79%); water efficiency (87%); and thermal comfort (62%) both as important and as meeting their household needs

Source: Tables S2.1 and S2.2.

Satisfaction with amenities, by state and territory

Public housing

Across the states and territories, the majority of public housing tenants indicated that the listed amenities were important to their household (Table S2.3). The amenities rated highest in terms of importance for public housing tenants included:

- safety and security within the home (between 95% in the Northern Territory and 98% in Queensland, Tasmania and the Australian Capital Territory)
- safety and security outside of the home within the neighbourhood (between 93% in the Northern Territory and 97% in Victoria)
- energy efficiency (between 91% in the Northern Territory and 97% in Queensland)
- privacy of the home (between 91% in the Northern Territory and 95% in New South Wales, Victoria, Queensland, Western Australia and South Australia)
- thermal comfort (between 86% in the Northern Territory and 96% in Victoria).

Selected amenities that were rated lower (although still high in terms of importance) were:

- modifications for special needs (between 54% in the Australian Capital Territory and 61% in South Australia)
- car parking (between 71% in New South Wales to 84% in Western Australia).





Of those who rated amenities as ‘important’, with the exception of ‘thermal comfort’, more than three-quarters indicated that their households’ needs were met (Table 5). When compared with the national average:

- Queensland tenants reported higher levels of satisfaction with modifications for special needs; yard space and fencing; privacy of the home; safety and security (inside the home and within the neighbourhood); water efficiency; and thermal comfort
- Australian Capital Territory public housing tenants reported lower levels of satisfaction with yard space and fencing; energy efficiency; and thermal comfort; while Victorian tenants reported lower levels of satisfaction with the size of the dwelling and with yard space and fencing.

Table 5: Amenities rated as important and meeting the needs of the household in public housing, by state and territory, 2016 (%)

Amenities	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Size of dwelling	86.2	#79.0	85.4	82.7	87.1	84.0	85.8	#90.1	84.4
Number of bedrooms	86.0	80.8	85.1	84.1	87.3	86.6	85.6	#88.3	84.8
Modifications for special needs	78.0	83.4	#87.1	83.0	83.9	82.3	81.6	79.1	82.1
Ease of access and entry	90.1	93.2	92.9	91.1	91.2	92.4	89.7	90.9	91.5
Car parking	80.8	80.2	82.8	83.8	85.7	#88.8	79.6	84.8	82.2
Yard space and fencing	78.3	#75.5	#88.9	83.5	82.1	#85.7	#74.6	#85.6	80.6
Privacy of home	80.5	80.0	#86.0	81.7	83.8	#86.8	85.1	83.3	82.1
Safety/security of home	#75.4	81.8	#89.7	80.6	83.2	81.6	80.5	81.5	80.9
Safety/security outside of the home within the neighbourhood	72.9	76.3	#84.9	77.4	80.0	#85.0	76.3	76.4	77.2
Energy efficiency	80.9	76.4	75.7	78.8	78.4	78.4	#71.8	#84.7	78.3
Water efficiency	82.5	#90.2	#90.8	#78.0	86.9	86.8	86.0	87.0	85.8
Thermal comfort	59.8	58.6	#66.2	#62.5	64.1	#67.8	#56.3	#66.3	61.5

indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

SOMIH

In general, SOMIH tenants rated the importance of amenities more highly when compared with other social housing tenants (Table S2.4). It is important to note that the 2 jurisdictions whose tenants were surveyed via face-to-face interview (New South Wales and Queensland) generally gave higher ratings for the importance of all amenities than did tenants in the 2 jurisdictions using a mail-out-survey (South Australia and Tasmania). It is likely that the difference in methodology has contributed to this finding.





The amenities rated highest in terms of importance for SOMIH tenants include:

- safety and security within the home (between 94% in South Australia and 100% in Queensland)
- thermal comfort (between 95% in South Australia and Tasmania and 99% in New South Wales)
- privacy of the home (between 89% in Tasmania and 99% in Queensland)
- safety and security outside of the home within the neighbourhood (between 93% in South Australia and 98% in Queensland)
- energy efficiency (between 94% in Tasmania and 98% in New South Wales)
- water efficiency (between 94% in Queensland and South Australia and 98% in New South Wales)

Selected amenities that were rated lower (although still high in terms of importance) were:

- modifications for special needs (between 38% in Queensland and 57% in South Australia)
- car parking (between 81% in South Australia and 88% in Queensland).

Overall, two-thirds or more of SOMIH tenants indicated that, where selected amenities were important to their household, their households' needs were met (Table 6). Compared with the national average:

- SOMIH tenants in Queensland were more likely to rate safety and security inside the home; water efficiency; and thermal comfort both as important and as meeting the needs of their household
- SOMIH tenants in Tasmania were more likely to rate car parking as meeting their needs
- SOMIH tenants in South Australia were less likely to rate safety and security inside the home and water efficiency as important and as meeting the needs of the household.

Table 6: Amenities rated as important and meeting the needs of the household in SOMIH, by state and territory, 2016 (%)

Amenities	NSW	Qld	SA	Tas	All
Size of dwelling	83.8	77.7	86.4	79.9	82.0
Number of bedrooms	85.8	80.6	85.5	81.0	83.9
Modifications for special needs	67.4	80.1	79.2	80.9	73.9
Ease of access and entry	91.0	90.3	91.5	88.2	90.8
Car parking	87.9	88.2	87.8	#97.9	88.2
Yard space and fencing	77.5	79.7	78.4	82.4	78.5
Privacy of home	89.3	86.7	84.3	87.4	87.6
Safety/security of home	77.0	#86.5	#73.2	81.4	79.8
Safety/security outside of the home within the neighbourhood	78.9	85.9	84.0	89.2	82.3
Energy efficiency	83.2	82.9	76.9	74.3	81.9
Water efficiency	85.2	92.0	#78.1	88.0	86.4
Thermal comfort	64.7	#72.4	61.7	58.5	66.8

Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.





Community housing

In general, across the states and territories, there was more variability in the way community housing tenants rated the importance of amenities, compared with ratings given by either public housing or SOMIH tenants (Table S2.5).

Selected amenities were rated highest in terms of importance to the household by community housing tenants for:

- safety and security within the home (between 95% in the Australian Capital Territory and 99% in New South Wales)
- energy efficiency (between 85% in the Australian Capital Territory and 97% in New South Wales, Queensland and South Australia)
- safety and security outside of the home within the neighbourhood (between 90% in the Australian Capital Territory and 97% in New South Wales and Victoria)
- privacy of the home (between 91% in Tasmania and 97% in New South Wales and South Australia)
- thermal comfort (between 89% in the Australian Capital Territory and 97% in Victoria).

Selected amenities that were rated lower (although still high in terms of importance) were:

- modifications for special needs (between 48% in Western Australia and 61% in New South Wales)
- yard space and fencing (between 68% in Queensland and the Australian Capital Territory and 90% in South Australia)
- car parking (between 72% in the Australian Capital Territory and 85% in South Australia).

Two-thirds or more of community housing tenants that rated selected amenities as important also rated them as meeting the needs of their household (Table 7). Compared with the national average, community housing tenants in:

- South Australia reported higher levels of satisfaction with the size of the dwelling, the number of bedrooms, car parking and the privacy of the home.
- Victoria reported higher levels of satisfaction with modifications for special needs; ease of access and entry; and safety and security within the home.
- Western Australia and Tasmania reported higher levels of satisfaction with car parking, while community housing tenants in New South Wales reported lower levels of satisfaction with car parking.





Table 7: Amenities rated as important and meeting the needs of the household in community housing, by state and territory, 2016 (%)

Amenities	NSW	Vic	Qld	WA	SA	Tas	ACT	All
Size of dwelling	88.7	88.2	85.9	86.2	#91.1	85.0	88.6	87.7
Number of bedrooms	89.3	88.3	86.2	87.7	#92.2	87.1	91.8	88.5
Modifications for special needs	79.8	#87.9	82.1	84.6	81.6	77.9	80.0	81.8
Ease of access and entry	91.6	#95.5	90.9	92.6	93.1	91.7	90.2	92.3
Car parking	#78.6	86.3	79.9	#91.8	#91.3	#91.5	85.0	83.5
Yard space and fencing	85.5	83.8	81.3	#88.2	87.1	83.1	88.3	84.4
Privacy of home	87.2	88.9	83.7	88.4	#90.4	86.0	89.9	87.0
Safety/security of home	86.3	#90.3	85.2	86.3	85.5	85.3	84.3	86.6
Safety/security outside of the home within the neighbourhood	79.4	85.7	85.8	85.6	84.7	81.1	82.8	82.8
Energy efficiency	83.1	79.3	81.5	85.4	81.0	78.7	78.0	81.4
Water efficiency	88.5	89.9	90.8	89.1	87.8	85.4	87.9	88.9
Thermal comfort	70.2	69.6	69.4	67.5	66.4	64.8	74.2	69.0

Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating the particular amenity as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with amenities, by location (remoteness)

Amenities most commonly rated both as important and as meeting the needs of the household differed across locations (in terms of remoteness) for the 3 social housing programs. In most cases, satisfaction with amenities—in terms of needs being met—was the highest in *Outer regional* areas, with community housing satisfaction highest in *Remote* areas.

Public housing

The amenities most commonly rated as important to public housing households (Table S2.6) were:

- safety and security within the home (*Major cities* 96%, *Inner regional areas* 97%, *Outer regional areas* 98% and 93% for *Remote areas*)
- safety and security outside of the home within the neighbourhood (*Major cities* 96%, *Inner regional areas* 94%, *Outer regional areas* 94% and 96% for *Remote areas*)
- energy efficiency (*Major cities* 95%, *Inner regional areas* 95%, *Outer regional areas* 95% and 92% for *Remote areas*)
- privacy of the home (*Major cities* 94%, *Inner regional areas* 96%, *Outer regional areas* 94% and 94% for *Remote areas*).









The amenities most commonly rated both as important and as meeting the needs of the household (Tables 8 and S2.7) were:

- ease of access and entry; water efficiency; and number of bedrooms for *Major cities*
- ease of access and entry; water efficiency; and modifications for special needs for *Inner regional areas*
- ease of access and entry; water efficiency; size of dwelling; and number of bedrooms for *Outer regional areas*
- ease of access and entry and car parking for *Remote areas*.

Table 8: Amenities rated highest both for importance and for meeting the needs of households, by location, public housing tenants, 2016 (%)

Remoteness category	Amenities
 Major cities	Ease of access and entry (91.1%) and Water efficiency (85.0%)
 Inner regional areas	Ease of access and entry (92.9%) and Water efficiency (88.7%)
 Outer regional areas	Ease of access and entry (93.4%) and Water efficiency (90.3%)
 Remote areas	Ease of access and entry (88.5%) and Car parking (83.7%)

Source: Table S2.7.

The amenities rated as important but least likely to be rated as meeting the needs of the household (Table S2.7) were:

- energy efficiency; safety and security outside of the home within the neighbourhood; and thermal comfort for *Major cities*
- yard space and fencing; safety and security outside of the home within the neighbourhood; and thermal comfort for *Inner regional areas*
- safety and security outside of the home within the neighbourhood; energy efficiency; and thermal comfort for *Outer regional areas*
- modifications for special needs; safety and security outside of the home within the neighbourhood; and thermal comfort in *Remote areas*.

While consistently rated as important, safety and security outside of the home within the neighbourhood is least likely to meet household needs, and this is consistent across all remoteness categories.





SOMIH





The amenities most commonly rated as important to SOMIH households (Table S2.6) were:

- safety and security within the home (*Major cities 98%, Inner regional areas 97%, Outer regional areas 98% and 100% for Remote areas*)
- thermal comfort (*Major cities 98%, Inner regional areas 99%, Outer regional areas 99% and 91% for Remote areas*)
- privacy of the home (*Major cities 96%, Inner regional areas 97%, Outer regional areas 98% and 96% for Remote areas*)
- safety and security outside of the home within the neighbourhood (*Major cities 97%, Inner regional areas 96%, Outer regional areas 97% and 94% for Remote areas*)
- energy efficiency (*Major cities 97%, Inner regional areas 96%, Outer regional areas 97% and 93% for Remote areas*)
- water efficiency (*Major cities 97%, Inner regional areas 95%, Outer regional areas 96% and 95% for Remote areas*).

The amenities most commonly rated both as important and as meeting the needs of the household (Tables 9 and S2.7) were:

- ease of access and entry, and privacy of the home for *Major cities* and *Outer regional areas*
- ease of access and entry, and car parking for *Inner regional areas*
- ease of access and entry, and safety and security of the home for *Remote areas*.

Table 9: Amenities rated highest both for importance and for meeting the needs of households, by location, SOMIH tenants, 2016 (%)

Remoteness category	Amenities
 Major cities	Ease of access and entry (90.4%) and privacy of home (88.4%)
 Inner regional areas	Ease of access and entry (89.7%) and car parking (88.9%)
 Outer regional areas	Ease of access and entry (94.7%) and privacy of home (93.1%)
 Remote areas	Ease of access and entry (85.8%) and safety and security of the home (83.5%)

Source: Table S2.7.





While consistently rated as important, modifications for special needs and thermal comfort are least likely to meet household needs, and this is consistent across most remoteness categories (with the exception of *Remote* areas).

The amenities rated as important, but least likely to be rated as meeting the needs of the household (Table S2.7) were:

- modifications for special needs, and thermal comfort for *Major cities, Inner regional* and *Outer regional* areas
- yard space and fencing, and safety and security outside of the home within the neighbourhood for *Remote* areas.

Community housing




The amenities most commonly rated as important to community housing households (Table S2.6) were:

- safety and security within the home (*Major cities* 98%, *Inner regional* areas 98%, and *Outer regional* areas 97%)
- energy efficiency (*Major cities* 96%, *Inner regional* areas 97%, and *Outer regional* areas 96%)
- safety and security outside of the home within the neighbourhood (*Major cities* 97%, *Inner regional* areas 95%, and *Outer regional* areas 94%).

The amenities most commonly rated both as important and as meeting the needs of the household (Tables 10 and S2.7) were:

- ease of access and entry; water efficiency; and number of bedrooms for *Major cities*
- ease of access and entry; number of bedrooms; and water efficiency for *Inner regional* areas
- ease of access and entry; water efficiency; and car parking for *Outer regional* areas.

Table 10: Amenities rated highest both for importance and for meeting the needs of households, by location, community housing tenants, 2016 (%)

Remoteness category	Amenities
 Major cities	Ease of access and entry (91.9%), number of bedrooms (88.0%) and water efficiency (88.0%)
 Inner regional areas	Ease of access and entry (91.9%), number of bedrooms (90.0%) and water efficiency (90.0%)
 Outer regional areas	Ease of access and entry (95.9%) and water efficiency (90.4%)

Note: Data for Remote areas have been suppressed due to small sample sizes.

Source: Table S2.7.





The amenities rated as important, but least likely to be meeting the needs of the household (Table S2.7) were:

- thermal comfort and car parking for *Major cities*
- thermal comfort and energy efficiency for *Inner regional areas*
- thermal comfort and energy efficiency for *Outer regional areas*.

While consistently rated as important, thermal comfort is least likely to meet household needs, and this is consistent across all remoteness categories.

Satisfaction with amenities, by Indigenous status

Safety and security within the home was the amenity that the majority of respondents (across most housing programs and irrespective of Indigenous status) rated most highly as important to their household (Table S2.8). In comparison, accessibility to their property, in terms of easy access and entry, was the amenity most likely to be rated as meeting the needs of the household (across all housing programs and by Indigenous status (Table S2.9).

Indigenous tenants surveyed in the NSHS were less likely than non-Indigenous tenants to rate amenities as both important and meeting the needs of the household and this was consistent for most amenities and across both public and community housing.




For Indigenous public housing tenants:

- the amenities most commonly rated as important to the household were safety and security of the home (97%); privacy of the home (96%); and energy efficiency (94%)
- the amenities least commonly rated as important were modifications for special needs (58%); car parking (77%); and number of bedrooms (80%)
- the amenities most commonly rated both as important and as meeting the needs of the household (Table 11) were: easy access and entry (88%); number of bedrooms (81%); and water efficiency (81%)
- the amenities rated as important and as not meeting the needs of the household were thermal comfort (55%) and yard space and fencing (74%).





Table 11: Top 5 amenities rated both as important and as meeting the needs of households, public housing, by Indigenous status, 2016 (%)

 	
Ease of access and entry (87.6%)	Ease of access and entry (92.2%)
Number of bedrooms (80.8%)	Water efficiency (86.4%)
Water efficiency (80.7%)	Number of bedrooms (85.9%)
Size of dwelling (80.0%)	Size of dwelling (85.4%)
Car parking (79.1%)	Car parking and privacy of home (83.4%)

Note: Of all public housing survey respondents, 8% were Indigenous and 92% were non-Indigenous.
 Source: Table S2.9.

For Indigenous SOMIH tenants:

- the amenities most commonly rated as important to the household were safety and security of the home (98%); thermal comfort (98%); and privacy of the home (97%)
- the amenities least commonly rated as important were modifications for special needs (44%); car parking (86%); and the size of the dwelling (89%)
- the amenities most commonly rated both as important and as meeting the needs of the household (Table 12) were: easy access and entry (91%); car parking (88%); privacy of the home (88%), and water efficiency (87%)
- the amenities most commonly rated as important but not meeting the needs of the household were thermal comfort (67%) and modifications for special needs (75%).





Table 12: Top 5 amenities rated both as important and as meeting the needs of Indigenous SOMIH households, 2016 (%)



Ease of access and entry (90.8%)

Car parking (88.0%)

Privacy of home (87.6%)

Water efficiency (87.1%)

Number of bedrooms (84.4%)

Notes

1. Of all SOMIH survey respondents, 92% were Indigenous and 8% were non-Indigenous.
2. Data for non-Indigenous SOMIH tenants have been suppressed due to small sample sizes.

Source: Table S2.9.






For Indigenous community housing tenants:

- the amenities most commonly rated as important to the household were safety and security of the home (97%); energy efficiency (96%); and safety and security outside of the home within the neighbourhood (96%)
- the amenities least commonly rated as important to the household were modifications for special needs (62%); number of bedrooms (80%); and car parking (81%)
- the amenities most commonly rated both as important and as meeting the needs of the household (Table 13) were: easy access and entry (88%); car parking (86%); and water efficiency (85%)
- the amenities most commonly rated as important but not meeting the needs of the household were thermal comfort (63%) and size of the dwelling (74%).





Table 13: Top 5 amenities rated both as important and as meeting the needs of households, community housing, by Indigenous status, 2016 (%)

 			
			
Ease of access and entry (88.0%)		Ease of access and entry (92.7%)	
Car parking (86.2%)		Water efficiency (89.2%)	
Water efficiency (84.6%)		Number of bedrooms (88.9%)	
Safety and security of the home (83.3%)		Size of dwelling (88.6%)	
Energy efficiency (78.8%)		Privacy of home (87.9%)	

Note: Of all community housing survey respondents, 9% were Indigenous and 91% were non-Indigenous.

Source: Table S2.9.

Satisfaction with amenities, by need for assistance

In the vast majority of households where tenants had a need for assistance with self-care, body-movement or communication activities, survey respondents indicated that certain amenity features were important to their household (Table S2.10).

- Public housing tenants from these households were most likely to rate safety and security of the home (97%), while community housing households were most likely to rate safety and security of the home (97%) and privacy of the home (97%) as important to the household.
- SOMIH tenants from households with a need for assistance were most likely to rate safety and security of the home as important to the household (99% of tenants), and least likely to rate modifications for special needs as important to their household (although this was still high at 80% of tenants).

Similarly, the majority of social housing tenants with a need for assistance, who indicated selected amenities were important to their household, had their households' needs met for these amenities (Table 14).

Satisfaction with the size of the dwelling, number of bedrooms and the ease of access and entry was high across the social housing programs—highest for community housing tenants and lowest for SOMIH tenants.





Table 14: Top 5 amenities rated as important and meeting the needs of households in which tenants had a need for assistance, by housing program type, 2016 (%)

Public housing	SOMIH	Community housing
Ease of access and entry 86.0%	Privacy of home 86.0%	Size of dwelling 87.8%
Water efficiency 83.3%	Size of dwelling 84.6%	Number of bedrooms 87.7%
Number of bedrooms 83.1%	Ease of access and entry 83.8%	Ease of access and entry 87.7%
Size of dwelling 82.1%	Yard space and fencing 81.8%	Water efficiency 85.9%
Car parking 78.7%	Car parking 81.4%	Privacy of the home 85.5%

Source: Table S2.11.





3 Satisfaction with location (proximity to facilities and services)

Key findings—national

- In 2016, the ratings given to 'location' (in terms of proximity to specific facilities and services) were highly variable, ranging from a low of 26% of social housing tenants who rated proximity to child care facilities as important, to a high of 95% of social housing tenants who rated proximity to emergency services, medical services and hospitals as important.
- Social housing tenants consistently rated proximity to emergency services, medical services and hospitals; shops and banking; and family and friends highest in terms of importance.
- In general, social housing tenants rated the location of their dwelling highly both in terms of importance and meeting the needs of their household.

Key findings—state and territory

- Public housing tenants in Tasmania were more likely than the national average to rate the proximity of their dwelling to shops and banking; child care facilities; employment or place of work; community and support services; and family and friends both as important and as meeting their households needs.
- SOMIH tenants in New South Wales and South Australia were more likely than the national average to rate the proximity of their dwelling to public transport both as important and as meeting their households needs. SOMIH tenants in New South Wales also rated proximity to employment or place of work highly, while SOMIH tenants in South Australia rated proximity to parks and recreation facilities highly.
- Community housing tenants in Tasmania were less likely than the national average to rate proximity of their dwelling to parks and recreational facilities and to community and support services both as important and as meeting their household's needs.

Key demographic influences on satisfaction with location



Younger respondents (less than 25 years) were more likely than those **aged 65 and over** to rate proximity to services both as important and as meeting their needs



Employed tenants were more likely to rate proximity to services both as important and as meeting their needs, compared with tenants who were **'not intending or unable to work'**



Source: Tables S3.1 and S3.2.





Satisfaction with location, by state and territory

The importance of proximity to facilities and services varied across social housing programs. Social housing tenant satisfaction with their dwelling's location was consistently high across the states and territories for all social housing programs.

Public housing

Public housing tenants rated proximity facilities and services highest (Table S3.3) for:

- emergency services, medical services and hospitals (95% overall—ranging from 93% in Western Australia, Tasmania and the Northern Territory to 96% in New South Wales and Queensland)
- shops and banking facilities (92% overall—ranging from 87% in the Northern Territory to 95% in Queensland)
- family and friends (91% overall—ranging from 84% in the Northern Territory to 93% in New South Wales).

Public housing tenants gave a lower rating to the importance of proximity to:

- child care facilities (27% overall—ranging from 23% in Western Australia, Tasmania and the Australian Capital Territory to 30% in the Northern Territory)
- education and training facilities (42% overall—ranging from 37% in Tasmania to 45% in the Northern Territory).

This finding largely reflects the age profile of public housing respondents to the NSHS, the number of public housing households with dependent children and the proportion of public housing respondents engaged in the workforce.

Public housing tenants' agreement that their dwelling's location met the needs of their household (Table 15) was higher than the national average for proximity to:

- shops and banking facilities (95% compared with the national average of 92%); and public transport (94% compared with 91%) in Victoria
- parks and recreational facilities (95% compared with 92%); child care facilities (94% compared with 88%); and education/training facilities (94% compared with 88%) in Western Australia
- shops and banking facilities (96% compared with 92%), public transport (94% compared with 91%) and family and friends (92% compared with 88%) in South Australia
- shops and banking facilities (95% compared with 92%); child care facilities (93% compared with 88%); employment/place of work (88% compared with 82%); community and support services (92% compared with 89%); and family and friends (91% compared with 88%) in Tasmania
- family and friends (92% compared with 88%) in the Northern Territory.

Public housing tenants' satisfaction with location was lower than the national average for proximity to:

- shops and banking facilities (89% compared with 92%) in New South Wales
- emergency services, medical services and hospitals (88% compared with 92%) in the Northern Territory.





Table 15: Proximity to services and facilities rated by public housing tenants both as important and as meeting the needs of the household, by state and territory, 2016 (%)

Proximity to	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Shops and banking	#89.2	#94.9	93.2	93.2	#95.9	#95.0	93.5	90.6	92.4
Public transport	88.5	#94.4	88.7	89.3	#93.6	90.3	92.1	88.4	90.5
Parks and recreational facilities	88.5	93.9	91.7	#94.9	93.3	93.5	92.9	90.4	91.6
Emergency services, medical services and hospitals	91.0	94.0	93.3	92.3	92.9	94.2	91.5	#87.7	92.4
Child care facilities	87.3	84.6	90.3	#94.4	84.7	#93.1	86.6	87.3	87.7
Education/training facilities	87.9	84.9	87.1	#93.8	89.5	90.9	88.1	89.4	87.9
Employment/place of work	79.0	78.8	86.6	86.4	86.1	#88.4	85.2	84.5	82.1
Community and support services	86.7	88.8	90.2	89.5	90.7	#91.7	86.6	87.5	88.5
Family and friends	86.1	86.7	88.2	86.7	#91.5	#91.3	88.7	#91.7	87.5

Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating proximity to selected facilities and services as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

SOMIH

SOMIH tenants rated the importance of proximity to facilities and services highest (Table S3.4) for:

- family and friends (94% overall—ranging from 85% in South Australia to 96% in New South Wales and Queensland)
- emergency services, medical services and hospitals (93% overall—ranging from 90% in South Australia to 96% in Queensland and Tasmania).

SOMIH tenants rated the importance of proximity to facilities and services lower for:

- child care facilities (38% overall—ranging from 31% in Tasmania to 41% in Queensland and South Australia)
- employment/place of work (54% overall—ranging from 46% in New South Wales to 63% in Queensland).

It is important to bear in mind the different survey methodologies used across the jurisdictions with SOMIH programs, which may have impacted on the results.

SOMIH tenants' agreement that their dwelling's location met the needs of their household (Table 16) was higher than the national average for proximity to:

- public transport in New South Wales (95%) and South Australia (94%) compared with 87%
- parks and recreation facilities in South Australia (95% compared with 89%)
- education/training facilities in Tasmania (100% compared with 93%)
- employment/place of work in New South Wales (92% compared with 88%).





SOMIH tenants' satisfaction with location was lower than the national average for:

- public transport in Queensland (73% compared with 87%).

Table 16: Proximity to services and facilities rated by SOMIH tenants as both important and meeting the needs of the household, by state and territory, 2016 (%)

Proximity to	NSW	Qld	SA	Tas	All
Shops and banking	90.7	90.6	94.5	92.6	91.3
Public transport	#94.6	#73.3	#93.5	90.0	87.2
Parks and recreational facilities	88.0	87.3	#95.3	95.2	89.0
Emergency services, medical services and hospitals	91.9	91.4	94.8	96.1	92.2
Child care facilities	94.9	88.9	91.9	86.5	92.1
Education/training facilities	93.7	90.4	94.0	#100.0	92.6
Employment/place of work	#92.4	83.4	86.6	88.9	87.8
Community and support services	92.8	89.9	89.8	96.9	91.4
Family and friends	95.1	93.8	94.6	96.5	94.6

Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating proximity to selected facilities and services as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Community housing

Community housing tenants rated proximity to facilities and services (Table S3.5) as most important for:

- emergency services, medical services and hospitals (95% overall—ranging from 92% in Tasmania to 96% in New South Wales, Victoria and Queensland)
- shops and banking (92% overall—ranging from 85% in Tasmania to 94% in New South Wales, Victoria and Western Australia)
- family and friends (89% overall—ranging from 84% in Western Australia to 91% in New South Wales and the Australia Capital Territory).

Community housing tenants rated the importance of proximity lowest for:

- child care facilities (24% overall—ranging from 16% in South Australia to 30% in Tasmania)
- education/training facilities (43% overall—ranging from 37% in South Australia to 49% in Tasmania).

Community housing tenants' agreement that their dwelling's location met the needs of their household (Table 17) was higher than the national average for proximity to:

- public transport in Western Australia (92% compared with 89% for the national average) and the Australian Capital Territory (96% compared with 89%)





- parks and recreation facilities in Victoria (95% compared with 91%) and Western Australia (96% compared with 91%)
- child care facilities in South Australia (98% compared with 92%)
- community and support services in Victoria (95% compared with 90%)
- family and friends in Victoria (93% compared with 90%).

Community housing tenants' satisfaction with location was lower than the national average for proximity to parks and recreation facilities (82% compared with 91%) and community and support services (86% compared with 90%) in Tasmania.

Table 17: Proximity to services and facilities rated by community housing tenants as both important and meeting the needs of the household, by state and territory, 2016 (%)

Proximity to	NSW	Vic	Qld	WA	SA	Tas	ACT	All
Shops and banking	92.6	95.6	93.6	94.9	93.5	93.4	93.9	93.6
Public transport	87.4	91.2	86.1	#92.3	90.5	91.7	#96.2	88.8
Parks and recreational facilities	90.1	#95.1	91.6	#96.2	93.5	#82.4	93.3	91.2
Emergency services, medical services and hospitals	92.5	94.8	94.4	94.3	94.3	92.5	92.6	93.6
Child care facilities	90.5	95.7	93.6	91.2	#97.6	86.0	93.8	91.8
Education/training facilities	87.8	90.9	92.7	88.9	89.0	89.6	91.0	89.7
Employment/place of work	80.3	83.7	84.4	84.2	83.7	83.9	88.3	82.8
Community and support services	89.0	#95.0	90.9	91.4	91.0	#85.7	89.0	90.4
Family and friends	89.1	#93.1	88.6	89.0	89.7	91.8	91.8	90.1

Indicates jurisdictional finding is statistically significantly different from the national finding.

Notes

1. The proportion of households rating proximity to selected facilities and services as meeting the needs of the household is based on the households that indicated that the particular amenity was important to that household.
2. Responses to this question relate to the person in the household who completed the survey form.

Satisfaction with location, by remoteness

There were differences (in terms of remoteness) in the extent to which the location of a tenant's housing was important across the various social housing programs (Table S3.6). In general, around 60% or more of tenants across all locations rated proximity to facilities and services as important, and more than half of all tenants across all locations rated proximity to facilities and services as meeting their household's needs. The only exception was for proximity to public transport in *Remote areas*.

Public housing

For public housing tenants, the importance of proximity to facilities and services was rated highest for:

- emergency services, medical services and hospitals (96%) and shops and banking (93%) for *Major cities*









- emergency services, medical services and hospitals (94%) and shops and banking (90%) for *Inner regional areas*
- emergency services, medical services and hospitals (96%), shops and banking facilities (90%) and family and friends (90%) for *Outer regional areas*
- emergency services, medical services and hospitals (92%) and family and friends (89%) for *Remote areas*.

Proximity to facilities and services that meet the needs of the household (Table 18) was rated highest by public housing tenants (Table S3.7) for:

- parks and recreational facilities; emergency services; medical services and hospitals; public transport; and shops and banking facilities in *Major cities*
- emergency services; medical services and hospitals; and shops and banking facilities in *Inner regional areas*
- child care facilities, and shops and banking facilities in *Outer regional areas*
- family and friends in *Remote areas*.

Table 18: Proximity to facilities and services rated by tenants both as important and as meeting the needs of households (highest rated), by remoteness, public housing, 2016 (%)

Remoteness area	Facilities and services
 Major cities	Parks and recreation facilities (92.5%), emergency services, medical services and hospitals (92.4%) and public transport (92.4%)
 Inner regional areas	Emergency services, medical services and hospitals (94.5%) and shops and banking (93.2%)
 Outer regional areas	Child care facilities (93.8%) and shops and banking (92.8%)
 Remote areas	Family and friends (93.4%) and shops and banking (92.4%)

Note: Some of the data for *Remote areas* have been suppressed due to small sample sizes.

Source: Table S3.7.

SOMIH

SOMIH tenants rated the importance of proximity to facilities and services highest for:

- emergency services, medical services and hospitals (95%), shops and banking facilities (94%) and family and friends (94%), for those in *Major cities*
- family and friends (93%) and emergency services, medical services and hospitals (92%), for those in *Inner regional areas*









- family and friends (97%) and emergency services, medical services and hospitals (92%), for those in *Outer regional* areas
- family and friends (94%) and emergency services, medical services and hospitals (93%), for those in *Remote* areas.

In terms of meeting their household's needs (Table 19), SOMIH respondents rated proximity to facilities and services highest for:

- public transport; and education/training facilities in *Major cities*
- child care facilities; and public transport in *Inner regional* areas
- family and friends; and emergency services, medical services and hospitals in *Outer regional* areas
- family and friends; shops and banking facilities; community and support services; and education/training facilities in *Remote* areas.

Table 19: Proximity to facilities and services rated by tenants both as important and as meeting the needs of households (highest rated), SOMIH, 2016 (%)

Remoteness area	Facilities and services
 Major cities	Public transport (96.9%) and education/training facilities (96.3%)
 Inner regional areas	Child care facilities (97.4%) and public transport (95.4%)
 Outer regional areas	Family and friends (95.3%) and emergency services, medical services and hospitals (91.8%)
 Remote areas	Family and friends (94.6%), shops and banking (86.1%), community and support services (86.0%) and education/training facilities (85.7%)

Source: Table S3.7.

Community housing

For community housing tenants, the importance of proximity to facilities and services was rated highest for:

- emergency services, medical services and hospitals (96%) and shops and banking facilities (95%) for *Major cities*
- emergency services, medical services and hospitals (94%), shops and banking facilities (90%) and family and friends (90%) for *Inner regional* areas
- emergency services, medical services and hospitals (96%) and shops and banking facilities (86%) for *Outer regional* areas.








Proximity to facilities and services that meet the needs of households was rated highest by community housing tenants (Table 20) for:

- shops and banking facilities; and emergency services, medical services and hospitals in *Major cities*
- shops and banking facilities; and emergency services, medical services and hospitals in *Inner regional areas*
- emergency services, medical services and hospitals; and shops and banking facilities in *Outer regional areas*.

Table 20: Proximity to facilities and services rated by tenants both as important and as meeting the needs of households (highest rated), community housing, 2016 (%)

Remoteness area	Facilities and services
 Major cities	Shops and banking facilities (93.6%) and emergency services, medical services and hospitals (93.5%)
 Inner regional areas	Shops and banking facilities (93.7%) and emergency services, medical services and hospitals (92.9%)
 Outer regional areas	Emergency services, medical services and hospitals (95.7%) and shops and banking facilities (93.2%)

Note: Data for Remote areas have been suppressed due to small sample sizes.

Source: Table S3.7.

Satisfaction with location, by Indigenous status





Apart from child care facilities, being located close to a range of facilities and services were consistently rated as important regardless of Indigenous status (Table S3.8).

- For public housing, non-Indigenous tenants were more likely to rate proximity to shops and banking facilities and to public transport more important to their households than Indigenous tenants, while proximity to family and friends was rated highly by all public housing tenants.
- Indigenous public housing tenants were more likely than non-Indigenous tenants to rate proximity to facilities and services both as important and as meeting the household's needs (Table 21) for:
 - child care facilities (95% Indigenous, 87% non-Indigenous)
 - employment or place of work (86% Indigenous, 83% non-Indigenous).





Table 21: Proximity to facilities and services rated by tenants both as important and as meeting the needs of households (top 5), public housing, by Indigenous status, 2016 (%)

 		
Child care facilities (95.3%)		Emergency services, medical services and hospitals (92.8%)
Shops and banking (90.8%)		Shops and banking (92.8%)
Parks and recreation facilities (89.3%)		Parks and recreation facilities (92.8%)
Public transport (89.1%)		Public transport (90.6%)
Education and training facilities (89.1%)		Community and support services (89.6%)

Note: Of all public housing tenants, 8% were Indigenous and 92% were non-Indigenous.
Source: Table S3.9.

In SOMIH, Indigenous tenants were more likely than non-Indigenous tenants to rate access to shops and banking facilities; public transport; emergency services, medical services and hospitals; child care facilities; employment or place of work; and community and support services as important (Table S3.8).





Table 22: Proximity to facilities and services rated by Indigenous tenants both as important and as meeting the needs of households (top 5), SOMIH, 2016 (%)



Family and friends (94.8%)

Child care facilities (92.6%)

Education and training facilities (92.6%)

Emergency services, medical services and hospitals (92.3%)

Shops and banking (91.5%)

Notes

1. Of all SOMIH survey respondents, 92% were Indigenous and 8% were non-Indigenous.
2. Data for non-Indigenous SOMIH tenants have been suppressed due to small sample sizes.

Source: Table S3.9.




In community housing, Indigenous tenants were more likely to be satisfied with access to public transport and to education and training facilities than non-Indigenous tenants were; but less satisfied with access to shops and banking facilities; employment or place of work; community and support services; and access to family and friends (Table S3.8).

Indigenous community housing tenants were more likely than non-Indigenous community housing tenants (Table 23) to rate the proximity to locations and services both as important and as meeting the household's needs for public transport (92% Indigenous, 89% non-Indigenous).





Table 23: Proximity to facilities and services rated by tenants both as important and as meeting the needs of households (top 5), community housing, by Indigenous status, 2016 (%)

		
Emergency services, medical services and hospitals (92.1%)	Shops and banking facilities (94.5%)	
Public transport (92.0%)	Emergency services, medical services and hospitals (93.8%)	
Parks and recreational facilities (90.0%)	Child care facilities (92.6%)	
Shops and banking (89.8%)	Parks and recreational facilities (91.5%)	
Community and support services (87.9%)	Community and support services (90.9%)	

Note: Of all community housing tenants, 9% were Indigenous and 91% were non-Indigenous.
Source: Table S3.9.





4 Satisfaction with day-to-day maintenance services

Key findings—national

- Just over two-thirds of all social housing tenants (68%) were satisfied with day-to-day maintenance services, ranging from 60% of SOMIH tenants to 73% of community housing tenants.
- While satisfaction with day-to-day maintenance services has remained relatively stable since 2014, satisfaction rates for SOMIH tenants have increased (from 48% in 2014 to 60% in 2016).

Key findings—state and territory

- Satisfaction with day-to-day maintenance services was highest for public housing tenants in Queensland (82%), South Australia (77%) and Tasmania (72%) and lowest in New South Wales (57%) and the Northern Territory (67%).
- Compared with the national average (60%), SOMIH tenants in Queensland (67%) were more likely than to be satisfied with day-to-day maintenance services and New South Wales tenants were less likely to be satisfied (53%).
- Compared with the national average (73%), community housing tenants in Western Australia (80%) were more likely to be satisfied with day-to-day maintenance services. Community housing tenants in the Australian Capital Territory were the least likely to be satisfied with day-to-day maintenance services (68%), however, the differences were not significant.

Key demographic influences on satisfaction with day-to-day maintenance services



Overall, satisfaction increases with age

3 in 4 respondents **aged 65 and over** were satisfied with day-to-day maintenance services compared with 3 in 5 respondents **aged 24 and under**



Those **'not intending or unable to work'** were more satisfied (69%) than **employed tenants** (63%)



Source: Tables S4.1 and S4.2.





Satisfaction with day-to-day maintenance services, by state and territory

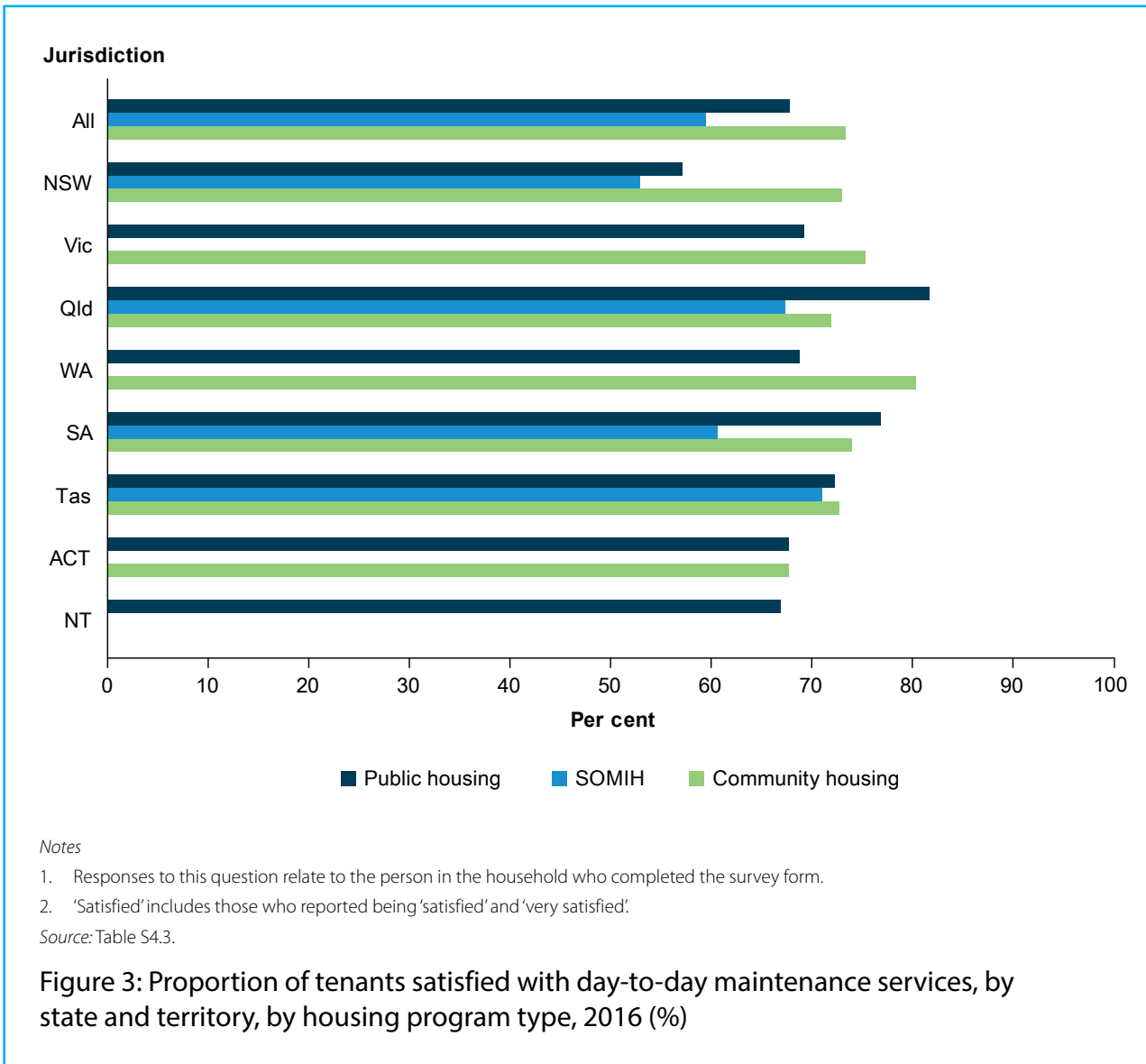
Overall, community housing tenants were the most likely to be satisfied with the day-to-day maintenance services provided by their housing organisation followed by public housing tenants and SOMIH tenants (Figure 3).

- Public housing tenants in Queensland (82%) South Australia (77%) and Tasmania (72%) were more likely to be satisfied with day-to-day maintenance services than the national average (68%) while New South Wales tenants were less likely to be satisfied (57%).
- Compared with the national average (60%), SOMIH tenants in Queensland (67%) were more likely to be satisfied while New South Wales tenants were less likely to be satisfied (53%). While tenants in Tasmania (71%) were more likely to be satisfied than those in Queensland, the difference is not statistically significant.
- Compared with the national average (73%), community housing tenants in Western Australia (80%) were more likely to be satisfied with day-to-day maintenance services, and those in the Australian Capital Territory were the least likely to be satisfied (68%)—however, the differences were not significant.

Satisfaction with day-to-day maintenance services for SOMIH tenants has increased, from 48% in 2014 to 60% in 2016. However, it is important to take into account the change in methodology for 2 of the jurisdictions operating a SOMIH program when considering this change.

- For SOMIH tenants, satisfaction with day-to-day maintenance increased from 39% in 2014 to 53% in 2016 in New South Wales, and from 56% in 2014 to 67% in 2016 in Queensland. Both of these jurisdictions were surveyed by face-to-face interview.
- Satisfaction with day-to-day maintenance services also increased, from 55% in 2014 to 61% for South Australian SOMIH tenants and from 52% in 2014 to 71% for Tasmanian tenants. Both of these jurisdictions were surveyed by mail-out questionnaire.







Satisfaction with day-to-day maintenance services, by location (remoteness)

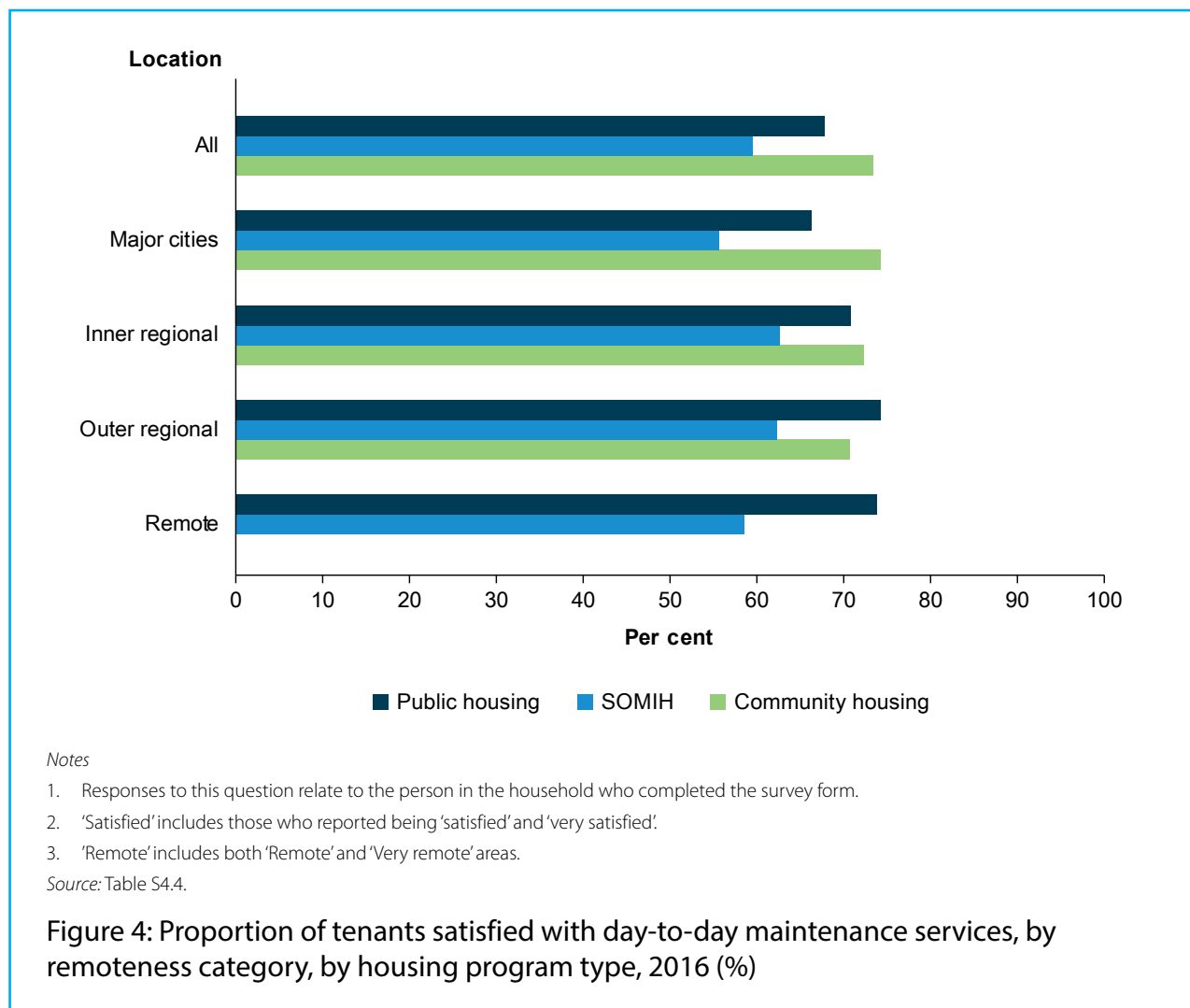
Satisfaction with day-to-day maintenance services differed between social housing programs in different remoteness areas. Consistent with 2014, community housing tenants' satisfaction levels increased with increasing remoteness (Figure 4).

Satisfaction with day-to-day maintenance was highest for:

- public housing tenants in *Outer regional* and *Remote* areas (both at 74%)
- SOMIH tenants in *Inner regional* areas (63%)
- community housing tenants in *Major cities* (74%).

Satisfaction was lowest for:

- public housing tenants who lived in *Major cities* (66%)
- SOMIH tenants who lived in *Major cities* (56%)
- community housing tenants who lived in *Outer regional* areas (71%).







Satisfaction with day-to-day maintenance services, by Indigenous status

Satisfaction with day-to-day maintenance services was higher among non-Indigenous tenants across all social housing programs (Table 24).

The rate of satisfaction (those who were either satisfied or very satisfied) among Indigenous tenants varied by housing program type:

- 63% for public housing tenants
- 59% for SOMIH tenants (up from 48% in 2014)
- 71% for community housing tenants.

Table 24: Proportion of tenants satisfied with day-to-day maintenance services, by Indigenous status, by housing program type, 2016 (%)

	Public housing	SOMIH	Community housing
	63% satisfied 12% neutral 24% dissatisfied	59% satisfied 13% neutral 28% dissatisfied	71% satisfied 13% neutral 17% dissatisfied
	67% satisfied 15% neutral 18% dissatisfied	n.p.	73% satisfied 13% neutral 15% dissatisfied

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Data for non-Indigenous SOMIH tenants have been suppressed due to small sample sizes.

Source: Table S4.5.










Satisfaction with day-to-day maintenance services, by dwelling condition

Consistent with the findings for 2014, satisfaction with day-to-day maintenance services increased as the dwelling standard increased (Table 25).

- Almost three-quarters (74%) of all social housing tenants living in a dwelling of an 'acceptable standard' were satisfied with day-to-day maintenance services.
- Satisfaction was slightly higher among tenants whose dwellings were of an 'acceptable standard' but whose facilities were not (75%).
- Tenants living in a dwelling with facilities of an 'acceptable standard' but 'unacceptable dwelling structure' were the least satisfied with day-to-day maintenance services (41%).

Table 25: Proportion of tenants satisfied with day-to-day maintenance services, by dwelling condition, 2016 (%)

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
 House and facilities (good condition)	74%	12%	14%
 Facilities good (e.g. taps, washing machine, stove)	41%	19%	39%
 House (poor)			
 Facilities poor (e.g. taps, washing machine, stove)	75%	6%	19%
 House (good)			

Note: Responses to this question relate to the person in the household who completed the survey form.

Source: Table S4.6.








Satisfaction with day-to-day maintenance services, by dwelling utilisation

Satisfaction with day-to-day maintenance services was lowest for tenants living in an overcrowded dwelling, regardless of social housing program—possibly due to a higher need for maintenance services because of the additional strain placed on facilities through overcrowding. It was highest for public housing tenants living in underutilised dwellings, and for SOMIH and community housing tenants living in adequately utilised dwellings (Table 26).

Table 26: Proportion of tenants who were satisfied with day-to-day maintenance services, by dwelling utilisation, by housing program type, 2016 (%)

	Public housing	SOMIH	Community housing
 Overcrowded dwelling	58% satisfied 18% neutral 25% dissatisfied	56% satisfied 15% neutral 29% dissatisfied	69% satisfied 15% neutral *16% dissatisfied
 Adequately utilised dwelling	68% satisfied 14% neutral 18% dissatisfied	61% satisfied 13% neutral 26% dissatisfied	74% satisfied 12% neutral 15% dissatisfied
 Underutilised dwelling	73% satisfied 12% neutral 16% dissatisfied	60% satisfied 11% neutral 30% dissatisfied	73% satisfied 14% neutral *12% dissatisfied

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table S4.7.





5 Satisfaction with emergency maintenance services

Key findings—national

- Across all social housing programs, satisfaction with emergency maintenance services was higher than satisfaction with day-to-day maintenance services. Nationally, three-quarters of all social housing tenants (76%) were satisfied with the emergency maintenance services provided by their housing organisation, compared with around two-thirds satisfied with day-to-day maintenance.
- While satisfaction with emergency maintenance services has remained relatively stable since 2014, satisfaction levels for SOMIH tenants have increased—from 64% in 2014 to 71% in 2016.

Key findings—state and territory

- Compared with the national average (76%), satisfaction with emergency maintenance services was higher for public housing tenants in Queensland (86%), South Australia (80%) and the Australian Capital Territory (81%) and lowest in New South Wales (68%).
- Compared with the national average (71%), SOMIH tenants in Queensland (79%) were more likely to be satisfied with emergency maintenance services, while New South Wales tenants were least likely to be satisfied (66%).
- Community housing tenants in Victoria (82%), Western Australia (81%), South Australia (81%) and Tasmania (80%) were the most likely to be satisfied with emergency maintenance services, while those in the Australian Capital Territory (67%) were the least likely to be satisfied with emergency maintenance services—although the differences were not significant.

Key demographic influences on satisfaction with emergency maintenance services



Overall, satisfaction increases with age

4 in 5 respondents **aged 65 and over** were satisfied with emergency maintenance services compared with 2 in 3 respondents **aged 24 and under**



Tenants **'not intending or unable to work'** were the most satisfied (77%), compared with those **employed full-time** who were the least satisfied (70%)



Source: Tables S5.1 and S5.2.





Satisfaction with emergency maintenance services, by state and territory

In general, community housing tenants were the most likely to be satisfied with the emergency maintenance services provided by their housing organisation, followed by public housing tenants and SOMIH tenants (Figure 5).

- Compared with the national average (76%), public housing tenants in Queensland (86%) South Australia (80%) and the Australian Capital Territory (81%) were more likely to be satisfied with emergency maintenance services, while tenants in New South Wales (68%) were less likely to be satisfied.
- Compared with the national average (71%), SOMIH tenants in Queensland (79%) were more likely to be satisfied with emergency maintenance services, while those in New South Wales (66%) and South Australia (70%) were less likely to be satisfied—although the differences were not significant.
- Compared with the national average (79%), community housing tenants in Victoria (82%), South Australia (81%), Western Australia (81%), and Tasmania (80%) were more likely to be satisfied with emergency maintenance services (although the differences were not significant); tenants in the Australian Capital Territory (67%) were less likely to be satisfied.

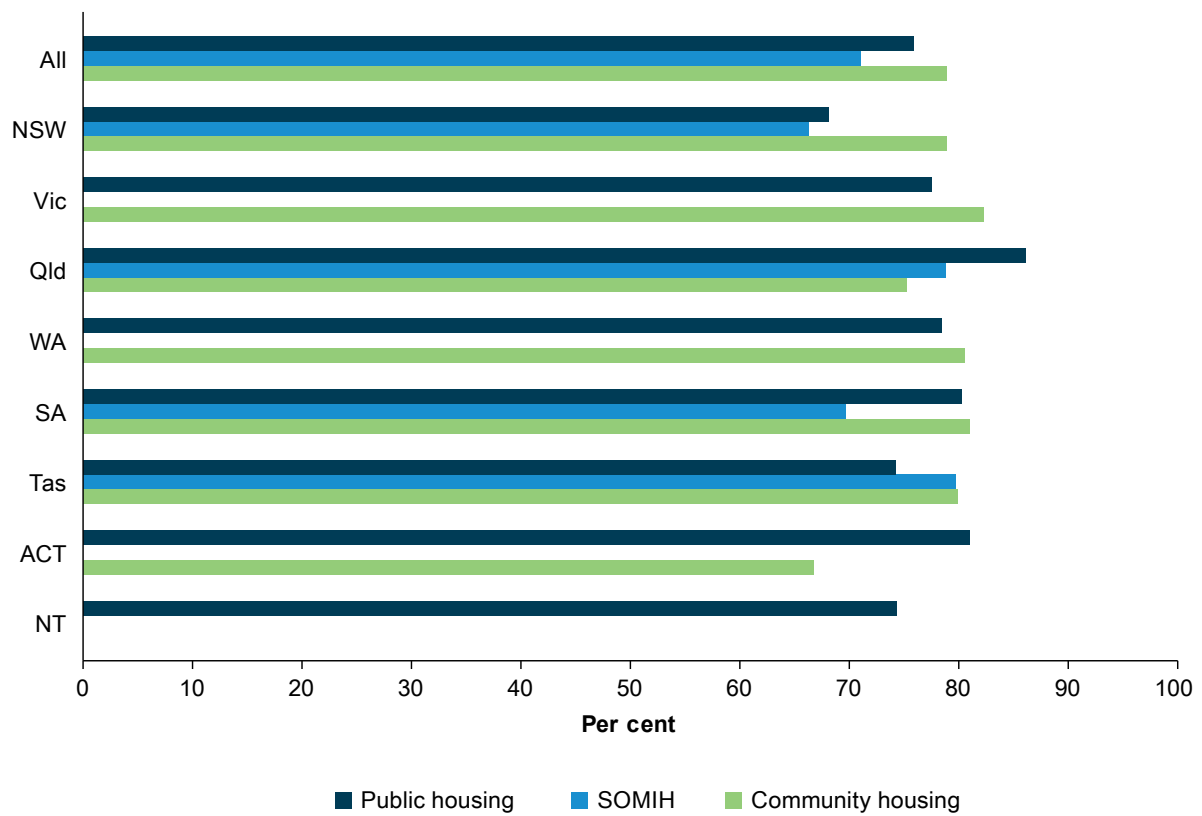
Satisfaction with emergency maintenance services for SOMIH tenants has increased, from 64% across all jurisdictions in 2014 to 71% across all jurisdictions in 2016—although it is important to take into account the change in methodology for 2 of the jurisdictions with a SOMIH program when considering this change.

- Satisfaction with emergency maintenance services increased, from 60% in 2014 to 66% in 2016 for SOMIH tenants in New South Wales, and from 69% in 2014 to 79% in 2016 in Queensland. Both of these jurisdictions were surveyed by face-to-face interview.
- Satisfaction with emergency maintenance services also increased, from 66% in 2014 to 70% in 2016 for SOMIH tenants in South Australia, and from 59% in 2014 to 80% in 2016 for those in Tasmania. Both of these jurisdictions were surveyed by mail-out questionnaire.





Jurisdiction



Notes

1. Responses to this question relate to the person who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table S5.3.

Figure 5: Proportion of tenants satisfied with emergency maintenance services, by state and territory, by housing program type, 2016 (%)





Satisfaction with emergency maintenance services, by location (remoteness)

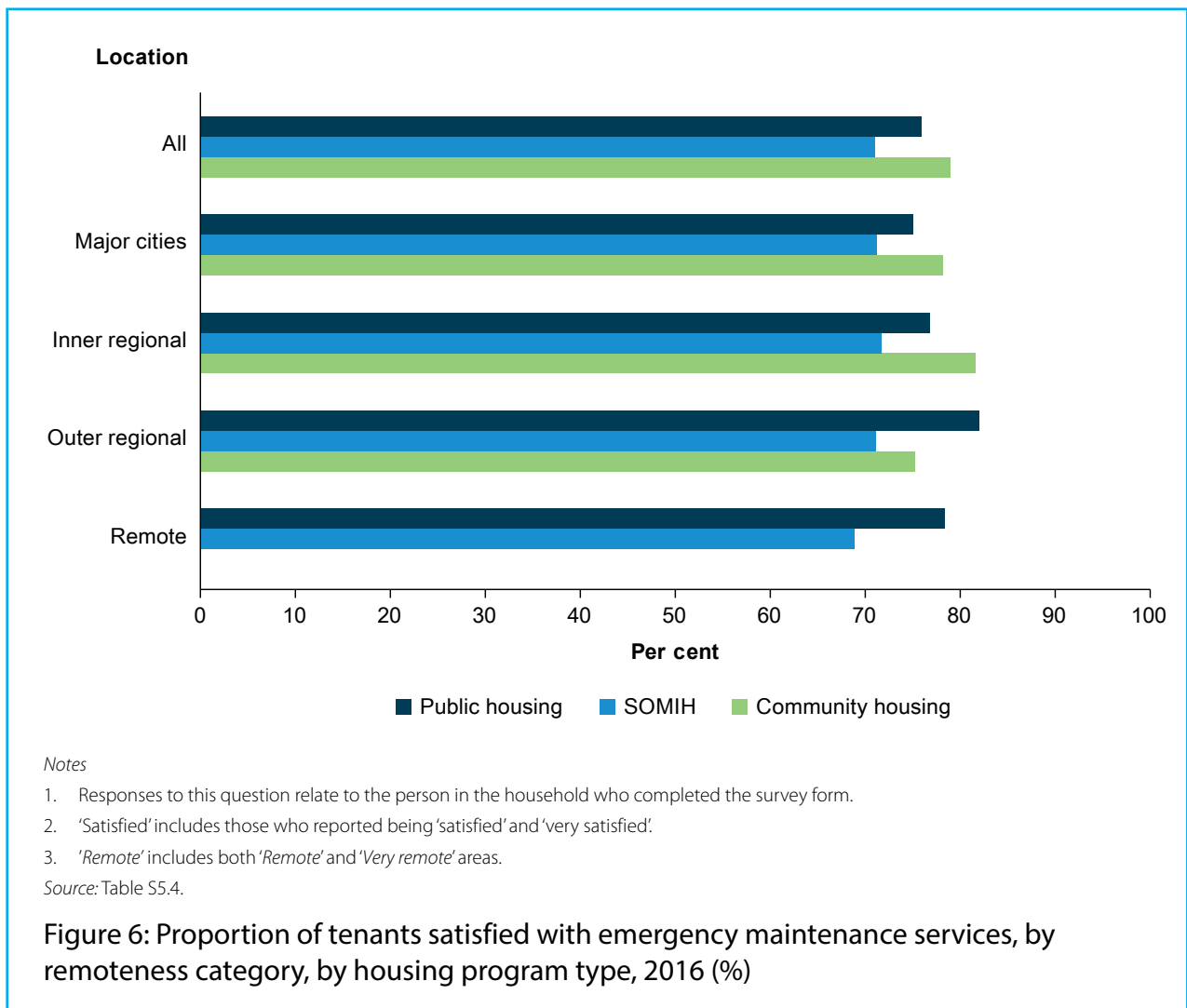
Satisfaction with emergency maintenance services differed across social housing programs and remoteness areas (Figure 6).

Satisfaction with emergency maintenance services was highest for:

- public housing tenants (82%) who lived in *Outer regional* areas
- SOMIH tenants (72%) who lived in *Inner regional* areas
- community housing tenants (98%) who lived in *Inner regional* areas.

Satisfaction with emergency maintenance services was lowest for:

- public housing tenants (75%) who lived in *Major cities*
- SOMIH tenants (69%) who lived in *Remote* areas
- community housing tenants (75%) who lived in *Outer regional* areas.





Satisfaction with emergency maintenance services, by Indigenous status



Overall, the 2016 NSHS found that satisfaction with emergency maintenance services was higher for non-Indigenous tenants than for Indigenous tenants across all social housing programs (Table 27).

The rate of satisfaction (those who were 'satisfied' and those who were 'very satisfied') among Indigenous tenants differed across housing programs:

- public housing tenants at 70%
- SOMIH tenants at 71%
- community housing tenants at 74%

Note that the use of two different methodologies for SOMIH tenants in 2016, may have affected these results.

Table 27: Proportion of tenants satisfied with emergency maintenance services, by Indigenous status, by housing program type, 2016 (%)

	Public housing	SOMIH	Community housing
	70% satisfied 17% neutral *12% dissatisfied	71% satisfied 11% neutral 19% dissatisfied	74% satisfied 15% neutral *11% dissatisfied
	75% satisfied 15% neutral 10% dissatisfied	n.p.	79% satisfied 13% neutral 9% dissatisfied

n.p. not publishable because of small numbers, confidentiality or other concerns.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Data for non-Indigenous SOMIH tenants have been suppressed due to small sample sizes.

Source: Table S5.5.










Satisfaction with emergency maintenance services, by dwelling condition

Consistent with the findings for 2014, satisfaction with emergency maintenance services increased as the dwelling standard increased (Table 28).

- Four in 5 (80%) of all social housing tenants living in a dwelling of an 'acceptable standard' were satisfied with emergency maintenance services.
- Satisfaction was slightly lower among tenants whose dwellings were of an 'acceptable standard' but whose facilities were not (78%).
- Tenants living in a dwelling with facilities of an 'acceptable standard' but 'unacceptable dwelling structure' were least satisfied with emergency maintenance services (60%).

Table 28: Proportion of tenants satisfied with emergency maintenance services, by dwelling condition, 2016 (%)

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
 House and facilities (good condition)	80%	12%	8%
 Facilities good (e.g. taps, washing machine, stove)	60%	20%	20%
 House (poor)			
 Facilities poor (e.g. taps, washing machine, stove)	78%	*6%	*17%
 House (good)			

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Note: Responses to this question relate to the person in the household who completed the survey form.

Source: Table S5.6.








Satisfaction with emergency maintenance services, by dwelling utilisation

For public housing and community housing tenants, satisfaction with emergency maintenance services was lowest for those living in an overcrowded dwelling and highest for those living in underutilised dwellings (Table 29).

In comparison, SOMIH tenants in overcrowded dwellings were more satisfied with emergency maintenance services and those in underutilised dwellings were less satisfied.

- Across all social housing programs, three-quarters or more of tenants (76%) in dwellings of an appropriate size for their household and in underutilised dwellings (79%) were satisfied with emergency maintenance services.
- Seven in 10 (70%) of tenants in overcrowded dwellings across all social housing programs were satisfied with emergency maintenance services.

Table 29: Proportion of tenants who were satisfied with emergency maintenance services, by dwelling utilisation, by housing program type, 2016 (%)

	Public housing	SOMIH	Community housing
 Overcrowded dwelling	69% satisfied 13% neutral *17% dissatisfied	73% satisfied 10% neutral *17% dissatisfied	76% satisfied 12% neutral *12% dissatisfied
 Adequately utilised dwelling	76% satisfied 14% neutral 10% dissatisfied	72% satisfied 10% neutral 18% dissatisfied	79% satisfied 13% neutral 8% dissatisfied
 Underutilised dwelling	79% satisfied 12% neutral *9% dissatisfied	66% satisfied 12% neutral 22% dissatisfied	85% satisfied 10% neutral *6% dissatisfied

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Satisfied' includes those who reported being 'satisfied' or 'very satisfied'.

Source: Table S5.7.





6 Perceived benefits of living in social housing

Key findings—national

- Social housing tenants reported a range of benefits from living in social housing, with around 8 out of 10 tenants identifying multiple benefits.
- The most common benefits reported were 'feeling more settled' and being 'able to manage rent/money better' (both at 95%). SOMIH and community housing tenants also rated being 'able to continue living in this area' highly (both at 93%).
- The benefit least commonly reported by social housing tenants was 'feel more able to improve job situation' (65%) followed by 'feel more able to start or continue education or training' (71%). SOMIH tenants were more likely to report these benefits than either public housing or community housing tenants, which may reflect the fact that SOMIH tenants were more likely to be of working age.

Key findings—state and territory

- Queensland public housing tenants were more likely than the national average to rate the ability to 'continue living in this area', or to 'start or continue education or training' as benefits of living in social housing. Victorian public housing tenants were more likely than the national average to rate their 'access to public transport' while those in the Australian Capital Territory were more likely to rate the ability to 'start or continue education or training' as benefits of living in social housing.
- SOMIH tenants in Queensland were less likely than the national average to report 'access to services' and 'public transport' as benefits of social housing but more likely to report they were 'better able to cope with life events'.
- Community housing tenants in Tasmania were the least likely to report benefits from living in social housing, particularly in regard to 'enjoying better health', being able to 'continue living in this area', the ability to 'start or continue education or training' or having 'better access to services'.





Key demographic influences on perceived benefits of living in social housing

Perceived benefits of living in social housing increase with age



Older tenants (65 and over) were most likely to report 'feeling settled', 'ability to manage rent and money better', and 'able to continue living in the same area' as benefits of social housing



Younger tenants (15–24) were most likely to report the ability to 'improve their job situation' and 'to start or continue education or training' as benefits



Couples living without children were the most likely to report benefits of living in social housing



Extended family groups without children were the least likely to report benefits of social housing

Source: Tables S6.1, and S6.2.

Benefits of living in social housing, by state and territory

Overall, a high proportion of all social housing tenants reported that they had experienced benefits from living in social housing (Table 30).

Compared with the national average, public housing tenants in:

- Victoria were more likely to report they 'have better access to public transport' (91%)
- Queensland were more likely to report they were 'more able to continue living in this area' (95%), 'feel more able to start or continue education or training' (77%) as well as nominating 'other, unspecified' benefits (98%)
- the Australian Capital Territory were more likely to report they 'feel more able to start or continue education or training' (78%) and less likely to report 'feel part of the local community' (78%)
- the Northern Territory tenants were less likely to report they are 'able to continue living in this area' (88%) and 'have better access to public transport' (83%).

Compared to the national average, SOMIH tenants in:

- New South Wales were more likely to report they 'have better access to services' (91%) and 'have better access to public transport' (90%)
- Queensland were more likely to report they 'feel more able to cope with life events' (94%) and less likely to report they 'have better access to services' (82%) and they 'have better access to public transport' (62%)
- South Australia were more likely to report they 'have better access to public transport' (88%) and less likely to report they 'feel more able to start or continue education or training' (73%).





Compared to the national average, community housing tenants in:

- Victoria were more likely to report 'other, unspecified' benefits (100%)
- Western Australia were more likely to report they 'enjoy better health' (86%)
- South Australia were more likely to report they are 'able to manage rent or money better' (95%)
- Tasmania were less likely to report they 'enjoy better health' (77%), felt 'able to continue living in this area' (88%), felt 'more able to start or continue education or training' (65%) or 'have better access to services' (82%)
- the Australian Capital Territory were more likely to report 'other, unspecified' benefits (100%).

Table 30: Perceived benefits of living in social housing, by state and territory, by housing program type, 2016 (%)

Perceived Benefit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Feel more settled	95.0	95.1	95.1	94.5	95.0	95.4	95.3	93.7	95.0
Enjoy better health	78.6	83.3	82.4	82.7	82.4	82.4	78.5	81.5	81.1
Feel more able to cope with life events	88.5	86.2	90.7	89.4	88.5	89.7	86.7	86.1	88.4
Feel part of the local community	83.3	80.1	85.3	84.5	82.9	83.0	#77.6	80.9	82.8
Able to continue living in this area	90.8	90.1	#95.1	90.0	91.5	92.1	91.1	#88.3	91.4
Able to manage rent/ money better	94.4	96.1	96.4	94.2	93.7	95.0	95.2	94.4	95.0
Feel more able to improve job situation	64.3	58.4	69.7	61.1	61.6	67.8	70.0	59.9	63.7
Feel more able to start or continue education/training	70.3	68.9	#77.4	64.3	65.4	68.6	#77.6	68.9	70.4
Have better access to services	87.2	89.3	88.3	84.8	88.5	89.3	84.4	86.1	87.7
Have better access to public transport	84.9	#91.3	88.4	87.2	89.8	85.8	85.9	#83.0	87.5
Other	90.3	86.7	#98.2	80.9	86.7	83.3	88.9	88.1	89.8
SOMIH									
Feel more settled	92.5	—	95.1	—	95.4	88.2	—	—	93.7
Enjoy better health	85.4	—	87.4	—	85.7	82.0	—	—	86.1
Feel more able to cope with life events	90.6	—	#94.3	—	90.1	82.6	—	—	91.6
Feel part of the local community	88.9	—	88.5	—	85.9	77.6	—	—	88.1





Perceived Benefit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Able to continue living in this area	91.7	—	94.2	—	93.9	90.0	—	—	92.9
Able to manage rent/money better	91.3	—	92.4	—	94.2	95.5	—	—	92.2
Feel more able to improve job situation	80.8	—	71.1	—	70.0	66.2	—	—	75.5
Feel more able to start or continue education/training	85.7	—	78.1	—	#73.1	67.5	—	—	81.1
Have better access to services	#90.9	—	#81.7	—	88.3	86.5	—	—	87.2
Have better access to public transport	#89.7	—	#61.6	—	#88.1	83.5	—	—	80.0
Other	n.p.	—	n.p.	—	89.8	n.p.	—	—	91.2
Community housing									
Feel more settled	94.9	94.7	93.3	93.8	95.9	94.7	93.0	—	94.5
Enjoy better health	81.0	83.4	83.7	#86.4	84.0	#76.6	83.8	—	82.1
Feel more able to cope with life events	89.8	89.3	88.1	87.0	87.8	85.5	84.8	—	88.6
Feel part of the local community	84.2	83.6	82.1	82.7	81.6	80.6	86.1	—	83.0
Able to continue living in this area	93.8	93.2	91.9	93.1	92.9	#88.3	91.9	—	92.6
Able to manage rent/money better	92.8	92.4	92.3	92.4	#95.3	91.5	90.5	—	92.7
Feel more able to improve job situation	63.2	65.8	71.9	70.5	69.6	61.1	72.7	—	66.4
Feel more able to start or continue education/training	69.7	74.6	78.9	71.2	79.7	#65.3	80.9	—	73.1
Have better access to services	88.1	85.9	90.0	88.5	87.8	#82.4	87.0	—	87.6
Have better access to public transport	85.0	85.8	87.7	88.9	84.2	84.3	87.5	—	85.8
Other	91.1	#100.0	90.2	86.8	90.3	91.7	#100.0	—	92.2

Indicates jurisdictional finding is statistically significantly different from the national finding.

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the individual who completed the survey form.
2. Respondents were allowed to select more than 1 response.





Benefits of living in social housing, by location (remoteness)

A high proportion of social housing tenants across all areas of remoteness reported that they had benefitted from living in social housing.

Compared to the national average (Table 31), public housing tenants in:

- *Outer regional* areas were more likely to report that they 'enjoy better health' (87%)
- *Inner regional* areas were less likely to report that they were 'able to continue living in this area' (87%).

Table 31: Self-reported benefits gained by living in social housing, for public housing tenants, by location, 2016 (%)

Benefit	Major cities	Inner regional	Outer regional	Remote	All
Feel more settled	95.2	94.6	94.0	93.5	95.0
Enjoy better health	81.5	75.8	#87.4	81.6	81.1
Feel more able to cope with life events	89.0	85.5	88.9	87.2	88.4
Feel part of the local community	83.1	79.4	86.3	83.6	82.8
Able to continue living in this area	92.2	#87.0	92.2	92.1	91.4
Able to manage rent/money better	95.3	94.7	94.5	90.2	95.0
Feel more able to improve job situation	65.4	55.4	60.1	n.p.	63.7
Feel more able to start or continue education/training	73.2	60.6	60.9	n.p.	70.4
Have better access to services	88.0	87.9	83.0	90.4	87.7
Have better access to public transport	88.9	82.4	83.8	n.p.	87.5
Other	92.1	n.p.	n.p.	n.p.	89.8

Difference between remoteness category and national value is statistically significant.

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Remote' includes both 'Remote' and 'Very remote' areas.
3. Respondents were allowed to select more than 1 response.





Compared to the national average (Table 32), SOMIH tenants in:

- *Major cities* were more likely to report that they have ‘better access to public transport’ (90%)
- *Inner regional* areas were less likely to report that they ‘feel more settled’ (89%)
- *Outer regional* areas were more likely to report that they ‘feel more settled’ (97%), ‘enjoy better health’ (91%) and ‘feel more able to cope with life events’ (95%)
- *Remote* areas were more likely to report that ‘they feel part of the community’ (94%) but less likely to report that they have ‘better access to public transport’ (38%).

Table 32: Self-reported benefits gained by living in social housing, for SOMIH tenants, by location, 2016 (%)

Benefit	Major cities	Inner regional	Outer regional	Remote	All
Feel more settled	94.9	#88.8	#97.0	94.4	93.7
Enjoy better health	84.2	82.0	#91.1	89.4	86.1
Feel more able to cope with life events	90.7	88.9	#95.1	93.2	91.6
Feel part of the local community	86.3	84.6	91.3	#93.8	88.1
Able to continue living in this area	95.0	89.7	93.4	92.2	92.9
Able to manage rent/money better	93.1	91.0	94.0	88.9	92.2
Feel more able to improve job situation	79.3	71.9	73.4	77.2	75.5
Feel more able to start or continue education/training	82.3	80.4	80.8	80.4	81.1
Have better access to services	90.2	85.5	85.2	86.4	87.2
Have better access to public transport	#89.5	84.6	78.7	#37.8	80.0
Other	n.p.	n.p.	n.p.	—	91.2

Difference between remoteness category and national value is statistically significant.

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. ‘Remote’ includes both ‘Remote’ and ‘Very remote’ areas.
3. Respondents were allowed to select more than 1 response.





Compared to the national average (Table 33), community housing tenants in:

- *Major cities* were more likely to report they have 'better access to public transport' (89%)
- *Inner regional* areas were less likely to report they have 'better access to public transport' (79%).

Table 33: Self-reported benefits gained by living in social housing, for community housing tenants, by location, 2016 (%)

Benefit	Major cities	Inner regional	Outer regional	Remote	All
Feel more settled	94.2	96.1	92.2	n.p.	94.5
Enjoy better health	82.4	81.6	80.8	n.p.	82.1
Feel more able to cope with life events	88.8	87.8	88.4	n.p.	88.6
Feel part of the local community	82.4	83.0	86.1	n.p.	83.0
Able to continue living in this area	92.8	92.4	91.2	n.p.	92.6
Able to manage rent/money better	92.4	94.1	89.7	n.p.	92.7
Feel more able to improve job situation	67.4	67.1	58.3	n.p.	66.4
Feel more able to start or continue education/training	73.1	75.0	67.6	n.p.	73.1
Have better access to services	88.5	87.0	83.4	n.p.	87.6
Have better access to public transport	#89.3	#79.0	79.8	n.p.	85.8
Other	90.9	97.8	n.p.	n.p.	92.2

Difference between remoteness category and national value is statistically significant.

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Remote' includes both 'Remote' and 'Very remote' areas.
3. Respondents were allowed to select more than 1 response.

Benefits of living in social housing, by Indigenous status

The most common benefits of social housing reported by Indigenous tenants—including feeling 'more settled' and an improved ability to 'manage rent/money'—were consistent across all social housing programs (Table 34).

Indigenous tenants in public and community housing generally rated the benefits of living in social housing lower than non-Indigenous tenants, except for feeling more able to:

- 'improve job situation' (70% Indigenous compared with 64% non-Indigenous)
- 'start or continue education/training' (75% Indigenous compared with 70% non-Indigenous).

This aligns with the younger age profile of SOMIH tenants.





Table 34: Self-reported benefits gained by tenants living in social housing, by Indigenous status, 2016 (%)

Benefit	Public housing		SOMIH		Community Housing		All	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Feel more settled	93.3	95.4	93.8	n.p.	87.7	95.4	92.8	95.4
Enjoy better health	80.4	80.9	86.3	n.p.	79.4	82.1	81.9	81.1
Feel more able to cope with life events	88.4	87.9	92.0	n.p.	78.5	89.5	88.4	88.2
Feel part of the local community	82.6	82.2	88.1	n.p.	77.1	83.9	83.6	82.4
Able to continue living in this area	85.1	92.3	92.9	n.p.	81.0	94.3	86.7	92.6
Able to manage rent/money better	93.3	95.4	92.3	n.p.	87.3	93.6	92.3	95.1
Feel more able to improve job situation	67.4	63.1	75.8	n.p.	66.2	66.0	69.8	63.6
Feel more able to start or continue education/training	71.2	69.8	81.5	n.p.	75.0	73.1	74.8	70.4
Have better access to services	86.0	86.9	87.3	n.p.	82.7	88.4	86.0	87.2
Have better access to public transport	88.6	86.5	80.3	n.p.	86.0	85.2	86.1	86.3
Other	82.9	93.1	90.1	n.p.	82.5	95.5	82.4	93.4

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.





7 Dwelling condition or standard

Key findings—national

- ‘Dwelling condition or standard’ is assessed by the number of working facilities the dwelling has (regardless of ownership), as well as by the number of major structural problems present, as assessed by the tenant.
- A dwelling is considered to be of an ‘acceptable’ standard if it has 4 or more working facilities and no more than 2 major structural problems. Box 2 details the meaning of ‘dwelling condition’ in social housing.
- The majority of social housing respondents lived in a dwelling of an ‘acceptable’ standard—with 4 or more working facilities and no more than 2 major structural problems, ranging from 75% of SOMIH tenants (up from 70% in 2014) to 88% of community housing tenants (89% in 2014).

Key findings—state and territory

- 4 in 5 (80%) public housing tenants lived in a dwelling of an ‘acceptable’ standard, ranging from a low of 73% in New South Wales to a high of 86% in Queensland.
- Three-quarters of SOMIH tenants were in dwellings of an ‘acceptable’ standard. This ranged from 66% in South Australia to 90% in Queensland.
- Community housing tenants were the most likely to live in a dwelling of an acceptable standard, ranging from a low of 81% in Tasmania to a high of 92% in South Australia.

Key demographic influences on perceived dwelling condition



Younger tenants were most likely to report living in a dwelling of an acceptable standard (87% of those **aged 20–24**)

Those **aged 25–34** were least likely to report living in a dwelling of an acceptable standard (65%)



4 in 5 (83%) of those who were ‘**not intending or unable to work**’, reported living in a dwelling of an acceptable standard

Around 3 in 4 **part-time** (76%) and **full-time** (78%) **employed** tenants reported living in a dwelling of an acceptable standard



Source: Tables S7.1 and S7.2.





Dwelling condition or standard

In order to assess the condition of a dwelling, tenants were asked what facilities their dwelling had and whether these facilities were in working order. Tenants were also asked to report the number of structural problems present in their dwelling. It is important to note that, as results are based on tenant self-reporting, structural problems may be under- or over-reported, as the tenant may not have been able to accurately identify these (see Box 2 for further details regarding dwelling condition).

Dwelling condition or standard, by state and territory

Community housing, both nationally and across each of the jurisdictions, had the highest proportion of tenants (almost 9 in 10) who rated their dwelling as being of an 'acceptable' standard (Table 35).

Compared with the national average (80% for PH, 75% for SOMIH and 88% for CH), the highest proportions of tenants in a dwelling of an acceptable standard were in:

- Queensland public housing (86%)
- Queensland SOMIH (90%, up from 80% in 2014)
- South Australian community housing (92%).

Compared with the national average (80% for PH, 75% for SOMIH and 88% for CH), the lowest proportion of tenants living in a dwelling of an acceptable standard were located in:

- New South Wales public housing (73%)
- South Australian SOMIH (66%)
- Tasmanian community housing (81%).

It is important to note the previously mentioned difference in methodology used across SOMIH jurisdictions that may influence results for this program.

Overall, social housing tenants were more likely to report that the facilities in their dwelling were of an acceptable standard but that the structure was not, compared with the reverse.

- Public housing tenants in New South Wales (21%) were more likely than the national average (16%) to report that their dwelling currently had facilities of an acceptable standard but that the structure was not acceptable, while tenants in Queensland (10%) and South Australia (12%) were less likely to do so.
- Around one-quarter (23%) of SOMIH tenants reported their dwelling had facilities of an acceptable standard while the structure was not acceptable, ranging from 10% in Queensland and Tasmania to 32% in New South Wales.
- Fewer than 1 in 10 (8%) community housing tenants reported that their dwelling had facilities of an acceptable standard while the structure was not acceptable, ranging from 6% in Queensland and Western Australia to 14% in Tasmania.





Table 35: Dwelling condition in social housing, by state and territory, by housing program type, 2016 (%)

Dwelling condition	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Dwelling is of an acceptable standard	#73.4	82.2	#85.6	80.4	83.2	81.8	79.4	81.1	79.5
Facilities are of an acceptable standard but structure is not	#20.7	13.6	#10.0	14.6	#11.8	13.5	16.1	13.0	15.5
Structure is of an acceptable standard but facilities are not	4.9	*#2.3	3.6	3.4	4.5	3.8	3.3	4.8	3.9
Dwelling is not of an acceptable standard	*1.0	*1.8	**n.p.	*1.6	**n.p.	*0.8	*1.2	*1.1	1.1
SOMIH									
Dwelling is of an acceptable standard	#66.6	—	#89.7	—	#66.1	84.1	—	—	74.7
Facilities are of an acceptable standard but structure is not	#31.6	—	#9.6	—	#29.0	*#10.1	—	—	23.3
Structure is of an acceptable standard but facilities are not	*0.9	—	**n.p.	—	*#3.6	*5.8	—	—	*1.0
Dwelling is not of an acceptable standard	**n.p.	—	**n.p.	—	*1.3	—	—	—	*0.7
Community Housing									
Dwelling is of an acceptable standard	87.2	89.4	89.3	88.4	#91.7	#80.5	90.8	—	87.8
Facilities are of an acceptable standard but structure is not	8.7	7.8	6.2	6.0	6.6	#14.4	*6.5	—	8.3
Structure is of an acceptable standard but facilities are not	3.2	*2.5	*4.2	5.0	*#1.5	4.0	*2.2	—	3.3
Dwelling is not of an acceptable standard	*0.9	**n.p.	**n.p.	**n.p.	**n.p.	*1.2	**n.p.	—	*0.6

** Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Difference between state value and national value is statistically significant.

n.p. not publishable because of small numbers, confidentiality or other concerns about the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. A house is assessed as being of an 'acceptable' standard if it has at least 4 working facilities and not more than 2 major structural problems.
3. Structural problems include rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls/windows out of plumb; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other structural problems.
4. Facilities listed include stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; and laundry tub.





Dwelling condition, by location (remoteness)

Across all social housing programs and all remoteness areas, the 2016 NSHS found that two-thirds or more of tenants rated their dwelling as being of an 'acceptable' standard (Table 36).

- For public housing, around 4 in 5 dwellings across all remoteness areas were rated as being of an acceptable standard.
- For SOMIH, *Major cities* had the lowest proportion of dwellings rated as being of an acceptable standard (67%, compared with 66% in 2014). *Outer regional* areas had the highest proportion of 'acceptable standard' dwellings in the program (82%).
- For community housing, dwellings in *Inner regional* areas were the least likely to be of an 'acceptable standard' (86%)—although this likelihood was still high. Other remoteness areas also had high rates (between 86% and 88%) of 'acceptable standard' dwellings.

Table 36: Dwelling condition in social housing, by location, 2016 (%)

Dwelling condition	Major cities	Inner regional	Outer regional	Remote	All
Public housing					
Dwelling is of an acceptable standard	79.2	81.5	78.6	79.9	79.5
Facilities are of acceptable standard but structure is not	15.7	14.1	16.3	*16.3	15.5
Structure is of an acceptable standard but facilities are not	3.9	4.3	*3.2	**n.p.	3.9
Dwelling is not of acceptable standard	1.2	**n.p.	*1.9	**n.p.	1.1
SOMIH					
Dwelling is of an acceptable standard	#66.5	78.6	#81.8	76.8	74.7
Facilities are of acceptable standard but structure is not	#31.1	19.1	#16.7	21.9	23.3
Structure is of an acceptable standard but facilities are not	*1.9	*1.5	**n.p.	**n.p.	*1.3
Dwelling is not of acceptable standard	**n.p.	**n.p.	**n.p.	**n.p.	*0.7
Community Housing					
Dwelling is of an acceptable standard	88.4	86.4	87.9	n.p.	87.8
Facilities are of acceptable standard but structure is not	7.6	9.6	8.9	n.p.	8.3
Structure is of an acceptable standard but facilities are not	3.6	2.8	*3.0	—	3.3
Dwelling is not of acceptable standard	*0.4	*1.2	**n.p.	—	0.6

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

**n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

n.p. not published for data quality reasons.

indicates remoteness finding is statistically significantly different from the national finding.





Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. A house is assessed as being of an 'acceptable' standard if it has at least 4 working facilities and not more than 2 major structural problems.
3. Structural problems include rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls/windows out of plumb; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other structural problems.
4. Facilities listed include stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; and laundry tub.

Dwelling condition, by Indigenous status

The 2016 NSHS found that Indigenous respondents were less likely overall, compared with non-Indigenous respondents, to rate their dwellings as being of an 'acceptable' standard (72% of Indigenous tenants compared with 83% of non-Indigenous tenants) (Table 37).

Two-thirds or more of Indigenous tenants across all social housing programs were living in dwellings of an 'acceptable' standard:

- 69% in public housing (up from 66% in 2014)
- 75% in SOMIH (up from 70% in 2014)
- 77% in community housing (down from 84% in 2014).

Table 37: Dwelling condition in social housing, by Indigenous status, 2016 (%)

Dwelling condition	Indigenous	Non-Indigenous
Public housing		
Dwelling is of an acceptable standard	68.7	82.0
Facilities are of acceptable standard but structure is not	25.0	14.4
Structure is of an acceptable standard but facilities are not	*5.6	2.8
Dwelling is not of acceptable standard	**n.p.	0.8
SOMIH		
Dwelling is of an acceptable standard	75.4	71.6
Facilities are of acceptable standard but structure is not	22.7	25.3
Structure is of an acceptable standard but facilities are not	1.2	**n.p.
Dwelling is not of acceptable standard	*0.7	**n.p.
Community housing		
Dwelling is of an acceptable standard	76.9	90.0
Facilities are of acceptable standard but structure is not	17.7	7.7
Structure is of an acceptable standard but facilities are not	*4.5	2.0
Dwelling is not of acceptable standard	**n.p.	*0.3





Dwelling condition	Indigenous	Non-Indigenous
All		
Dwelling is of an acceptable standard	71.5	83.2
Facilities are of acceptable standard but structure is not	23.5	13.4
Structure is of an acceptable standard but facilities are not	*4.2	2.7
Dwelling is not of acceptable standard	*0.7	*0.7

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

**n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. A house is assessed as being of an 'acceptable' standard if it has at least 4 working facilities and not more than 2 major structural problems.
3. Structural problems include rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls/windows out of plumb; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other structural problems.
4. Facilities listed include stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; and laundry tub.





8 Dwelling utilisation

Key findings—national

- Based on the CNOS, around three-quarters of social housing dwellings were considered to be 'adequate' in size for the household.
- Only a small proportion of social housing dwellings were overcrowded, and this was more common among SOMIH households than for either public or community housing households.
- Underutilisation was more common than overcrowding in social housing households. This was most common in public housing and SOMIH households, with around 1 in 5 dwellings underutilised, compared with just over 1 in 10 community housing households.

Key findings—state and territory

- Underutilisation was more common across all social housing programs than overcrowding. This was particularly the case in South Australia, with only 2% of public housing dwellings classified as 'overcrowded' while 25% were underutilised; and in community housing, where 4% were overcrowded compared with 32% that were underutilised.
- In comparison, SOMIH tenants were slightly more likely to be in dwellings classed as 'overcrowded' (23%), compared with those that were 'underutilised' (22%)—particularly in Queensland, with 35% of SOMIH dwellings classed as 'overcrowded' and 14% as 'underutilised'.

Key demographic influences on perceived dwelling utilisation



Overcrowding decreased with age of tenant

1 in 4 of those aged **25–34** were living in overcrowded dwellings, compared with only 1% of those **aged 65 and over**



1 in 5 **employed** tenants were in an underutilised dwelling, compared with 13% of **unemployed** tenants



Those who were **unemployed** (13%) and those **not in the labour force** (17%) were the most likely to live in a dwelling classed as overcrowded



Households with children were more likely to live in a dwelling classed as overcrowded, compared with those **households without children**



Source: Tables S8.1, S8.2 and S8.3.





Dwelling utilisation

'Dwelling utilisation' refers to the match between the size of the dwelling and the size of the household living in it. Matching the size of a dwelling to the size of the household ensures that existing dwelling stock is used to capacity and that households are housed according to their requirements. The currently accepted standard by which the dwelling size requirements of a household is measured is the CNOS (See Box 3).

For social housing providers, achieving a match between dwelling size and household composition is not straightforward. Factors to be considered include the:

- availability, state of repair and location of existing dwellings
- availability of options to relocate existing tenants to alternative accommodation
- willingness of tenants to relocate
- cost of rehousing existing tenants.

'Overcrowded' or 'underutilised' are terms used to describe a dwelling whose size is not well matched to the household occupying it. 'Overcrowding' occurs when the dwelling size is too small for the size and composition of the household living in it. 'Underutilisation' occurs when the dwelling is larger than that needed to adequately house the household.

In order to determine whether the size of the dwelling matches the size and needs of the household, tenants were asked 2 questions:

- how many bedrooms their home has
- who shares bedrooms in their home, if anyone.

Dwelling utilisation, by state and territory

Overall, the vast majority of dwellings, across all social housing programs and states and territories, were considered to be either of an 'adequate' size for the household or 'underutilised' (Table 38). Social housing dwellings classified as being of an appropriate size for the household were more likely to be in:

- the Northern Territory (84%) for public housing
- Tasmania (69%) for SOMIH
- Queensland (92%) and the Australian Capital Territory (89%) for community housing.

Social housing dwellings classified as 'adequate' were less likely to be located in:

- South Australia (73%) and the Australian Capital Territory (71%) for public housing
- South Australia (64%) and Tasmania (73%) for community housing.

Underutilisation was lower than the national average in:

- Western Australia (12%) and the Northern Territory (8%) for public housing
- Queensland (4%) for community housing.

Overcrowding was higher than the national average in:

- Queensland's SOMIH program (35%)
- Tasmania (10%) for community housing.





Table 38: Dwelling utilisation, by state and territory, by housing program type, 2016 (%)

Dwelling utilisation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	All
Public housing									
Overcrowded	6.6	7.3	7.9	8.2	*#2.4	6.3	5.3	8.4	6.6
Adequate	80.6	76.6	77.4	80.2	#72.6	77.4	#70.6	#84.2	77.9
Underutilised	12.8	16.0	14.7	#11.6	#25.0	16.3	#24.1	#7.5	15.4
SOMIH									
Overcrowded	#19.1	—	#34.6	—	#15.2	**n.p.	—	—	23.4
Adequate	56.0	—	51.6	—	55.2	#69.4	—	—	54.7
Underutilised	24.9	—	#13.8	—	#29.6	25.7	—	—	22.0
Community housing									
Overcrowded	5.5	4.7	*4.1	*3.8	3.9	#9.6	**n.p.	—	5.2
Adequate	82.3	84.4	#92.3	85.7	#63.8	#73.0	#89.2	—	82.5
Underutilised	12.3	10.9	*#3.6	10.5	#32.3	#17.4	9.3	—	12.3

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

**n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

Indicates the jurisdictional finding is statistically significantly different to the national finding.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling utilisation, by location (remoteness)

Dwelling utilisation varied across the remoteness areas, with the level of overcrowding increasing as the degree of remoteness increased (Table 39).

Public housing tenants in:

- *Outer regional* (70%) and *Remote* (65%) areas were less likely than the national average (78%) to be in dwellings classed as 'adequately' utilised
- *Outer regional* areas (25%) were more likely than the national average (15%) to be in dwellings classed as 'underutilised'.

SOMIH tenants in:

- *Major cities* (19%) were less likely than the national average (23%) to be in dwellings classed as 'overcrowded'
- *Remote* areas (38%) were more likely than the national average (23%) to be in overcrowded dwellings and less likely than the national average (55%) to be in adequately utilised dwellings (46%); and less likely than the national average (22%) to be in dwellings classed as 'underutilised' (16%).

Community housing dwellings were generally more likely to be of an 'adequate' size for households in all remoteness areas, compared with the other social housing programs.

The only exception was for those in *Inner regional* areas who were more likely than the national average (12%) to be in dwellings classed as 'underutilised' (16%).





Table 39: Dwelling utilisation, by location (remoteness), by housing program type, 2016 (%)

Dwelling utilisation	Major cities	Inner regional	Outer regional	Remote	All
Public housing					
Overcrowded	7.1	4.7	4.6	*13.0	6.6
Adequate	79.3	77.3	#70.2	#65.3	77.9
Underutilised	13.7	18.0	#25.2	21.7	15.4
SOMIH					
Overcrowded	#18.7	18.8	27.3	#38.2	23.4
Adequate	56.2	59.6	51.8	#46.0	54.7
Underutilised	25.1	21.6	21.0	#15.8	22.0
Community housing					
Overcrowded	5.4	4.8	*5.7	n.p.	5.2
Adequate	83.4	79.8	85.0	n.p.	82.5
Underutilised	11.2	#15.5	9.3	n.p.	12.3

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

n.p. not published for data quality reasons.

Indicates the jurisdictional finding is statistically significantly different to the national finding.

Note: Responses to this question relate to the person in the household who completed the survey form.

Dwelling utilisation, by Indigenous status

Overall, the rate of overcrowding was higher in households with an Indigenous respondent (16%) than in non-Indigenous households (6%) (Table 40).

Across the social housing programs:

- Indigenous tenants in public housing were more likely to be in overcrowded dwellings than non-Indigenous tenants (14% compared with 6%).
- Indigenous tenants in community housing were also more likely to be in overcrowded dwellings than non-Indigenous tenants (12% compared with 5%). This represents an increase from 2014 (when 6% Indigenous tenants were in overcrowded dwellings).
- Indigenous tenants in SOMIH were more likely than non-Indigenous tenants to be in dwellings that were classed as 'adequately' utilised (55% compared with 50%) and less likely to be in dwellings classed as 'overcrowded' (23% compared with 29%).





Table 40: Dwelling utilisation, by Indigenous status, by housing program type, 2016 (%)

Dwelling utilisation	Indigenous	Non-Indigenous
Public housing		
Overcrowded	13.9	6.3
Adequate	67.6	79.0
Underutilised	18.6	14.7
Community housing		
Overcrowded	12.3	4.6
Adequate	77.1	83.1
Underutilised	10.6	12.3
SOMIH		
Overcrowded	23.0	28.8
Adequate	55.2	49.7
Underutilised	21.8	21.5
All		
Overcrowded	16.2	6.1
Adequate	65.2	79.5
Underutilised	18.6	14.4

Note: Responses to this question relate to the person in the household who completed the survey form.





9 Use of community and health services

Key findings—national

- Of all the support services listed, tenants across all social housing programs used health and medical services most frequently, followed by mental health services.
- In general, community housing tenants were more likely to access support services than were public housing or SOMIH tenants.
- Social housing tenants most commonly accessed these services without the assistance of their housing provider.
- While most tenants did not require housing-provider assistance to access services, assistance was most commonly provided when accessing residential care and supported accommodation, and domestic and family violence services.

Key findings—state and territory

- Tenants across all social housing programs, and across all jurisdictions, used health and medical services most frequently, followed by mental health services. Public housing tenants in the Northern Territory were less likely than the national average to access these services, yet more likely to access aged-care services.
- SOMIH tenants in Queensland were significantly more likely than the national average to access health and medical services (94% compared with 79%). It is important to note the impact the survey methodology may have had on this result.
- Community housing tenants in Western Australia were more likely than the national average to access several support services, including mental health services; life skills/personal development services; information, advice and referral services; day-to-day living support services; residential care and supported accommodation services; training and employment services; and financial and material assistance.

Key demographic influences on the use of community and health services



Peak service use occurs between **25 and 44 years**, except for aged-care services which peak for those **aged 65 and over**



In general, **women** are more likely to access services than **men**—except for drug and alcohol counselling; day-to-day living support; residential care and supported accommodation; and ‘other’ support services



The **unemployed** were more likely to access support services, compared with those **employed** either full or part-time



Source: Tables S9.1, S9.2, and S9.3.





Assistance for social housing tenants

Social housing and financial housing assistance are not the only types of assistance that governments provide to people facing housing difficulties. A range of other services are offered—where, for example people may be:

- living on very low incomes
- experiencing domestic violence or conflict with neighbours
- struggling with a health issue.

Governments provide a range of health and welfare services that social housing tenants may access, including financial counselling; mental health support workers; domestic violence services; mediation services; and alcohol and other drug treatment services. Social housing tenants were asked about their use of various health and community services, or use of these services by anyone else in their household, in the 12 months prior to the survey. Of primary interest was whether these services were accessed with or without their housing provider's assistance.

Use of support services, by state and territory

The most commonly accessed community and health services in the past 12 months, across all social housing programs, were health/medical services and mental health services.

Public housing tenants across all jurisdictions (Table 41) most commonly accessed:

- health/medical services (70%)
- mental health services (20%).

Compared with the national average, tenants in:

- Western Australia were more likely to access residential care and supported accommodation services (5% compared with 4%) and less likely to access mental health services (16% compared with 20%)
- South Australia were less likely to access services that provide support for children, family or carers (4% compared with 7%)
- the Australian Capital Territory were more likely to access information, advice and referral services (17% compared with 12%), and services that provide support for children, family or carers (9% compared with 7%)
- the Northern Territory were more likely to access aged care services (14% compared with 8%) and less likely to access mental health services (15% compared with 20%); health and medical services (64% compared with 70%); life skills/personal development services (3% compared with 6%); and financial and material assistance (6% compared with 8%).

One-quarter (25%) of public housing tenants nationally did not access any of the community or health services listed. This ranged from 23% in Queensland to 28% in the Northern Territory.

It is important to note that availability of services may differ across locations and this may have an impact upon results.





Table 41: Proportion of public housing households using community and health services in the past 12 months, by state and territory, 2016 (%)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus
Drug and alcohol counselling	4.0	4.9	3.8	4.3	3.3	4.5	5.5	3.0	4.2
Mental health services	20.1	23.2	17.3	#16.2	19.1	18.3	19.5	#15.2	19.7
Health/medical services	68.7	70.6	71.3	68.9	70.9	70.1	70.4	#63.7	69.8
Life skills/personal development services	6.6	7.0	6.0	5.9	5.9	5.5	7.5	#3.3	6.4
Aged care	6.8	8.5	9.4	9.6	9.0	8.5	9.0	#13.6	8.3
Information, advice and referral services	10.6	13.0	14.7	11.5	11.4	12.4	#16.5	11.0	12.2
Day-to-day living support services	9.0	11.6	12.4	12.4	8.0	10.6	10.5	12.6	10.5
Residential care and supported accommodation services	*2.6	4.0	3.4	#5.3	3.4	4.0	5.1	4.3	3.5
Services that provide support for children, family or carers	5.9	6.9	8.6	8.1	#4.0	7.0	#9.4	7.8	6.7
Training and employment support services	7.7	8.5	9.2	9.7	8.0	9.6	8.7	6.7	8.4
Financial and material assistance	7.5	9.9	5.6	8.8	6.6	6.5	8.6	#5.5	7.7
Domestic and family violence services	3.1	3.6	3.8	2.8	*2.9	2.3	4.4	2.5	3.3
Other support services	7.7	9.4	8.2	9.5	7.4	7.3	10.8	7.9	8.4
None of the above	25.4	24.3	22.6	24.0	24.6	24.0	24.6	27.8	24.5

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Difference between state value and national value is statistically significant.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Missing responses' were excluded from the analysis.
3. The category 'Mental health services' includes the following services which were listed separately in the 2014 NSHS: 'Psychological services', 'Psychiatric services' and 'Mental health services'.

SOMIH tenants across all states and territories (Table 42) most commonly accessed:

- health/medical services (79%)
- training and employment services (14%)
- mental health services (14%).





Compared with the national average, tenants in:

- Queensland were more likely to report accessing health/medical services (94% compared with 79%) and less likely to report accessing drug and alcohol counselling (3% compared with 6%) and information, advice and referral services (5% compared with 8%)
- South Australia were more likely to report accessing aged care services (10% compared with 6%); information, advice and referral services (13% compared with 8%); and day-to-day living support services (12% compared with 8%)—and less likely to report accessing health/medical services (62% compared with 79%)
- Tasmania were less likely to report accessing health/medical services (66% compared with 79%).

Around 1 in 6 (15%) SOMIH tenants nationally did not access any of the community or health services listed. This ranged from 5% in Queensland to 28% in Tasmania.

It is also important to again note the mixed survey methodology used to survey SOMIH tenants and its potential impact on results.

Table 42: Proportion of SOMIH households using community and health services in the past 12 months, by state and territory, 2016 (%)

	NSW	Qld	SA	Tas	Aus
Drug and alcohol counselling	7.2	#3.1	6.2	—	5.5
Mental health services	14.3	11.0	17.0	*13.4	13.6
Health/medical services	75.7	#93.6	#62.1	#65.9	79.1
Life skills/personal development services	6.6	3.7	5.6	*7.0	5.5
Aged care	5.0	4.1	#10.4	*8.8	5.7
Information, advice and referral services	7.9	#4.5	#12.9	*8.5	7.7
Day-to-day living support services	6.0	9.2	#12.1	*10.5	8.2
Residential care and supported accommodation services	*1.5	3.3	*2.0	**n.p.	2.2
Services that provide support for children, family or carers	13.2	8.5	8.6	*14.1	10.8
Training and employment support services	13.2	17.1	12.4	*13.4	14.4
Financial and material assistance	5.7	6.3	8.7	**n.p.	6.4
Domestic and family violence services	5.6	4.0	5.3	**n.p.	5.0
Other support services	6.7	8.0	9.7	*7.0	7.7
None of the above	17.7	#4.8	#26.9	#28.4	15.2

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

** Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

Difference between state value and national value is statistically significant.

n.p. not published for data quality reasons.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.

2. The category 'Mental health services' includes the following services which were listed separately in the 2016 NSHS: 'Psychological services', 'Psychiatric services' and 'Mental health services'.





Consistent with both public housing and SOMIH tenants, community housing tenants across all states and territories (Table 43) most commonly accessed:

- health/medical services (70%)
- mental health services (24%)
- information, advice and referral services (15%).

Compared with the national average, tenants in:

- Western Australia were more likely to access: mental health services (52% compared with 24%); life skills/personal development services (23% compared with 9%); information, advice and referral services (25% compared with 15%); day-to-day living support services (31% compared with 13%); residential care and supported accommodation services (26% compared with 7%); training and employment services (16% compared with 10%); and financial and material assistance (20% compared with 8%)—and less likely to access aged care services (4% compared with 8%)
- the Australian Capital Territory were more likely to access drugs and alcohol counselling (15% compared with 6%); mental health services (34% compared with 24%); life skills/personal development services (29% compared with 9%); day-to-day living support services (35% compared with 13%); and residential care and supported accommodation services (26% compared with 7%)
- New South Wales were less likely to access life skills and personal development services (6% compared with 9%), and information, advice and referral services (12% compared with 15%)
- South Australia were less likely to access drugs and alcohol counselling (4% compared with 6%); life skills/personal development services (6% compared with 9%); residential care and accommodation services (5% compared with 7%); and domestic and family violence services (2% compared with 4%)
- Tasmania were less likely to access drugs and alcohol counselling (4% compared with 6%); mental health services (18% compared with 24%); and information, advice and referral services (11% compared with 15%).

Around 1 in 5 community housing tenants nationally did not access any services. This ranged from 13% in Western Australia to 27% in Tasmania.





Table 43: Proportion of community housing households using community and health services in the past 12 months, by state and territory, 2016 (%)

	NSW	Vic	Qld	WA	SA	Tas	ACT	Aus
Drugs and alcohol counselling	6.0	5.5	7.2	8.6	4.0#	3.7#	14.8#	6.0
Mental health services	21.5	25.2	26.8	51.6#	21.4	18.0#	33.8#	24.1
Health/medical services	66.2	74.4	72.7	74.5	73.7	66.0	71.9	70.1
Life skills/personal development services	5.7#	11.3	9.1	23.1#	6.2#	7.5	28.6#	8.6
Aged care	8.7	8.2	9.4	*3.6#	9.7	6.4	*6.2	8.4
Information, advice and referral services	11.5#	17.2	18.8	24.6#	16.5	11.0#	20.0	15.1
Day-to-day living support services	10.9	15.2	12.7	30.8#	12.4	10.3	34.8#	13.1
Residential care and supported accommodation services	5.7	7.7	6.3	25.8#	5.0#	5.6	26.2#	7.1
Services that provide support for children, family or carers	6.3	9.1	7.5	8.9	5.6	7.0	*5.7	7.2
Training and employment support services	9.6	10.4	11.1	16.4#	11.1	9.1	13.3	10.4
Financial and material assistance	7.2	9.1	8.1	19.6#	9.2	7.1	11.4	8.4
Domestic and family violence services	3.2	*3.1	5.0	5.7	*1.9#	4.1	*2.4	3.6
Other support services	6.7	—	8.0	—	9.7	*7.0	—	7.7
None of the above	24.2	19.2	17.1	13.4#	19.8	27.0#	17.1	21.3

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Difference between state value and national value is statistically significant.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. 'Missing responses' were excluded from the analysis.
3. The category 'Mental health services' includes the following services which were listed separately in the 2014 NSHS: 'Psychological services', 'Psychiatric services' and 'Mental health services'.

Use of support services, by location (remoteness)

Access to community and health services was similar in public housing across all remoteness categories, but differed in the other 2 social housing programs.

Public housing tenants across all remoteness categories (Table 44) most commonly accessed:

- health/medical services (70%)
- mental health services (20%).





Public housing tenants in:

- *Inner regional* areas were the most likely to access health/medical services (72% compared with 70% nationally)
- *Outer regional* areas were the most likely to access services that provide support for children, families or carers (8% compared with 7% nationally)
- *Remote* areas were the least likely to access mental health services (7% compared with 20% nationally).

One-quarter (25%) of public housing tenants nationally did not access any of the community or health services listed. This ranged from 23% in *Inner regional* areas to 36% in *Remote* areas.

Table 44: Community and health services accessed in the past 12 months, by public housing tenants, by location (remoteness), 2016 (%)

Community and health services	Major cities	Inner regional	Outer regional	Remote	All
Drugs and alcohol counselling	3.9	6.3	*2.1#	**n.p.	4.2
Mental health services	20.2	20.6	15.8	*7.1#	19.7
Health/medical services	69.9	72.1	67.5	59.6	69.8
Life skills/personal development services	7.0	#4.1	4.5	*6.3	6.4
Aged care	8.2	8.9	8.7	*7.7	8.3
Information, advice and referral services	12.4	13.5	#8.3	*9.4	12.2
Day-to-day living support services	9.9	13.8	9.3	*9.6	10.5
Residential care and supported accommodation services	3.4	*4.0	*3.3	**n.p.	3.5
Services that provide support for children, family or carers	6.7	6.8	8	**n.p.	6.7
Training and employment support services	8.7	6.7	7.9	*12.1	8.4
Financial and material assistance	8.2	6.4	#4.2	*11.8	7.7
Domestic and family violence services	3.6	*3.5	*0.9#	**n.p.	3.3
Other support services	3.6	*3.5	*0.9#	**n.p.	3.3
None of the above	24.4	22.8	25.9	#35.8	24.5

**n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Indicates remoteness finding is statistically significantly different from the national finding.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.
3. 'Remote' includes both 'Remote' and 'Very remote' areas.
4. There is a relatively small number of public housing households in remote areas.





SOMIH tenants across all remoteness categories (Table 45) most commonly accessed:

- health/medical services (79%)
- training and employment support services (14%)
- mental health services (14%).

Compared with the national average, tenants in:

- *Outer regional* areas were less likely to access services that provide support for children, family or carers (7% compared with 11%)
- *Remote* areas were less likely to access day-to-day living support services (5% compared with 8%).

Less than 1 in 7 (15%) of SOMIH tenants did not access any of the community or health services listed—ranging from 13% in *Outer regional* and *Remote* areas to 17% in *Major cities*.

Table 45: Community and health services accessed in the past 12 months, by SOMIH tenants, by location (remoteness), 2016 (%)

Community and health services	Major cities	Inner regional	Outer regional	Remote	All
Drugs and alcohol counselling	5.7	5.6	6.0	*3.6	5.5
Mental health services	16.3	13.0	12.6	9.2	13.6
Health/medical services	76.6	80.8	82.1	77.5	79.1
Life skills/personal development services	5.2	6.8	*4.9	*4.6	5.5
Aged care	4.6	5.4	7.0	*7.2	5.7
Information, advice and referral services	9.0	6.8	7.6	*5.5	7.7
Day-to-day living support services	9.7	7.5	8.7	*4.6#	8.2
Residential care and supported accommodation services	*2.3	*1.5	*3.2	**n.p.	2.2
Services that provide support for children, family or carers	13.2	10.8	#7.2	10.9	10.8
Training and employment support services	13.9	13.8	16.4	13.0	14.4
Financial and material assistance	8.8	6.3	*4.1	*4.2	6.4
Domestic and family violence services	6.2	*4.8	*5.5	**n.p.	5.0
Other support services	6.2	*4.8	*5.5	**n.p.	5.0
None of the above	17.3	15.3	13.2	13.2	15.2

** n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Indicates remoteness finding is statistically significantly different from the national finding.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.
3. 'Remote' includes both 'Remote' and 'Very remote' areas.





Community housing tenants across all remoteness categories (Table 46) most commonly accessed:

- health/medical services (70%)
- mental health services (24%).

Compared with the national average, tenants in *Remote* areas were more likely to access health and medical services (90% compared with 70%).

Just over 1 in 5 (21%) community housing tenants, nationally, did not access any of the community or health services listed. This ranged from 19% in *Outer regional* areas to 22% in *Major cities*.

Table 46: Community and health services accessed in the past 12 months, by community housing tenants, by location (remoteness), 2016 (%)

Community and health services	Major cities	Inner regional	Outer regional	Remote	All
Drugs and alcohol counselling	6.0	6.0	*5.6	**n.p.	6.0
Mental health services	25.6	22.1	22.2	**n.p.	24.1
Health/medical services	70.1	69.3	70.5	#90.4	70.1
Life skills/personal development services	8.7	7.9	10.1	**n.p.	8.6
Aged care	7.5	8.1	12.9	**n.p.	8.4
Information, advice and referral services	15.5	13.2	17.6	**n.p.	15.1
Day-to-day living support services	12.3	14.5	14.1	**n.p.	13.1
Residential care and supported accommodation services	7.8	5.8	6.7	**n.p.	7.1
Services that provide support for children, family or carers	7.2	6.6	8.6	**n.p.	7.2
Training and employment support services	9.8	11.1	12.9	**n.p.	10.4
Financial and material assistance	9.4	6.8	6.8	**n.p.	8.4
Domestic and family violence services	3.3	4.5	*3.6	**n.p.	3.6
Other support services	3.3	4.5	*3.6	**n.p.	3.6
None of the above	21.9	21.2	18.7	**n.p.	21.3

** n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Indicates remoteness finding is statistically significantly different from the national finding.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.
3. 'Remote' includes both 'Remote' and 'Very remote' areas.
4. There is a relatively small number of community housing households in remote areas.

It is important to note that availability of services may differ across location and this may have an impact upon results.





Use of support services, by Indigenous status

The 2 most commonly accessed community and health services (Table 47) were consistent across both Indigenous and non-Indigenous tenants for public and community housing programs:

- health/medical services
- mental health services.

While SOMIH tenants also most commonly accessed health/medical services and mental health services, their next most commonly accessed service was training and employment services. (Again, these findings are likely to reflect the different age profile of SOMIH tenants.)

Around one-fifth of Indigenous tenants (19%) and non-Indigenous tenants (21%), across all social housing programs, did not access any of the services listed. This represents a drop, since 2014, in the proportion of both Indigenous and non-Indigenous tenants who did not access services.



Table 47: Community and health services accessed in the past 12 months, by Indigenous status, 2016 (%)

	Public housing			SOMIH			Community housing			All	
	Indigenous		Non-Indigenous	Indigenous		Non-Indigenous	Indigenous		Non-Indigenous	Indigenous	Non-Indigenous
Drugs and alcohol counselling	6.8	3.4	5.6	n.p.	12.6	5.6	7.2	3.7			
Mental health services	23.7	20.2	13.9	n.p.	35.7	25.2	22.6	21.0			
Health/medical services	67.2	74.4	79.4	n.p.	68.6	72.9	70.4	74.2			
Life skills/personal development services	*6.6	6.3	5.5	n.p.	10.7	8.6	6.8	6.6			
Aged care	8.8	7.5	5.5	n.p.	*6.6	8.7	7.7	7.7			
Information, advice and referral services	13.9	12.8	7.8	n.p.	19.0	15.7	13.0	13.2			
Day-to-day living support services	14.6	11.0	8.2	n.p.	11.7	14.1	12.7	11.5			
Residential care and supported accommodation services	*3.8	3.5	2.3	n.p.	*7.7	7.3	3.9	4.1			
Services that provide support for children, family or carers	12.5	6.2	10.9	n.p.	14.8	6.5	12.4	6.3			
Training and employment support services	12.3	8.9	14.8	n.p.	18.8	10.2	13.7	9.1			
Financial and material assistance	12.1	7.7	6.6	n.p.	13.4	8.2	10.9	7.8			
Domestic and family violence services	*5.4	2.8	5.1	n.p.	11.2	2.9	6.0	2.8			
Other support services	11.0	8.3	7.6	n.p.	16.8	9.0	10.8	8.4			
None of the above	20.2	21.4	14.9	n.p.	18.2	18.8	18.7	21.0			

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

n.p. not publishable because of small numbers, confidentiality or other concerns about the quality of the data.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. The category 'Mental health services' includes the following services which were listed separately in the 2014 NSHS: 'Psychological services', 'Psychiatric services' and 'Mental health services'.
3. 'Missing responses, and those households where Indigenous status is not identified, were excluded from the analysis.'
4. Indigenous status is that of the respondent.
5. Non-Indigenous percentages have been suppressed for SOMIH, as respondent numbers were too low for reliable estimates.
6. Respondents could select more than 1 option.





Use of support services by labour force participation

The use of support services was largely consistent for all social housing tenants, regardless of their labour force status. The services most commonly accessed for all social housing tenants (Table 48) were:

- health/medical services (ranging from 63% to 76%)
- mental health services (ranging from 14% to 27%).

The next most commonly accessed service across the labour force categories were for tenants who were:

- ‘employed full-time’, ‘employed part-time’ or ‘unemployed’: accessed training and employment support services (12%, 18% and 33% respectively)
- ‘not intending or unable to work’: accessed day-to-day living support services (13%)
- ‘not in the labour force’: accessed services that provide support for children, family or carers (17%).

Around 1 in 5 of those ‘not in the labour force’ (18%) or who were ‘not intending or unable to work’ (19%) did not access any of the support services listed. This proportion increased as engagement with the labour force increased, with almost one-third (31%) of those employed full-time not accessing any of the support services listed on the survey.

Table 48: Community and health services accessed in the past 12 months, by labour force status, 2016 (%)

Community and health services	Employed full-time	Employed part-time	Un-employed	Not intending or unable to work	Not in the labour force
Drugs and alcohol counselling	*3.0	*5.6	9.0	3.8	4.0
Mental health services	13.8	22.0	26.5	20.8	23.9
Health/medical services	65.8	72.5	63.3	76.2	74.4
Life skills/personal development services	*3.3	8.9	9.4	5.7	9.3
Aged care	**n.p.	*2.3	*2.9	10.2	7.4
Information, advice and referral services	7.5	15.6	15.3	12.3	16.4
Day-to-day living support services	*2.8	7.7	11.4	12.7	10.6
Residential care and supported accommodation services	*1.6	3.3	5.1	3.9.	3.9
Services that provide support for children , family or carers	*4.5	9.3	8.6	4.7	17.0





Community and health services	Employed full-time	Employed part-time	Un-employed	Not intending or unable to work	Not in the labour force
Training and employment support services	12.2	18.0	32.7	3.1	9.7
Financial and material assistance	*4.0	8.5	12.9	7.1	10.5
Domestic and family violence services	*3.0	*4.2	5.5	2.3	6.4
Other support services	*4.9	7.8	9.2	9.4	9.9
None of the above	31.1	21.3	24.6	19.4	18.1

**n.p. Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.

Use of support services by need for assistance

The use of support services was largely consistent for all social housing tenants, regardless of why they need assistance: self-care, body-movement or communication activities.

Of those public housing households who ‘always’ needed assistance, the most commonly accessed services (Table 49) were:

- health/medical services
- mental health services
- day-to-day living support services.

Of those public housing tenants who ‘always’ need assistance, the largest differences were for those who ‘always’ needed assistance with self-care, compared with those who ‘always’ needed assistance with body-movement or communication, with the respective services used being:

- life skills/personal development (15% compared with 11%)
- services that provide support for children, family or carers (18% compared with 13%).





Table 49: Public housing households using community and health services in the past 12 months, 'always' need assistance, 2016 (%)

Community and health services	Self-care activities	Body-movement activities	Communication activities
Drug and alcohol counselling	4.9	*4.9	4.0
Mental health services	24.3	23.6	22.2
Health/medical services	71.7	71.8	73.6
Life skills/personal development services	14.5	10.9	11.4
Aged care	13.4	15.1	15.0
Information, advice and referral services	14.3	14.1	15.1
Day-to-day living support services	19.3	18.0	17.7
Residential care and supported accommodation services	6.8	6.4	6.2
Services that provide support for children, family or carers	17.8	13.0	12.5
Training and employment support services	11.5	10.0	9.6
Financial and material assistance	12.2	9.4	10.5
Domestic and family violence services	6.2	4.8	6.5
Other support services	13.1	12.6	10.0
None of the above	20.6	19.7	21.1

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.

Of those SOMIH households that 'always' needed assistance, the most commonly accessed services (Table 50) were:

- health/medical services
- services that provide support for children, family or carers.

Of those SOMIH tenants reporting they 'always' need assistance, the largest difference was evident for drug and alcohol counselling (9% of those who needed assistance with communication activities, compared with 4% of those who needed assistance with self-care activities and 3% of those who needed assistance with body-movement activities).





Table 50: SOMIH households using community and health services in the past 12 months, 'always' need assistance, 2016 (%)

Community and health services	Self-care activities	Body-movement activities	Communication activities
Drugs and alcohol counselling	*4.2	*3.4	8.7
Mental health services	13.1	11.2	14.7
Health/medical services	85.7	85.4	81.4
Life skills/personal development services	*5.9	*4.3	*7.4
Aged care	7.5	*7.7	*5.7
Information, advice and referral services	13.5	10.1	10.9
Day-to-day living support services	12.4	12.1	*8.8
Residential care and supported accommodation services	*5.7	*5.7	*3.9
Services that provide support for children, family or carers	19.0	17.1	18.4
Training and employment support services	10.9	10.9	12.3
Financial and material assistance	6.7	6.8	*7.4
Domestic and family violence services	9.1	8.2	10.8
Other support services	8.7	8.2	12.0
None of the above	10.2	10.7	12.6

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.

Of those community housing households who 'always' needed assistance, the most commonly accessed services (Table 51) were:

- health/medical services
- mental health services

Of these tenants, the largest differences were evident for:

- health/medical services (used by 73% of those who 'always' need assistance with self-care activities, compared with 66% of those who 'always' need assistance with either body-movement or communication activities)
- services that provide support for children, family or carers (used by 16% of those who 'always' need assistance with self-care activities, compared with 12% of those who 'always' need assistance with either body-movement or communication activities)





Table 51: Community housing households using community and health services in the past 12 months, 'always' need assistance, 2016 (%)

Community and health services	Self-care activities	Body-movement activities	Communication activities
Drugs and alcohol counselling	6.7	6.2	8.7
Mental health services	27.3	25.1	23.5
Health/medical services	72.8	65.7	66.1
Life skills/personal development services	15.5	14.2	14.0
Aged care	10.8	12.2	10.6
Information, advice and referral services	21.2	18.6	15.3
Day-to-day living support services	20.5	18.9	19.4
Residential care and supported accommodation services	14.2	13.5	13.6
Services that provide support for children, family or carers	16.3	12.0	11.6
Training and employment support services	7.6	6.6	5.8
Financial and material assistance	10.2	10.7	11.2
Domestic and family violence services	7.4	6.7	*5.5
Other support services	13.4	13.2	14.0
None of the above	14.5	18.9	19.3

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.

Of those social housing tenants who 'always' need assistance in either self-care, body-movement or communication activities, women were in general more likely than men to access the majority of community and health services listed (Table 52).

However, men were more likely than women to access:

- drugs and alcohol counselling
- mental health services (apart from those needing assistance with self-care activities)
- life skills/personal development services
- day-to-day living support services (apart from those needing assistance with body-movement activities)
- residential care and supported accommodation services.





Table 52: Social housing tenants who ‘always’ need assistance who accessed community and health services in the 12 months prior to the survey, by services accessed, by sex, by type of assistance needed, 2016 (%)

Community and health services	Self-care		Body movement		Communication	
	Male	Female	Male	Female	Male	Female
Drugs and alcohol counselling	*8.6	3.1	*7.7	*3.3	*6.8	*3.1
Mental health services	22.1	26.0	24.7	22.9	23.5	21.5
Health/medical services	67.6	75.6	65.0	75.5	70.0	74.9
Life skills/personal development services	16.9	12.5	12.7	9.5	13.0	10.7
Aged care	10.9	14.0	11.5	16.4	10.9	16.3
Information, advice and referral services	12.4	17.3	10.4	17.3	14.4	15.4
Day-to-day living support services	21.5	18.2	16.1	19.3	18.7	17.1
Residential care and supported accommodation services	9.5	6.9	8.5	6.6	*7.7	6.5
Services that provide support for children, family or carers	12.0	21.1	*7.5	16.5	*9.0	14.6
Training and employment support services	*6.6	13.5	*5.1	12.3	*5.2	11.6
Financial and material assistance	*6.9	14.8	5.3	12.2	*7.7	12.3
Domestic and family violence services	*3.2	8.5	*2.1	7.0	*4.1	7.9
Other support services	11.5	14.1	9.8	14.4	10.2	10.7
None of the above	25.2	15.3	24.4	15.8	24.9	17.8

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

Notes

1. Responses to this question relate to the person in the household who completed the survey form.
2. Respondents were allowed to select more than 1 response.





Use of support services with assistance from housing providers

Social housing tenants who had accessed support services in the 12 months prior to the survey were asked if they had accessed this service with assistance from their housing provider.

For public housing tenants, the services most commonly accessed with assistance from their housing provider was domestic and family violence services (31%) (Table S9.4). (It is important to note that, nationally, only 3% of public housing tenants accessed this service.) While health/medical services were the services most commonly accessed by public housing tenants (70%), these services were the least likely to be accessed with the assistance of housing providers (5%).

For SOMIH tenants, the service most commonly accessed with assistance from their housing provider was residential care and supported accommodation services (18%), followed by financial and material assistance (17%) (Table S9.4). (It is important to note that nationally only 2% and 6% of SOMIH tenants accessed these services respectively.) While health/medical services were the services most commonly accessed by SOMIH tenants (79%), these services were the least likely to be accessed with the assistance of housing providers (2%).

For community housing tenants, the services most commonly accessed with assistance from their housing provider were residential care and supported accommodation services (37%). (Table S9.4). (It is important to note that, nationally, only 7% of community housing tenants accessed these services.) While health/medical services were the services most commonly accessed by community housing tenants (70%), these services were the least likely to be accessed with the assistance of housing providers (7%).





Appendix A: Survey and reporting methodology

Survey scope

The NSHS is a national survey encompassing a range of tenancies by geography and remoteness. In 2016, the NSHS was conducted across 3 social housing programs: public housing, community housing and SOMIH. Indigenous community housing was out of scope for the 2016 survey.

All tenants were eligible to participate in the survey, and participation was voluntary. In most cases, census databases were provided to Lonergan Research. The exceptions were:

- the Northern Territory, which chose to conduct the survey among a majority of ARIA 2 and 3 households and excluded most of ARIA 4 households
- Queensland, which provided the **majority** of the database.
- Victoria, which provided only a **sample** of the database.

Each jurisdiction was asked to provide the following information for each tenancy:

- address (including post code)
- program type
- remoteness category (by ARIA code)
- contact details.

Where an ARIA code was not supplied on the database, it was appended by Lonergan Research prior to selecting the sample.

Overview of methodological approach

The 2016 National Social Housing Survey was conducted among public housing, community housing and (in South Australia and Tasmania only) SOMIH tenants via a mail-out paper questionnaire, with an option provided for online completion. SOMIH tenants in New South Wales and Queensland were surveyed via face-to-face interview.

The approach for the 2016 survey replicated that used in 2014 for public housing and community housing programs as well as for 2 of the 4 jurisdictions operating a SOMIH program, with tenants surveyed via self-completion mail-out questionnaire (with an online completion option), and face-to-face interview for the remaining 2 jurisdictions operating a SOMIH program.

To maximise engagement and increase overall response rates for the mail-out self-completion questionnaire, pre-approach letters were mailed to 26,628 tenants who had been randomly selected to take part in the 2016 NSHS. The pre-approach letters were branded with the respective housing jurisdiction logos (except for NSW community housing, which used the AIHW logo) and were personalised where tenant names were provided by the jurisdictions. The pre-approach letters were followed up shortly afterwards by a survey pack containing a questionnaire (including a covering letter) and a reply-paid envelope. A total of 26,628 initial survey packs were lodged in batches, between 20 April and 7 June 2016.





Non-response within 4 weeks of these initial survey mailings was followed up with a second mailing, reminding tenants about the survey and encouraging them to complete it. The reminder mail-out also included a questionnaire and a reply-paid envelope. Reminder-pack mailings were split into first reminder and second reminder packs; first reminder packs were sent to a total of 24,323 households and second reminder packs were sent to a total of 20,346 households.

A total of 873 survey packs were mailed on 7 June to boost samples. The booster sample comprised tenants only from Victorian public and community housing and from New South Wales public housing. Due to time constraints, reminder packs were not sent for the boost sample mailings.

An online survey was designed to replicate the NSHS survey. Once the questionnaire was approved for use, it was comprehensively tested by Lonergan Research. A unique username and password was provided for each household and printed on the cover letter. The online survey was launched on 7 April and remained live until 30 June 2016.

A further reminder mechanism—voice-activated telephone interviewing (VATI)—was used again in 2016 for social housing tenants with valid telephone numbers. The purpose of these calls was to remind people about the survey and to encourage their cooperation. A total of 10,200 VATI reminder calls were made between 5 May and 16 May 2016. SMS reminders were also introduced in 2016 as a reminder mechanism, with 5,864 SMS reminders sent between 5 May and 16 May 2016. A small number of email reminders were also sent on 6 May to 238 tenants.

In terms of the SOMIH face-to-face interviews, Lonergan Research prepared route schedules that would allow the minimum sample to be achieved without compromising budget or available time frames. Pre-approach letters were sent to all tenants living within local government areas or housing service centres where Lonergan Research face-to-face research interviews were scheduled to take place: 3,374 SOMIH households in New South Wales and Queensland. As in 2014, SOMIH tenants participating in the 2016 NSHS via face-to-face interview received a cash incentive of \$10 upon completion of their interview.

The 2016 NSHS used the same survey instrument across all social housing programs. Prior to 2010, the survey content differed slightly across programs, reflecting different areas of interest in relation to each program. Since 2012, the adoption of more consistent survey instruments has allowed greater data comparability across social housing programs. While some minor changes were made in relation to survey questions in 2016, the same topics were covered, and content and key issues remained unchanged.

Further information regarding the 2016 NSHS methodology, including a copy of the final questionnaire, can be found in the *Methodological report* prepared by Lonergan Research which can be found on the AIHW website <www.aihw.gov.au>.

Survey and interview response rates

The questionnaire was mailed to a randomly selected sample of 14,195 public housing, 10,502 community housing, and 1,910 SOMIH households. A total of 8,720 completed questionnaires were received (5,163 for public housing, 3,153 for community housing and 404 for SOMIH). In addition, a further 1,018 face-to-face interviews were completed with SOMIH tenants (505 in New South Wales and 513 in Queensland).

The overall response rate for the 2016 NSHS was 34% for the mail-out surveys and 59% for the face-to-face interviews. Response rates for mail-out surveys ranged from a low of 21% for South Australian SOMIH tenants to a high of 46% for South Australian public housing tenants (Table A.1). Program-specific response rates for mail-out surveys were 36% for public housing,





30% for community housing and 21% for SOMIH tenants. This represented an increase in the overall response for public housing but a decrease for both SOMIH and community housing programs, compared with the 2014 NSHS (reported as 35% for PH, 35% for CH and 38% for SOMIH). Response rates for the face-to-face interviews were 57% for New South Wales and 61% for Queensland.

Table A.1: 2016 NSHS response rates, by housing program type, by state and territory

Component	Public housing		Community housing		SOMIH	
	Number of surveys completed	Response rate (%)	Number of surveys completed	Response rate (%)	Number of surveys completed	Response rate (%)
Total number of surveys	5,163		3,153		1,422	
NSW	560	41.4	597	31.9	505	56.6
Vic	554	25.2	417	30.4
Qld	630	44.2	387	32.1	513	60.6
SA	519	46.2	583	36.8	341	21.0
ACT	732	36.0	211	27.7
WA	785	41.8	390	25.0
Tas	704	40.2	568	31.1	63	29.0
NT	679	31.9

Notes

1. SOMIH program currently operates in 4 jurisdictions: New South Wales, Queensland, South Australia, and Tasmania.
2. SOMIH tenants were surveyed via face-to-face interviews in New South Wales and Queensland and via mail-out in South Australia and Tasmania.
3. The community housing program operates in all jurisdictions except for the Northern Territory.

2016 NSHS sample representativeness

Analysis was conducted comparing demographic characteristics of NSHS respondents from the 2016 survey with equivalent demographic information contained in the national administrative data collections for public and community housing and SOMIH (Table A.2, A.3 and A.4). This provides some indication as to whether social housing tenants surveyed as part of the NSHS were representative of the broader social housing population. The results of this analysis are contained in the introductory chapter under '2016 NSHS sample representativeness'.





Table A.2: Demographic characteristics of public housing tenants—2016 administrative database

		NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	Total (%)
Number		194,891	123,483	99,824	64,893	58,196	12,735	21,787	10,973	586,782
Gender	Male	45.1	43.3	43.6	42.5	46.2	44.6	44.4	44.2	44.2
	Female	54.9	56.7	56.4	57.5	53.8	55.4	55.6	55.8	55.8
Age (years)	14 and under	17.8	22.4	25.9	27.9	13.5	22.6	26.4	33.8	21.4
	15–19	7.9	8.2	8.2	8.4	5.9	7.7	8.9	8.9	7.9
	20–24	6.1	5.6	4.9	4.1	4.3	5.2	5.7	3.3	5.3
	25–34	8.2	8.8	7.9	8.2	7.3	8.5	9.7	8.8	8.3
	35–44	9.4	10.2	10.3	9.7	9.8	10.3	11.5	10.8	9.9
	45–54	13.8	13.0	12.6	11.1	16.3	14.3	12.1	9.8	13.3
	55–64	15.2	13.2	12.7	11.3	17.3	14.2	10.7	9.0	13.9
	65–74	12.0	10.2	10.4	10.4	13.8	10.3	8.4	9.2	11.2
	75 and over	9.7	8.4	7.1	8.8	11.6	6.8	6.7	6.4	8.9
	Tenancy composition	Single adult	54.3	53.5	52.0	53.6	62.9	61.6	49.4	42.7
Couple only		8.8	6.3	6.8	7.0	9.9	4.7	1.8	5.9	7.5
Sole parent with children		12.9	16.0	24.0	19.0	7.9	17.5	20.7	27.6	15.9
Couple with children		4.0	2.8	6.4	4.4	2.9	2.7	0.8	7.8	4.0
Group and mixed composition		20.0	21.4	10.8	15.9	16.4	13.5	27.3	15.9	18.0
Tenure length		6 months or less	4.3	3.9	5.9	4.9	3.9	5.7	4.5	7.2
	Over 6 months to 2 years	12.7	11.4	14.3	16.8	11.9	14.8	10.7	17.7	13.1
	Over 2 years to 5 years	18.3	20.1	19.3	20.9	15.6	19.8	18.3	23.8	18.9
	Over 5 years to 10 years	20.1	21.5	21.3	24.4	20.1	19.7	20.4	19.7	21.0
	Over 10 years	44.7	43.1	39.2	32.9	48.4	40.0	46.1	31.6	42.4

Source: AIHW National Housing Assistance Data Repository 2015–16.





Table A.3: Demographic characteristics of community housing tenants—2016 administrative database

		NSW (%)	Vic (%)	Qld (%)	WA (%)	SA (%)	Tas (%)	ACT (%)	NT (%)	Total (%)
Number		60,209	24,669	15,128	12,715	14,011	11,434	974	n.a.	139,140
Gender	Male	43.4	46.8	47.0	49.1	44.1	45.8	65.5	n.a.	45.3
	Female	56.6	53.2	53.0	50.9	55.9	54.2	34.5	n.a.	54.7
Age (years)	14 and under	22.1	17.2	26.0	17.9	22.2	23.8	4.9	n.a.	21.3
	15–19	9.4	6.8	7.2	6.1	6.8	8.6	2.9	n.a.	8.0
	20–24	7.6	5.7	6.5	4.9	6.5	6.6	8.8	n.a.	6.7
	25–34	9.1	11.5	11.6	12.3	12.1	11.6	15.3	n.a.	10.6
	35–44	10.7	14.1	13.1	14.0	12.7	12.5	25.4	n.a.	12.3
	45–54	12.6	16.6	11.9	14.2	13.6	13.2	20.6	n.a.	13.6
	55–64	12.0	13.3	9.9	11.7	11.6	11.2	11.8	n.a.	11.9
	65–74	8.9	9.1	7.8	11.2	8.0	8.5	6.1	n.a.	8.9
	75 and over	7.5	5.8	6.0	7.9	6.6	4.1	4.2	n.a.	6.7
	Tenancy composition	Single adult	51.9	71.2	71.7	72.5	61.4	63.7	90.8	n.a.
Couple only		7.0	7.5	5.0	7.5	8.6	8.1	2.5	n.a.	7.2
Sole parent with children		11.5	10.1	17.0	8.2	12.8	11.7	1.7	n.a.	11.5
Couple with children		2.9	4.6	2.6	2.4	3.4	3.8	1.5	n.a.	3.2
Group and mixed composition		26.7	6.5	3.6	9.4	13.8	12.8	3.6	n.a.	15.9

n.a. not available

Source: AIHW National Housing Assistance Data Repository 2015–16.





Table A.4: Demographic characteristics of SOMIH tenants—2016 administrative database

		NSW (%)	Qld (%)	SA (%)	Tas (%)	Total (%)
Number per state		12,206	10,201	4,404	510	27,321
Gender	Male	42.3	43.1	44.0	45.7	42.9
	Female	57.7	56.9	56.0	54.3	57.1
Age (years)	14 and under	36.9	40.9	33.7	33.3	37.8
	15–19	12.9	10.5	11.3	10.4	11.7
	20–24	6.7	4.8	4.8	6.5	5.7
	25–34	10.0	9.8	9.4	11.4	9.9
	35–44	10.1	10.4	11.5	11.2	10.4
	45–54	10.9	9.8	13.3	11.8	10.9
	55–64	7.4	6.9	9.5	9.2	7.6
	65–74	3.9	4.5	4.4	3.9	4.2
	75 and over	1.2	2.3	2.1	2.4	1.7
	Tenancy composition	Single adult	27.9	21.5	32.2	40.2
Couple only		4.0	4.6	4.1	5.1	4.2
Sole parent with children		37.7	39.5	25.4	30.4	36.0
Couple with children		6.8	12.7	5.8	6.5	8.6
Group and mixed composition		23.5	21.7	32.5	17.8	24.4
Tenure length		6 months or less	5.5	6.4	3.9	8.6
	Over 6 months to 2 years	16.0	17.1	15.8	17.7	16.4
	Over 2 years to 5 years	22.5	21.8	18.5	19.9	21.5
	Over 5 years to 10 years	21.5	25.0	23.1	19.9	22.9
	Over 10 years	34.5	29.7	38.7	33.9	33.6

Source: AIHW National Housing Assistance Data Repository 2015–16.





Respondents versus households

Responses to the NSHS can report either:

- information about the social housing tenant completing the survey (the respondent), such as age and gender
- information provided by the respondent that is:
 - about individuals in the social housing household, such as whether there are any adults in the household currently working full-time
 - on behalf of all members of their household, such as whether the location of their dwellings meet the needs of the household.

In each instance, this is noted under the relevant chart or table throughout the report.

It is important to distinguish household-level responses from those questions that are specifically targeting the individual who completed the survey. When considering those questions relating to the individual completing the survey, the responses provided may not apply to other members of the household.

It should also be noted that, where survey respondents have provided information on behalf of other household members, they have not been asked whether they had consulted with other household members in formulating these responses.

Weighting

2016 weighting strategy: mail-out survey

This report does not present raw survey data. The estimates presented here have been derived by applying 'weights' to the raw data (survey responses) to ensure that the estimates presented represent the total population, to the extent possible (Table A.5).

A cell-weighting methodology was used in the 2016 NSHS. Cells were created across 3 variables (housing type, jurisdiction and ARIA), creating a total of 59 cells.

Cells were merged on 4 occasions, for 2 reasons: when a cell was having an adverse impact on weighting efficiency compared with others in the same jurisdiction/housing type, or when the cell had a small number of completed surveys. Where this occurred, a cell was merged with its nearest neighbour.

The following cells were merged for weighting purposes:

- Queensland PH ARIA 3 was merged with ARIA 2
- Western Australia PH ARIA 3 was merged with ARIA 4
- Northern Territory PH ARIA 4 was merged with ARIA 3
- Queensland CH ARIA 3 and 4 were merged with ARIA 2.

Population counts were provided by the jurisdictions. Population counts reflected the total number of households each jurisdiction was responsible for, with the exception of the Northern Territory. The Northern Territory deliberately excluded the majority of ARIA 3 and 4 from the sample, and included most of their ARIA 2 properties, as they believed that a mail-out methodology was inappropriate for reaching these tenants. The weights reflect the database provided by the Northern Territory.





Table A.5: 2016 NSHS weights—mail-out survey

Housing type	Jurisdiction	ARIA	Population	Responses	Weight
Public housing	NSW	0	92,424	474	194.99
		1	14,771	73	202.34
		2	2,644	13	203.38
	Vic	0	46,442	392	118.47
		1	14,602	136	107.37
		2	3,307	26	127.19
	Qld	0	34,426	478	72.02
		1	7,905	82	96.40
		2	6,847	66	107.46
		3	675	4	107.46
	SA	0	27,748	412	67.35
		1	2,447	34	71.97
		2	4,863	64	75.98
		3	639	9	71.00
	ACT	0	10,508	730	14.39
		1	10	2	5.00
	WA	0	21,585	614	35.15
		1	2,498	74	33.76
		2	2,951	55	53.65
		3	2,760	27	89.69
		4	1,007	15	89.69
	Tas	1	5,521	547	10.09
		2	1,546	154	10.04
		3	17	2	8.50
4		9	1	9.00	
NT	2	3,324	535	6.21	
	3	1,166	138	9.30	
	4	173	6	9.30	





Housing type	Jurisdiction	ARIA	Population	Responses	Weight
Community housing	NSW	0	13,388	399	33.55
		1	5,360	177	30.28
		2	873	20	43.65
		4	6	1	6.00
	Vic	0	6,460	289	22.35
		1	2,628	111	23.68
		2	369	16	23.06
		3	8	1	8.00
	Qld	0	6,001	194	30.93
		1	2,469	85	29.05
		2	2,442	99	27.42
		3	216	2	27.42
	SA	0	3,800	491	7.74
		1	355	55	6.45
		2	180	27	6.67
		3	57	10	5.70
	ACT	0	763	211	3.62
	WA	0	1,645	350	4.70
		1	80	20	4.00
		2	99	19	5.21
TAS	4	2	1	2.00	
	1	4,494	428	10.50	
	2	1,258	140	8.99	
SOMH	SA	0	1,049	228	4.60
		1	128	28	4.57
		2	299	52	5.75
		3	93	19	4.89
	Tas	4	122	14	8.71
		1	189	50	3.78
		2	30	13	2.31





2016 weighting calculation: face-to-face survey

A cell-weighting methodology was employed for the 2016 NSHS. Cells were created across 3 variables: housing type, jurisdiction and ARIA, which created a total of 10 cells for the SOMIH face-to-face survey methodology (Table A.6).

It is important to note that, for the 2016 NSHS, quotas were set to ensure a robust sample size across all combinations of jurisdictions and housing program type, regardless of the population of households in these cells. Hence, variation in weights between states is expected. All population counts were provided to Lonergan Research by the jurisdictions.

Table A.6: 2014 NSHS weights—face-to-face survey

Housing Type	Jurisdiction	ARIA	Population	Responses	Weight
SOMIH	NSW	0	2,064	248	8.32
		1	1,549	166	9.33
		2	698	63	11.08
		3	179	21	8.52
		4	68	7	9.71
	Qld	0	449	102	4.40
		1	630	88	7.16
		2	1,364	206	6.62
		3	255	38	6.71
		4	535	79	6.77

Sampling variability

The aim of sampling is to achieve estimates of population parameters that are close to the true values. The 2016 NSHS is based on a sample of the social housing tenant population. When estimates are based on data from a sample selected from a population, rather than a full count of that population, they are subject to sampling variability. This means the estimates may differ from the figures that would have been produced if the data had been obtained from the complete population.

The measure of sampling error that has been used in the 2016 NSHS is relative standard error (RSE), which is obtained by expressing the standard error as a percentage of the estimate. The Australian Bureau of Statistics (ABS) considers that only estimates with RSEs of less than 25%, and percentages based on such estimates, are sufficiently reliable for most purposes. Throughout this report, a * has been placed against estimates with RSEs between 25% and 50%, to indicate they have high standard errors and should be used with caution. Estimates with RSEs greater than 50% are not published (abbreviated in tables as 'n.p.'), as they are considered too unreliable for general use.

Throughout this report, national estimates and jurisdictional estimates have been compared, to see if the differences are statistically significant. Statistical significance has been calculated using a z-test, which tests the difference between 2 proportions, using the null hypothesis that the difference is equal to zero. Confidence levels computed provide the probability that a difference at least as large as noted would have occurred by chance if the 2 population proportions were equal. Results are calculated using 95% confidence levels, using 2-tailed tests. Statistically significant differences are illustrated by #.





Comparability with the 2014 questionnaire

Overall, the 2016 NSHS is comparable with previous surveys—but over time, modifications have been made to the questionnaire and to the survey methodology, which should be kept in mind when comparing data between years.

Like previous surveys, data for the 2016 NSHS for tenants of public and community housing were collected via mail-out self-completion paper questionnaires, with an online completion option also available. In 2016, as for 2014, data collection approaches for SOMIH tenants varied, with 2 jurisdictions (South Australia and Tasmania) collecting data via mail-out self-completion paper questionnaire or online completion, and 2 jurisdictions (New South Wales and Queensland) collecting data via face-to-face interview. Prior to 2014, all participating jurisdictions used the same approaches to surveying SOMIH tenants—face-to-face interviews in 2005 and 2007, and mail-out self-completion paper questionnaires in 2012.

While the sampling approach has remained largely consistent throughout survey iterations, it is important to note a change in sampling methodology in 2012. In 2012, top-up sampling was adopted, due to limitations on the time available for fieldwork and the need to achieve a minimum number of completed surveys for each housing program in each jurisdiction. That is, in order to top up the sample, additional surveys were sent out to randomly selected households until the required number of responses was received. This approach was repeated in 2014 and 2016, when weekly fieldwork reviews identified the likelihood of not meeting the minimum required sample sizes. In 2016, this occurred in New South Wales for public housing tenants and in Victoria for both public and community housing tenants. Prior to 2012, a sample was selected and then followed up with reminder mailings until the required number of responses was received.

To maximise engagement and maintain strong response rates, additional reminder mechanisms employed in the 2014 survey were continued in 2016. In those jurisdictions where telephone numbers were available, Lonergan Research used VATI to send automated reminder calls to tenants. In addition, where mobile numbers were available, SMS reminders were sent to tenants. SOMIH tenants participating in the 2016 NSHS via face-to-face interview received a cash incentive of \$10 upon completion of their interview, which was consistent with the approach used in 2014. These mechanisms were not used prior to 2014.

The 2016 NSHS used the same survey instrument across all social housing programs. Prior to 2010, the survey content differed slightly across programs, reflecting different areas of interest in relation to each program. Since 2012, the adoption of more consistent survey instruments has enabled greater data comparability across social housing programs. While some minor changes were made in relation to survey questions in 2016, the same topics were covered and content for key issues remained unchanged.

Caution should be used if comparing 2012 results with those from other years, due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected the comparability of survey responses and increased the risk of non-response bias. Particular care is advised when comparing estimates of customer satisfaction in 2012, due to these changes.





Appendix B: Profile of 2016 NSHS respondents

Demographic characteristics are routinely collected in surveys to provide the opportunity, when analysing the data, to better understand the population surveyed—for example, questions about age, sex, education and employment which help researchers understand whether those surveyed are similar to other populations.

The table presented below (Table B.1) provide details of the demographic characteristics across each of the programs for the 2016 NSHS respondents.

Table B.1: Demographic profile of social housing respondents (%)

Base: All respondents	PH	SOMIH	CH
Household composition			
Single person, living alone	56.8	22.7	58.5
Single person, living with 1 or more children	18.9	40.9	17.1
Couple, living without children	12.3	6.2	11.6
Couple, living with 1 or more children	6.1	13.2	5.7
Extended family, living without children	2.4	4.8	1.8
Extended family, living with 1 or more children	1.6	10.8	1.2
Group of unrelated adults	1.6	*1.0	3.2
Other	*0.2	*0.5	*0.8
Age of respondent			
14 years and under	**n.p.	**n.p.	**n.p.
15–19 years	**n.p.	*1.3	0.9
20–24 years	0.9	5.7	2.4
25–34 years	4.5	18.7	6.8
35–44 years	9.3	19.3	12.0
45–54 years	17.7	21.9	18.0
55–64 years	24.1	17.6	22.9
65–74 years	25.0	11.4	20.2
75 years and over	18.4	4.0	16.7
Indigenous status			
Neither Aboriginal or Torres Strait Islander origin	70.6	7.6	72.6
Aboriginal but not Torres Strait Islander origin	5.5	78.0	5.3
Torres Strait Islander but not Aboriginal origin	*0.2	7.3	*0.4
Both Aboriginal and Torres Strait Islander origin	*0.5	5.9	1.0
Don't know	23.1	1.3	20.7





Base: All respondents	PH	SOMIH	CH
Gender			
Male	36.4	27.1	36.8
Female	63.6	72.9	63.2
Highest level of education achieved			
No formal education	2.9	1.3	2.4
Primary school	6.3	5.8	5.5
Commenced junior secondary school but not completed	24.0	28.2	20.2
Junior secondary education (completed Year 10 or equivalent)	31.7	39.5	29.1
Senior secondary education (completed Year 12 or equivalent)	13.5	10.5	12.9
Certificate, Diploma or Advanced Diploma	16.6	12.5	21.5
Bachelor degree or above	5.0	2.0	8.4
Country of birth			
Australia	63.3	99.4	69.8
Other	36.7	*0.6	30.2
Language spoken at home			
English	81.7	93.3	86.5
Other	18.3	6.7	13.5
Main tenant			
Yes	97.8	92.1	94.5
No	2.2	7.9	5.5

* Estimate has a relative standard error of 25% to 50% and should be used with caution.

** Estimate has a relative standard error greater than 50% and is considered too unreliable for general use.





Glossary

Australian Statistical Geography Standard: The ASGS divides Australia into regions for comparison purposes. One of the concepts commonly used for comparison is remoteness. Remoteness areas divide Australia into broad geographical regions that share common characteristics of remoteness for statistical purposes. There are 6 remoteness classifications:

Major cities, Inner regional, Outer regional, Remote, Very remote, and Migratory.

Canadian National Occupancy Standard: A measure of the appropriateness of housing that is sensitive to both household size and composition. The CNOS specifies that:

- no more than 2 people shall share a bedroom
- parents or couples may share a bedroom
- children under 5, either of the same sex or opposite sex, may share a bedroom
- children under 18 of the same sex may share a bedroom
- a child aged 5–17 should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 and over and any unpaired children require a separate bedroom.

cognitive testing: Cognitive testing is a tool used to understand how respondents interpret questions and instructions provided in a questionnaire. This type of testing can also be used to evaluate survey techniques to increase response or cooperation and to assist in interpreting the meaning of survey responses.

community housing (mainstream) (CH): Mainstream community housing is managed by not-for-profit organisations and is covered in the NSHS where those organisations receive capital or recurrent funding from government. Community housing offers short-, medium- or long-term tenure for low-income individuals and families, or those with particular needs not well catered for by the private market. Currently, the community housing program is operating in all jurisdictions apart from the Northern Territory.

demographic profile: A term used in marketing and research to describe a demographic grouping or segment of the population. This typically involves age bands, gender, educational attainment and labour force status.

facilities: An amenity or piece of equipment provided for a particular purpose, for example a stove for cooking. See also **working facilities**.

homelessness: In the 2016 NSHS, being homeless refers to times when the respondent had to live in emergency accommodation provided by a homelessness agency; had stayed temporarily with friends or relatives because they had nowhere to live; had been totally without permanent shelter; or had lived in shelter unlawfully such as squatting in derelict buildings. (Note: 'homelessness' can be defined in different ways for different purposes.)

household: A group of 2 or more related or unrelated people who usually reside in the same dwelling, and who make common provision for food or other essentials for living. A household can also be a single person living in a dwelling who makes provision for his or her own food and other essentials for living, without combining with any other person.





household composition: The grouping of people living in a dwelling. Household composition is based on couple and parent–child relationships. A **single-family** household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant’s children. **Group households** consist of 2 or more tenants aged 16 or over who are not in a couple or parent–child relationship. **Mixed households** are households not described by the other 2 types—for example, multiple single-family households.

Indigenous household: A household as defined above which contains 1 or more people who identify as being of Aboriginal and/or Torres Strait Islander origin.

overcrowding: A situation in a dwelling when 1 or more additional bedrooms are required to meet the Canadian National Occupancy Standard (CNOS).

public housing (PH): Public housing (also referred to as public rental housing) encompasses the publicly owned or leased dwellings administered by state and territory governments. It aims to provide appropriate, affordable and accessible housing, mainly for low-income households that have difficulty in obtaining and maintaining housing in the private market.

social housing: Rental housing that is funded or partly funded by government, and that is owned or managed by the government or a community organisation and let to eligible persons. This includes public rental housing, state owned and managed Indigenous housing, mainstream and Indigenous community housing and housing provided under the Crisis Accommodation Program.

social inclusion: Social inclusion describes the ability of individuals to participate in the formal structures and institutions of the economy, society and state, and to enjoy the benefits of the goods and services produced by mainstream society.

state owned and managed Indigenous housing (SOMIH): State owned and managed Indigenous housing is administered by state governments and is specifically targeted to households with at least 1 Indigenous member. It aims to provide appropriate, affordable and financially accessible housing for low- to moderate-income Indigenous households. Four jurisdictions currently operate a SOMIH program: New South Wales, Queensland, South Australia and Tasmania.

underutilisation: A situation where a dwelling contains 1 or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.

unemployed person: A person aged 15 years or more who was not employed during the reference week but had actively looked for work and was currently available for work.

working facilities: An amenity or piece of equipment provided for a particular purpose, in correct working order.





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Related publications

This report, *National Social Housing Survey: detailed results 2016*, is the latest in a series of publications presenting results from biennial surveys of social housing tenants. The earlier reports can be downloaded for free from the AIHW website at <www.aihw.gov.au>. The website also includes information on ordering printed copies.

The following AIHW publications relating to housing and homelessness may also be of interest:

- AIHW (Australian Institute of Health and Welfare) 2014. Housing assistance for Indigenous Australians. Cat. no. IHW 131. Canberra: AIHW.
- AIHW 2016. Specialist homelessness services: 2015–2016. Online report, available at: www.aihw.gov.au/homelessness/specialist-homelessness-services-2015-16/
- AIHW 2017. National Social Housing Survey: a summary of national results 2016. Cat. no. HOU 288. Canberra: AIHW.





This report provides an overview of national-level, state and territory findings, as well as comparisons across public housing, state owned and managed Indigenous housing and community housing tenants. The report shows that the majority of tenants are satisfied with the services provided by their housing organisation, with community housing tenants the most satisfied. Tenants report a range of benefits from living in social housing and the majority live in dwellings of an acceptable standard.

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