

# **Public rental housing 2007–08**

**Commonwealth State Housing Agreement  
national data report**

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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

# **Public rental housing 2007–08**

## **Commonwealth State Housing Agreement national data report**

**January 2009**

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Canberra

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# Symbols

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



# Overview of public rental housing in 2007–08

## Households in public rental dwellings at 30 June 2008

In total, 331,136 households lived in public rental dwellings at 30 June 2008. This included 23,953 Indigenous households, which represented 7% of all households. Indigenous households are also accommodated in state owned and managed Indigenous rental housing – in 2007–08 this included a further 12,375 households (AIHW 2009).

Of all 331,136 households, 291,137 (88%) received a rental rebate. That is, they paid less than market rent for the dwelling (referred to hereafter as ‘rebated households’). The remaining 39,999 households (12%) paid market rent. Of the 290,266 rebated households for which complete rent and income details were known, 82% paid more than 20% but no more than 30% of their income in rent, while 18% paid 20% or less of their income in rent.

The average weekly rental subsidy for rebated households for the week of 30 June 2008 was \$109 per household.

Of the 306,659 households occupying public rental dwellings for which tenancy composition and dwelling details were known, 20,566 (7%) were moderately overcrowded and 5,197 (2%) were overcrowded (that is, required one additional bedroom or at least two additional bedrooms, respectively<sup>1</sup>). A further 35,681 (12%) were underutilised (that is, had two or more bedrooms than were required to meet the standard).

## New allocations to public rental housing during 2007–08

During the period 1 July 2007 to 30 June 2008, 23,731 households were newly assisted with public rental housing. Of these households, 12,105 (51%) were classified as being in ‘greatest need’ (see Section 3.3.6).

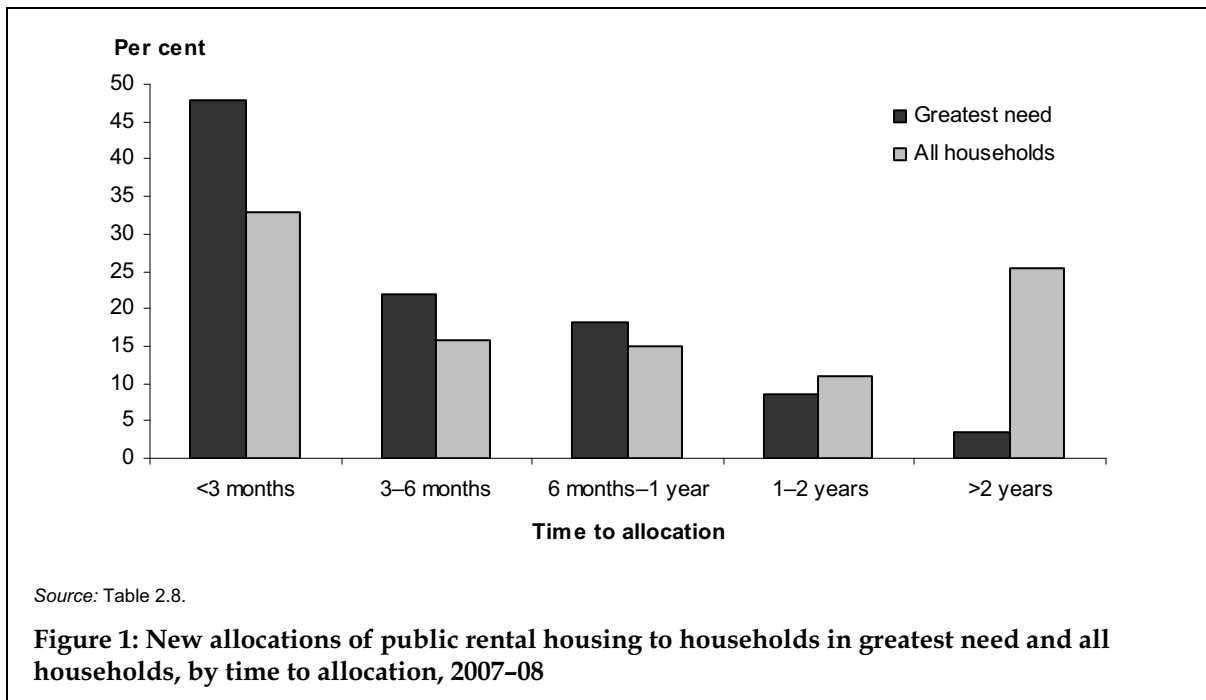
Of the 23,627 new allocations for which allocation details were known, 7,758 households (33%) were assisted within 3 months of application and 6,008 (25%) were allocated housing 2 years or more after application (Figure 1).

Of the 12,105 new allocations of public rental housing to households in greatest need, around half (48%) were assisted within 3 months of application. The proportion of greatest need households allocated housing in a given time period decreases as the time between application and allocation increases, with only 3% still waiting 2 years or more after application (Figure 1).

There were 3,556 Indigenous households allocated public rental housing during 2007–08, representing 15% of all new allocations for the period.

---

1 To meet the Proxy Occupancy Standard as defined in Section 3.3.3.



### Households waiting for public rental housing at 30 June 2008

A total of 177,652 households were on waiting lists for public rental housing at 30 June 2008, of which 14,638 households were classified as being in 'greatest need'. This represents 8% of all households on waiting lists.

### Public rental dwellings at 30 June 2008

In total, state and territory housing authorities managed 337,866 dwellings at 30 June 2008, of which 331,136 were occupied. This represents an occupancy rate of approximately 98%.

Of all 337,866 public rental dwellings, 4,277 (1%) were untenable or undergoing major redevelopment, while the remaining 333,589 (99%) were considered tenable. Figure 2 provides a breakdown of untenable dwellings by jurisdiction.

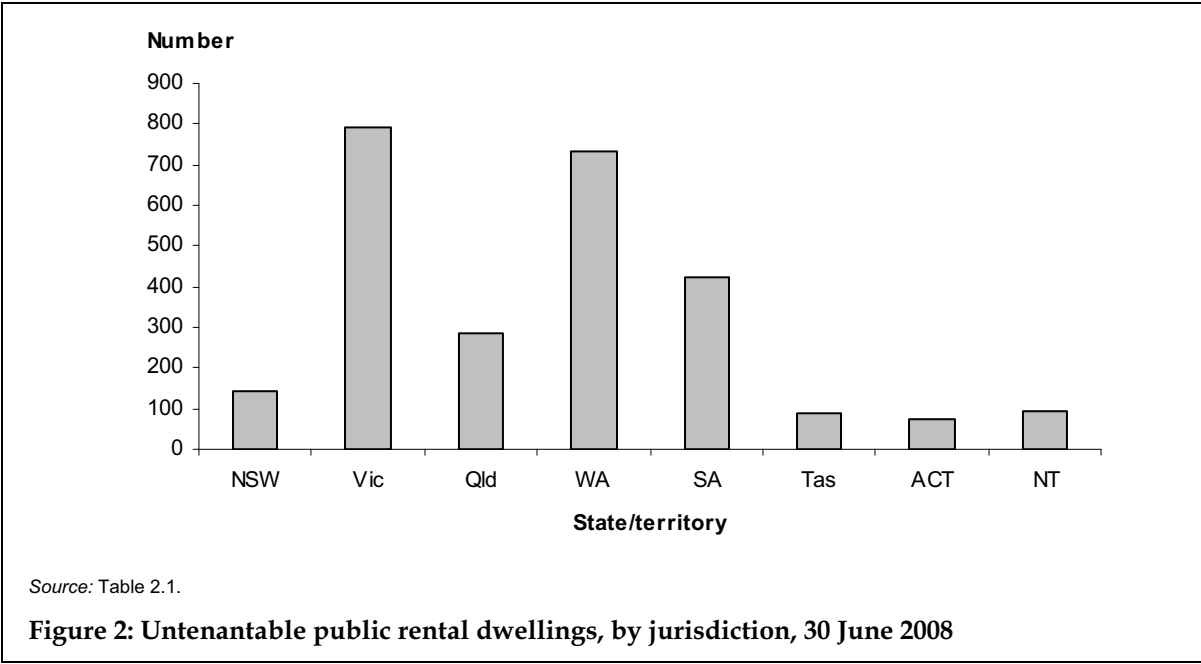
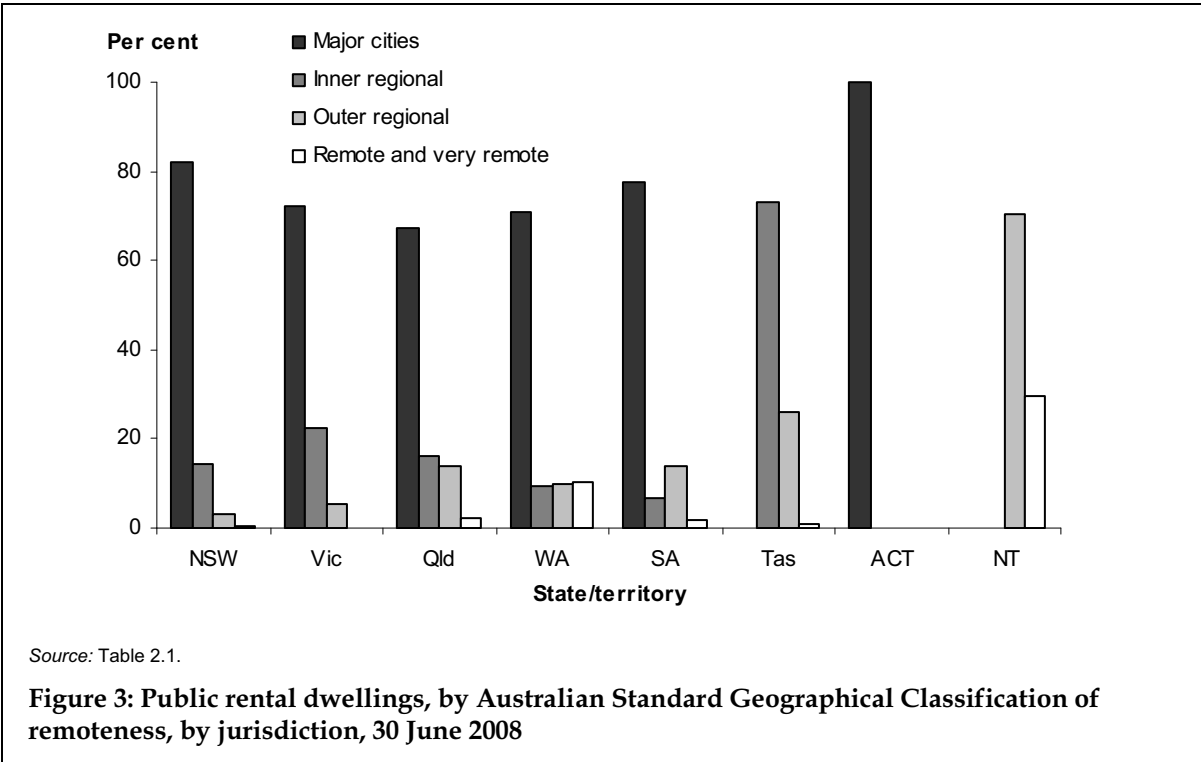


Figure 3 provides the Australian Standard Geographical Classification (ASGC) of remoteness of public rental dwellings, broken down by jurisdiction. Nationally, 73% of all public rental dwellings were located in *Major cities*, 16% were located in *Inner regional* Australia, 9% were located in *Outer regional* Australia, and 2% were located in *Remote and very remote* areas of Australia.





# 1 Introduction

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

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

These publications are the ninth set published in the Housing Assistance Data Development Series. The series was initially developed under the 1999 National Housing Data Agreement and the 1999 Agreement on National Indigenous Housing Information to report on the data collections and the associated standards, definitions and classifications under these agreements. Both agreements were renewed for a further 5 years under the 2003 CSHA, and 6 months were added to the life of this agreement in 2008. Reports are available from <[www.aihw.gov.au](http://www.aihw.gov.au)> for most previous collections.

Related publications in the series include the *National housing assistance data dictionary, version 3* (AIHW 2006) and *Measuring housing assistance: national data standards developed under the 1999 Commonwealth State Housing Agreement* (AIHW 2004).

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

Other related publications in the bulletin series include *Who receives priority housing and how long do they stay?* (AIHW 2008a) and *Labour force participation and employment in public rental housing in Australia* (AIHW 2008b).

This report provides data on the people seeking and receiving public rental housing assistance and the dwellings managed by state and territory housing authorities under this program. It contains all data collected for national reporting under the 2003 CSHA, namely all summary items and performance indicators. Specifications for all summary items and performance indicators are provided in Chapter 3 of this report.

## **2 CSHA 2007–08 public rental housing data**

### **2.1 Terminology**

#### **Dwelling**

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

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

#### **Household**

For the purpose of this collection, a household equals a tenancy agreement. In the majority of cases there will be one household per rental tenancy unit.

#### **Indigenous household**

For the purpose of this collection, an Indigenous household is a household that contains one or more Indigenous people.

#### **Low income household**

A low income household for the CSHA special needs and greatest need definitions is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

#### **Mixed composition household**

For the purpose of this collection, a mixed composition household is one that is neither a single family nor group household.

#### **Occupied dwelling**

Tenantable dwellings occupied by households who have a public housing tenancy agreement with the relevant state/territory housing authority.

#### **Ongoing household**

For the purpose of this collection, an ongoing household is one that is valid at 30 June 2008, including those who terminated their tenancy on 30 June 2008.

## 2.2 Summary data items

Table 2.1: CSHA public rental housing summary data, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>At 30 June 2008</b>										
S0	Total households	118,839	62,964	50,243	30,299	41,625	11,492	10,642	5,032	331,136
S1	Total rebated households	106,732	53,029	46,281	26,513	36,026	9,148	9,157	4,251	291,137
<b>For year ending 30 June 2008</b>										
S2	Total new households	7,801	4,337	4,258	2,871	2,199	1,028	718	519	23,731
S3	Total new Indigenous households	1,075	219	719	815	266	137	44	281	3,556
S4	Total number of transferred households	3,555	2,047	1,207	1,235	1,219	279	240	156	9,938
<b>At 30 June 2008</b>										
S5	Total Indigenous households	9,800	1,379	3,742	4,751	1,421	750	260	1,850	23,953
S6	New applicants on waiting list who have a 'greatest need'	2,214	5,401	1,295	1,497	1,427	1,730	877	197	14,638
S7	Total applicants on waiting list	49,950	43,467	34,696	16,352	24,804	3,171	1,859	3,353	177,652
S8	Total tenatable dwellings	119,876	63,274	50,389	30,505	42,151	11,526	10,722	5,146	333,589
S9	Total untenatable dwellings	143	790	287	734	421	89	75	92	2,631
S10	Total rebated households paying 20% or less of assessable income in rent	9,165	10,870	8,664	7,607	9,037	2,579	963	2,802	51,687
S11	Total rebated households paying >20% but not more than 25% of assessable income in rent	94,785	42,012	37,542	16,481	26,354	5,903	7,971	1,357	232,405
S12	Total rebated households paying >25% but not more than 30% of assessable income in rent	2,291	14	9	2,179	234	666	40	34	5,467
S13	Total rebated households paying more than 30% of assessable income in rent	0	9	14	203	113	0	71	48	458
S14	Total rebated households for whom income details are known	106,491	52,905	46,229	26,470	35,738	9,147	9,045	4,241	290,266
S15	Total households with moderate overcrowding	6,490	4,421	4,257	1,924	1,745	813	495	421	20,566

(continued)

**Table 2.1 (continued): CSHA public rental housing summary data, 2007–08**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>At 30 June 2008</b>										
S16	Total households with under-utilisation	12,315	5,300	5,320	2,713	7,363	1,180	1,278	212	35,681
S17	Total dwellings in Major cities	98,327	46,807	34,182	22,279	33,447	..	10,788	..	245,830
S18	Total dwellings in Inner regional Australia	17,416	14,499	8,247	2,971	2,883	8,517	9	..	54,542
S19	Total dwellings in Outer regional Australia	3,931	3,396	7,158	3,039	6,020	3,004	..	3,710	30,257
S20	Total dwellings in Remote Australia	334	19	847	2,274	764	66	..	1,345	5,649
S21	Total dwellings in Very remote Australia	38	0	275	951	75	31	..	218	1,588
S22	Total dwellings in Migratory areas	0	0	0	0	0	0	0	0	0
<b>For year ending 30 June 2008</b>										
S29	Net rent turnover (days)	9.4	11.5	2.9	10.3	4.4	13.0	8.0	32.4	8.7
S30	Opening gross rent debtors (\$'000)	17,643	9,451	2,043	2,976	2,152	1,826	1,421	3,153	40,665
S31	Closing gross rent debtors (\$'000)	14,414	10,549	2,092	5,153	3,004	2,133	1,551	2,604	41,500
<b>At 30 June 2008</b>										
S32	Total dwellings undergoing major redevelopment	27	656	33	275	617	3	0	35	1,646

*Notes*

- All S10–S13 Amounts of up to but excluding 0.5% above the cut-off for a category are included in that category. For example, if rent charged/income × 100 = 20.4, then it is counted in the 'paying 20% or less' category.
- S10–S13 Excludes households where either assessable income or rent charged is zero (See Tas S10 footnote for minor variation).
- S14 Figures from S10–S13 do not sum to S14 due to a minor data adjustment. See NSW S14 footnote.
- S15, S16 Jurisdictions exclude various types of households as shown in the table below. For this reason, comparisons between jurisdictions' data should be made with caution.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	118,839	62,964	50,243	30,299	41,625	11,492	10,642	5,032
Excludes:								
Non-rebated households	12,107	9,935	..	..	..	..	1,485	..
Mixed composition households	..	..	..	..	..	328	..	485
Households for whom composition cannot be determined	0	0	0	13	0	2	0	1
Exclusions as a % of total ongoing households	<b>10.2</b>	<b>15.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.9</b>	<b>14.0</b>	<b>9.7</b>

S17–S22 Data are not comparable to previous years as in 2007–08 dwellings were categorised using the new postal area to ASGC remoteness concordance, based on the 2006 census.

S17–S22, S30, S31 Due to rounding the national total may not equal the sum of jurisdictions' data items.



NSW	S5	Data are not comparable with other jurisdictions' data as they are not calculated via the data repository but are based on the 2006 Census of Population and Housing, adjusted for Census undercounting of public housing households.
	S6	2007–08 data is comparable with 2006–07 but not with earlier years where two "greatest need" categories (refuge & priority tenancy re-instatement) were excluded.
	S7	Includes new applicants for housing and tenants (already housed) who requested transfers.
	S12	Since 2005–06 and with the introduction of the Reshaping Public Housing (RPH) policy, moderate income renters are charged 25–30% of their income as rent.
	S13	Data supplied by jurisdiction. No rebated tenant pays more than 30% of income as rent.
	S14	Figures from S10–S13 do not sum to S14 due to adjustment to S13 by jurisdiction. See S13 footnote.
Vic	S0	The number of households in public housing decreased in 07–08, compared to 06–07, due to upgrade and redevelopment activity and policy decisions to focus social housing growth on the community housing sector.
	S2, S3	Decreasing exits from public housing due to limited exit points into private rental have resulted in fewer vacancies in public housing, and lower allocations.
	S7	Excludes 1,060 applications eligible for both Indigenous and public rental housing as they are counted under the state owned and managed Indigenous housing data collection.
	S12, S13	No household is charged more than 25% of assessable income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
Qld	S3, S5	Data should be interpreted with caution as Indigenous status is self-identified.
	S7	The number of applicants on the waiting list is an overestimate, as Queensland has a single waiting list for public housing and SOMIH. Based on past experience, approximately 30% of Indigenous applicants will be housed in SOMIH.
	S12, S13	No household is charged more than 25% of assessable income for rent. Non-zero numbers in these categories are the result of tenants not providing updated income details to the department.
WA	S8	Excludes dwellings leased to other organisations. The majority of these are leased to community groups and will be reported in the Community Housing 2007–08 numbers.
	S10–S13	Data are based upon gross income (not assessable income).
	S12, S13	No household is charged more than 25% of income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
	S15, S16	Comparison with years prior to 2005–06 should be made with caution as mixed composition households are now included. In 2007–08, there are 2,759 mixed composition households included.
SA	S1	Includes 286 households reported as receiving a rebated rent without recent income details being declared, due to provisions of the Rent Assessments policy.
	S3, S5	Data should be interpreted with caution as Indigenous information is self-identified and not mandatory.
	S6	Data should be interpreted with caution as some priority applicants may bypass the priority process in low wait time areas.
	S12, S13	No household is charged more than 25% of assessable income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
	S15, S16	Comparison with years prior to 2005–06 should be made with caution as mixed composition households are now included. In 2007–08, there are 2,759 mixed composition households included.
Tas	S10	Data supplied by jurisdiction.
ACT	S3, S5	Data should be interpreted with caution as Indigenous information is self-identified and not mandatory.
NT	S12, S13	No household is charged more than 25% of assessable income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.

## 2.3 Performance indicators

The following performance indicators were calculated in accordance with the 2007–08 *Public rental and state owned and managed Indigenous housing data manual* (AIHW 2008c) and the *National housing assistance data dictionary, Version 3* (AIHW 2006). An overview of the calculations for these performance indicators can be found in Section 3.3.

### 2.3.1 P1 Amenity/location

**Table 2.2: CSHA public rental housing: P1(a) Amenity, February–March 2007**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Sample size (number)	4,575	878	3,722	990	507	1,206	904	464	13,246
<b>Number of tenants who said this amenity aspect is important and meets their needs</b>									
<b>Amenity aspect</b>									
Size of dwelling	2,773	1,347	1,172	697	984	248	273	105	7,599
Modifications for special needs	1,050	554	520	306	407	107	110	44	3,098
Easy access and entry	2,995	1,493	1,327	767	1,036	293	287	131	8,328
Car parking	2,084	1,139	1,034	646	862	249	247	102	6,362
Yard space and fencing	2,198	1,198	1,100	701	892	251	249	115	6,703
Privacy of home	3,026	1,574	1,252	794	1,075	285	299	132	8,437
Safety and security of home	2,810	1,489	1,456	791	978	258	262	133	8,177
<b>Number of tenants who said this amenity aspect is important and gave a valid answer to needs question</b>									
<b>Amenity aspect</b>									
Size of dwelling	3,381	1,711	1,450	824	1,161	317	342	134	9,320
Modifications for special needs	1,559	780	660	368	535	147	149	57	4,254
Easy access and entry	3,408	1,690	1,434	819	1,113	324	325	143	9,256
Car parking	2,613	1,439	1,308	816	986	298	307	133	7,899
Yard space and fencing	3,026	1,641	1,391	847	1,109	335	329	147	8,823
Privacy of home	3,916	2,005	1,632	984	1,351	376	385	168	10,817
Safety and security of home	4,123	2,073	1,708	1,050	1,406	394	395	174	11,324
<b>Per cent of tenants who said this amenity aspect is important and meets their needs</b>									
<b>Amenity aspect</b>									
Size of dwelling	82	79	81	85	85	78	80	78	82
Modifications for special needs	67	71	79	83	76	73	74	77	73
Easy access and entry	88	88	93	94	93	90	88	92	90
Car parking	80	79	79	79	87	84	80	77	81
Yard space and fencing	73	73	79	83	80	75	76	78	76
Privacy of home	77	79	77	81	80	76	78	79	78
Safety and security of home	68	72	85	75	70	65	66	76	72
<b>P1(a) Amenity</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>79</b>

(continued)

*Notes*

All 2007 data are not comparable with 2003 and earlier survey data due to significant changes in survey methodology including question changes and changes to the way performance indicators are derived.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see  
<[http://www.aihw.gov.au/housing/assistance/nshs/nshs\\_2007/2007\\_nshs\\_pha\\_including\\_appendix\\_1.pdf](http://www.aihw.gov.au/housing/assistance/nshs/nshs_2007/2007_nshs_pha_including_appendix_1.pdf)>.

Results from the 2007 NSHS of public housing tenants are not comparable with those from the 2007 NSHS of SOMIH tenants due to differences in survey sample design and data collection methodologies.

*Source:* Roy Morgan Research 2007.

**Table 2.3: CSHA public rental housing: P1(b) Location, February–March 2007**

	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Sample size (number)	4,575	878	3,722	990	507	1,206	904	464	13,246
<b>Number of tenants who said this location aspect is important and meets their needs</b>									
<b>Location aspect</b>									
Shops and banking facilities	3,350	1,694	1,478	790	1,219	321	323	129	9,305
Public transport	3,193	1,614	1,272	599	994	265	280	112	8,329
Parks & recreational facilities	2,092	1,117	935	523	670	164	219	81	5,802
Emergency services, medical services/hospitals	3,367	1,693	1,461	811	1,112	313	303	122	9,183
Child care facilities	611	306	339	134	159	60	51	30	1,690
Educational and training facilities	1,315	620	665	282	393	116	130	66	3,587
Employment/place of work	1,020	501	601	298	370	98	112	50	3,050
Community and support services	2,359	1,304	1,000	534	786	224	230	95	6,533
Family and friends	3,061	1,542	1,276	706	1,081	299	293	114	8,373
Safety and security of the neighbourhood	2,644	1,494	1,285	779	1,052	274	291	119	7,938
<b>Number of tenants who said this location aspect is important and gave a valid answer to needs question</b>									
<b>Location aspect</b>									
Shops and banking facilities	3,791	1,882	1,609	908	1,298	357	348	142	10,335
Public transport	3,537	1,745	1,413	705	1,052	290	310	123	9,174
Parks & recreational facilities	2,392	1,237	1,035	570	735	201	239	90	6,499
Emergency services, medical services/hospitals	3,862	1,930	1,619	928	1,250	368	352	151	10,460
Child care facilities	721	335	371	157	183	70	65	33	1,935
Educational and training facilities	1,544	725	749	321	428	138	152	72	4,128
Employment/place of work	1,299	618	703	346	416	126	145	60	3,712
Community and support services	2,758	1,470	1,127	614	845	255	257	111	7,437
Family and friends	3,622	1,741	1,445	831	1,190	340	332	126	9,629
Safety and security of the neighbourhood	3,975	1,977	1,624	999	1,379	381	387	170	10,891

*(continued)*

**Table 2.3 (continued): CSHA public rental housing: P1(b) Location, February–March 2007**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Per cent of tenants who said this location aspect is important and meets their needs</b>									
<b>Location aspect</b>									
Shops and banking facilities	88	90	92	87	94	90	93	91	90
Public transport	90	92	90	85	95	91	90	91	91
Parks & recreational facilities	87	90	90	92	91	82	92	90	89
Emergency services, medical services/hospitals	87	88	90	87	89	85	86	81	88
Child care facilities	85	91	91	85	87	85	78	90	87
Educational and training facilities	85	86	89	88	92	84	85	91	87
Employment/place of work	79	81	86	86	89	78	78	83	82
Community and support services	86	89	89	87	93	88	89	85	88
Family and friends	85	89	88	85	91	88	88	90	87
Safety and security of the neighbourhood	67	76	79	78	76	72	75	70	73
<b>P1(b) Location</b>	<b>84</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>84</b>	<b>86</b>	<b>85</b>	<b>86</b>

*Notes*

All 2007 data are not comparable with 2003 and earlier survey data due to significant changes in survey methodology including question changes and changes to the way performance indicators are derived.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see <[http://www.aihw.gov.au/housing/assistance/nshs/nshs\\_2007/2007\\_nshs\\_pha\\_including\\_appendix\\_1.pdf](http://www.aihw.gov.au/housing/assistance/nshs/nshs_2007/2007_nshs_pha_including_appendix_1.pdf)>.

Results from the 2007 NSHS of public housing tenants are not comparable with those from the 2007 NSHS of SOMIH tenants due to differences in survey sample design and data collection methodologies.

Source: Roy Morgan Research 2007.

## 2.3.2 P2 Affordability

Table 2.4: CSHA public rental housing: P2 Affordability, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For week of 30 June 2008</b>										
AF1	Total rents charged (\$'000)	12,003.7	6,180.7	5,283.5	2,854.9	3,973.9	1,034.3	1,364.7	529.0	33,224.6
AF2	Total market rent value of dwellings for which a rent was charged (\$'000)	25,853.9	10,508.0	10,902.2	4,926.7	6,951.2	1,639.1	3,009.4	1,065.5	64,856.0
P2(a)	Average weekly rental subsidy per rebated household (\$)	129.8	81.6	121.4	78.1	82.6	66.1	179.6	126.2	108.6
P2(b)	Proportion of rebated households spending not more than 30% of their income in rent (per cent)	100.0	100.0	100.0	99.2	99.7	100.0	99.2	98.9	99.8

### Notes

All	AF1, AF2	Due to rounding the national total may not equal the sum of jurisdictions' data items.
	P2(a)	Data are not comparable to previous years as in 2007–08, this indicator was revised to capture the average rental subsidy for rebated households rather than for all households.
NSW	P2(b)	Data supplied by jurisdiction. No rebated tenant pays more than 30% of income as rent.

## 2.3.3 P3 Match of dwelling to household size

Table 2.5: CSHA public rental housing: P3 Match of dwelling to household size, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>At 30 June 2008</b>										
HS1	Total households with overcrowding	1,439	1,170	1,160	543	532	166	81	106	5,197
HS2	Total households for which tenancy composition and dwelling details are known	106,615	53,029	50,243	30,286	41,625	11,162	9,153	4,546	306,659
P3	Proportion of households where dwelling size is not appropriate due to overcrowding (per cent)	1.3	2.2	2.3	1.8	1.3	1.5	0.9	2.3	1.7

### Notes

All HS1, HS2, P3 Jurisdictions exclude various types of households as shown in the table below. For this reason, comparisons between jurisdictions' data should be made with caution.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	118,839	62,964	50,243	30,299	41,625	11,492	10,642	5,032
Excludes:								
Non-rebated households	12,107	9,935	..	..	..	..	1,485	..
Mixed composition households	..	..	..	..	..	328	..	485
Households for whom composition cannot be determined	0	0	0	13	0	2	0	1
Exclusions as a % of total ongoing households	<b>10.2</b>	<b>15.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.9</b>	<b>14.0</b>	<b>9.7</b>

SA HS1, HS2, P3 Comparison with years prior to 2005–06 should be made with caution as mixed composition households are now included. In 2007–08 there are 2,759 mixed composition households included.

## 2.3.4 P4 Low income

Table 2.6: CSHA public rental housing: P4 Low income, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>At 30 June 2008</b>										
LI1a	New households with low income A	6,527	3,715	3,161	2,228	1,771	740	584	381	19,107
LI1b	New households with low income B	340	353	822	378	234	137	82	51	2,397
LI3	New households where income and tenancy composition details are known	6,872	4,092	3,988	2,617	2,031	878	669	432	21,579
P4(a)	New low income households as a proportion of all new households: Low income A (per cent)	95.0	90.8	79.3	85.1	87.2	84.3	87.3	88.2	88.5
P4(b)	New low income households as a proportion of all new households: Low income B (per cent)	4.9	8.6	20.6	14.4	11.5	15.6	12.3	11.8	11.1

### Notes

All LI1a, LI1b, LI3, P4(a), P4(b) Data are not comparable to previous years as in 2007–08, the scope was changed to include only new households still receiving assistance at 30 June 2008.

LI1a, LI1b, LI3, P4(a), P4(b) Jurisdictions exclude various types of households as shown in the table below. For this reason, comparisons between jurisdictions' data should be made with caution.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total newly allocated and ongoing households	7,083	4,092	3,988	2,621	2,031	910	684	481
Excludes newly allocated:								
Non-rebated households	211	..	..	..	..	..	15	..
Mixed composition households	..	..	..	..	..	21	..	49
Households for whom composition cannot be determined	0	0	0	2	0	0	0	0
Exclusions as a % of total newly allocated households	3.0	0.0	0.0	0.1	0.0	2.3	2.2	10.2

LI1a, LI3, P4(a) Includes households where assessable income was zero.

Vic LI1a, LI3 The decrease is due to a lower number of total allocations, caused by limited exit points in private rental, with fewer vacancies in public housing.

Qld LI1a, LI1b Data supplied by jurisdiction.

SA LI1a, LI1b, LI3, P4(a), P4(b) Comparisons with other jurisdictions' data should be made with caution as South Australia uses assessable income as a proxy for gross income.



## 2.3.5 P5 Special needs

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

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For year ending 30 June 2008</b>										
SN1	New households with special needs	3,924	2,308	2,921	1,995	1,461	699	364	327	13,999
P5	Proportion of new tenancies allocated to households with special needs (per cent)	50.3	53.2	68.6	69.5	66.4	68.0	50.7	63.0	59.0

*Notes*

Vic	SN1, P5	Data for 2007–08 are not directly comparable with years prior to 2006–07 as the only information available to identify disability was receipt of a disability pension.								
	SN1, P5	Data are not comparable to other jurisdictions or with previous years as in 2007–08, only new tenancies receiving assistance at 30 June have been included.								
WA	SN1, P5	Data should be interpreted with caution as disability and Indigenous information is self-identified.								
SA	SN1, P5	Data should be interpreted with caution as disability and Indigenous information is self-identified and not mandatory.								
Tas	SN1, P5	Disability information is self-identified and is not mandatory. Indigenous information is self-identified and not mandatory.								
ACT	SN1, P5	Data should be interpreted with caution as disability and Indigenous information is self-identified and not mandatory.								
NT	SN1, P5	Data are not directly comparable with other jurisdictions' data as some households with disability are not included.								

## 2.3.6 P6 Priority access to those in greatest need

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

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
<b>For year ending 30 June 2008</b>										
PA1	Total number of new greatest need households allocated housing in less than 3 months	1,571	1,477	763	562	668	504	222	17	5,784
PA2	Total number of new greatest need households allocated housing in 3 months to less than 6 months	664	589	483	385	153	201	153	40	2,668
PA3	Total number of new greatest need households allocated housing in 6 months to less than 1 year	458	447	407	333	168	156	145	76	2,190
PA4	Total number of new greatest need households allocated housing in 1 year to less than 2 years	194	282	162	60	146	68	73	55	1,040
PA5	Total number of new greatest need households allocated housing in 2 years or more	117	121	78	3	31	25	31	17	423
PA6	Total number of all new greatest need households allocated housing	3,004	2,916	1,893	1,343	1,166	954	624	205	12,105
PA7	Total number of new households allocated housing in less than 3 months	2,291	1,949	935	839	877	549	239	79	7,758
PA8	Total number of new households allocated housing in 3 months to less than 6 months	1,202	877	548	457	208	208	172	75	3,747
PA9	Total number of new households allocated housing in 6 months to less than 1 year	1,095	612	542	517	288	169	160	129	3,512
PA10	Total number of new households allocated housing in 1 year to less than 2 years	803	422	485	314	302	72	87	117	2,602
PA11	Total number of new households allocated housing in 2 years or more	2,332	474	1,748	722	524	30	59	119	6,008
PA12	Total number of all new households allocated housing	7,723	4,334	4,258	2,849	2,199	1,028	717	519	23,627

(continued)

**Table 2.8 (continued): CSHA public rental housing: P6 Priority access to those in greatest need, 2007–08**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For year ending 30 June 2008</b>		<b>Per cent</b>								
P6(a)	Proportion of new allocations to greatest need households in less than 3 months	68.6	75.8	81.6	67.0	76.2	91.8	92.9	21.5	74.6
P6(b)	Proportion of new allocations to greatest need households in 3 months to less than 6 months	55.2	67.2	88.1	84.2	73.6	96.6	89.0	53.3	71.2
P6(c)	Proportion of new allocations to greatest need households in 6 months to less than 1 year	41.8	73.0	75.1	64.4	58.3	92.3	90.6	58.9	62.4
P6(d)	Proportion of new allocations to greatest need households in 1 year to less than 2 years	24.2	66.8	33.4	19.1	48.3	94.4	83.9	47.0	40.0
P6(e)	Proportion of new allocations to greatest need households in 2 years or more	5.0	25.5	4.5	0.4	5.9	83.3	52.5	14.3	7.0
P6	Proportion of all new allocations to households in greatest need	38.9	67.3	44.5	47.1	53.0	92.8	87.0	39.5	51.2

*Notes*

All PA6, PA12 Households for which allocation could not be determined are excluded. Numbers excluded are shown in the table below.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
PA6	44	0	0	0	0	0	0	0
PA12	78	3	0	22	0	3	1	0

NSW PA1–PA6, P6(a)–P6(e), P6 2007–08 data is comparable with 2006–07 but not with earlier years, where two "greatest need" categories (refuge & priority tenancy re-instatement) were excluded. Further data are not directly comparable with other jurisdictions' data as households with 'very high rental housing costs' are excluded, and hence the 'greatest need' data represents an undercount. Most applicants in NSW face high private rental costs, and if this were deemed a reason for 'priority' housing, nearly all applicants would be classified as 'greatest need'.

Vic PA1–PA12 The decrease is due to a lower number of total allocations, caused by limited exit points in private rental, with fewer vacancies in public housing.

SA PA1–PA6, P6(a)–P6(e), P6 Data should be interpreted with caution as some priority applicants may bypass the priority process in low wait time areas.

Tas PA7, PA12 Data supplied by jurisdiction.

NT PA1–PA6, P6(a)–P6(e), P6 Data should be interpreted with caution as priority date is not updated when households transfer to the priority category after initial wait list application.

## 2.3.7 P7 Customer satisfaction

Table 2.9: CSHA public rental housing: P7 Customer satisfaction, February–March 2007

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Sample size (number)	4,482	850	3,655	965	496	1,181	884	454	12,967
<b>Percentage of tenants reporting overall satisfaction</b>									
Very satisfied	20	23	35	31	34	25	20	25	26
Satisfied	44	47	46	47	45	47	46	43	45
<b>P7 Customer satisfaction</b>	64	70	81	78	80	72	66	67	71
Standard error (per cent)	0.7	1.6	0.7	1.3	1.8	1.3	1.6	2.2	0.4

### Notes

All 2007 data are not comparable to 2003 and earlier survey data due to significant changes in survey methodology including question changes and changes to the way performance indicators are derived.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see <[http://www.aihw.gov.au/housing/assistance/nshs/nshs\\_2007/2007\\_nshs\\_pha\\_including\\_appendix\\_1.pdf](http://www.aihw.gov.au/housing/assistance/nshs/nshs_2007/2007_nshs_pha_including_appendix_1.pdf)>.

Results from the 2007 NSHS of public housing tenants are not comparable with those from the 2007 NSHS of SOMIH tenants due to differences in survey sample design and data collection methodologies.

The standard error is the measure of the expected variability of the value for the population being measured.

The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided at P1.

Source: Roy Morgan Research 2007.

## 2.3.8 P8 Net recurrent cost per dwelling

Table 2.10: CSHA public rental housing: P8 Net recurrent cost per dwelling, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For year ending 30 June 2008</b>										
DC1	Total net recurrent costs (\$'000)	721,518	312,655	268,054	257,562	270,199	84,871	76,509	57,573	2,048,941
P8	Average cost of providing assistance (excluding capital) per dwelling (\$)	6,010	4,798	5,286	8,173	6,256	6,947	7,086	10,918	6,064

### Notes

All	DC1	Data may not be comparable with years prior to 2006–07, as DC1 was redefined in 2006–07 to measure total net recurrent costs for year ending 30 June, rather than total direct costs.
	DC1	Data are not calculated via the data repository but are supplied by jurisdictions.
	DC1	Due to rounding, the national total may not equal the sum of jurisdictions' data items.
Vic	P8	Calculation based on 65,167 dwellings, which includes social housing properties that are owned and administered by the Director of Housing but not directly tenanted for residential purposes (for instance, dwellings used as community facilities or leased to other government departments).
WA	DC1, P8	Data should be interpreted with caution as they include the costs for dwellings leased to other organisations that are excluded from the total number of dwellings.
Tas	P8	Total net recurrent costs are derived using the total number of public housing dwellings at 30 June 2008 (11 618) plus 599 Community Tenancy properties. These properties were funded under the general program, with maintenance, rates and insurance being the responsibility of Housing Tasmania. As such, property costs for community tenancies are properly apportioned across the total general program portfolio.

## 2.3.9 P9 Occupancy rate

Table 2.11: CSHA public rental housing: P9 Occupancy rate, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>At 30 June 2008</b>										
OR1	Total occupied dwellings	118,839	62,964	50,243	30,299	41,625	11,492	10,642	5,032	331,136
OR2	Total dwellings	120,046	64,720	50,709	31,514	43,189	11,618	10,797	5,273	337,866
P9	Occupancy rate (per cent)	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0

*Notes*

Vic	OR1, OR2	Data are unreconciled and may not match published jurisdictional annual data. Excludes vacant moveable units awaiting relocation. The number of households in public housing decreased in 07–08, compared to 06–07, due to upgrade and redevelopment activity and policy decisions to focus social housing growth on the community housing sector.
P9		Includes properties undergoing upgrade and redevelopment work, which are not available for occupancy.

## 2.3.10 P10 Turnaround time

Table 2.12: CSHA public rental housing: P10 Turnaround time, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For year ending 30 June 2008</b>										
TT1	Total days that dwellings were vacant	244,569	144,257	111,680	111,542	41,404	34,056	23,679	46,112	757,299
TT2	Total vacancy episodes	11,009	5,300	5,211	4,113	1,923	1,198	666	675	30,095
P10	Average turnaround time (days)	22.2	27.2	21.4	27.1	21.5	28.4	35.6	68.3	25.2

### Notes

All	P10	Data may not be comparable with years prior to: 2006–07 when P10 was clarified to include only those vacancy episodes classified as 'normal' for the entire period; and 2007–08, when the definition was further refined to isolate periods of major redevelopment.
Vic	P10	Data should be interpreted with caution as the legal tenancy start date (date from which rent is paid) is used as the vacancy end date. In practice, tenants may sign tenancy agreements and receive keys several days earlier. Victoria identifies normal vacancies as those that require only standard maintenance procedures. Turnaround time varies from other published jurisdictional data due to the inclusion of hard to let properties and separated vacancy episodes for dwellings that have undergone major redevelopment work.
ACT	P10	Data is not comparable to previous years as a new initiative to utilise long term hard to let properties was introduced and by default, when these properties were let the large vacancy period was included in the calculation.
NT	TT1, TT2, P10	Data are not comparable with other jurisdictions' data as vacancies that are not normal cannot be identified and excluded.

## 2.3.11 P11 Rent collection rate

Table 2.13: CSHA public rental housing: P11 Rent collection rate, 2007–08

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>For year ending 30 June 2008</b>										
RA1	Total rent collected from tenants (\$'000)	622,534	308,443	260,716	145,949	211,532	56,295	67,379	33,026	1,705,874
RA2	Total rent charged to tenants (\$'000)	622,259	317,346	263,554	144,456	212,385	55,228	67,441	32,477	1,715,146
P11	Total rent collected as a percentage of rent charged (per cent)	100.0	97.2	98.9	101.0	99.6	101.9	99.9	101.7	99.5

*Notes*

All	RA1, RA2, P11	Data are not calculated via the data repository but are supplied by jurisdictions.
	RA1, RA2	Due to rounding the national total may not equal the sum of jurisdictions' data items.
	P11	Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.



# 3 Details of data items and performance indicators

The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. To ensure these aims are being met, all jurisdictions and the Commonwealth have agreed to a CSHA National Performance Indicator Framework (Figure 4). This contains 11 indicators against which all jurisdictions must report.

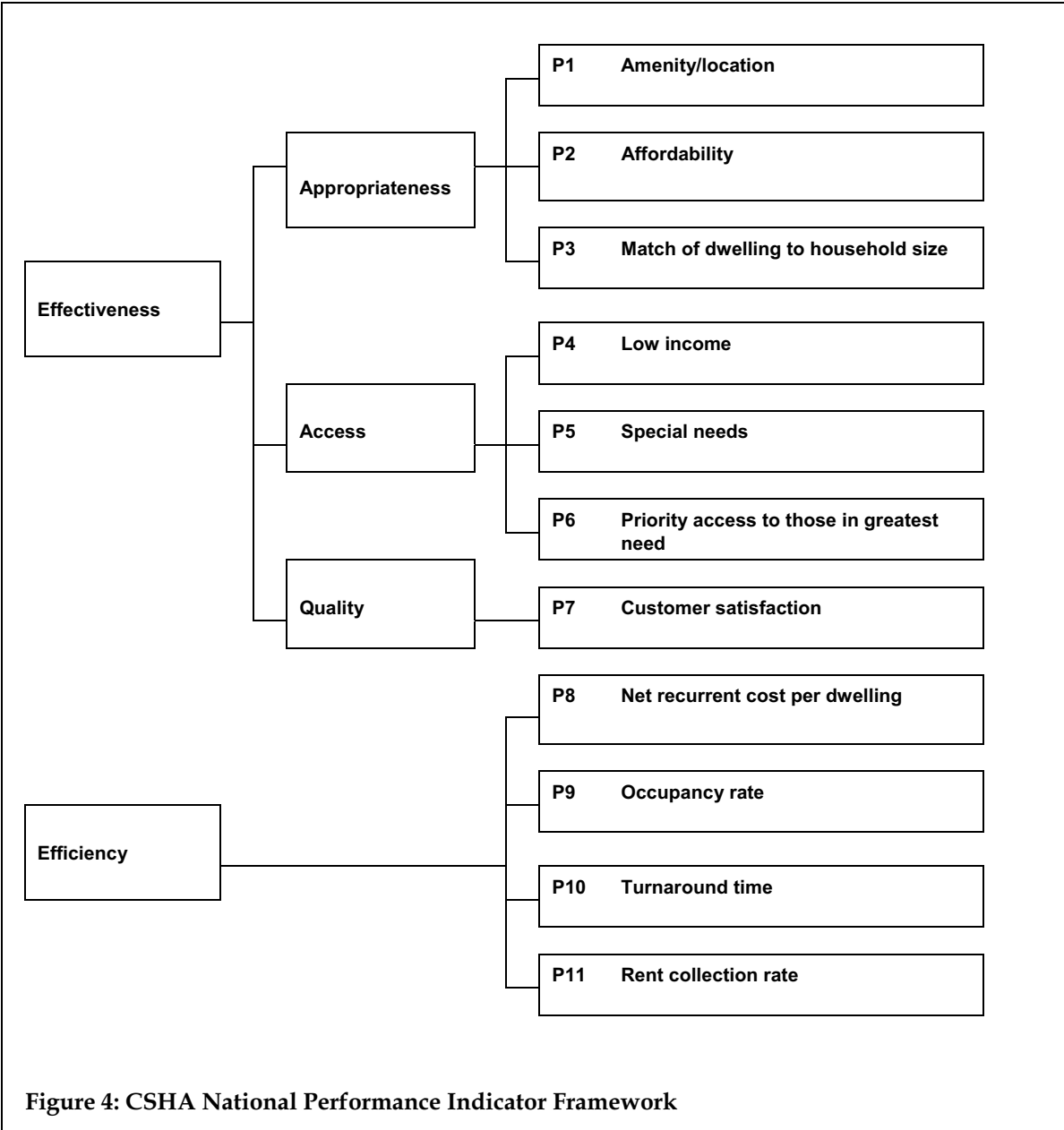


Figure 4: CSHA National Performance Indicator Framework

## 3.1 Data definitions

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

Further details for specific items in this national collection are available from the *Public rental and state owned and managed Indigenous housing data manual 2007–08* (AIHW 2008c). Copies of this publication are available from the Housing Assistance Unit.

## 3.2 Details of summary data items

S0	Total number of all households at 30 June 2008
S1	Total number of all households assisted with rebated public rental housing at 30 June 2008
S2	Total number of new households assisted for year ending 30 June 2008
S3	Total number of new Indigenous households assisted for year ending 30 June 2008
S4	Total number of households who relocated from one public rental housing dwelling to another public rental housing dwelling for year ending 30 June 2008 (transfers)
S5	Total number of Indigenous households at 30 June 2008
S6	Total number of new applicants on waiting list who have a 'greatest need' at 30 June 2008
S7	Total number of applicants on waiting list at 30 June 2008
S8	Total number of tenatable dwellings at 30 June 2008
S9	Total number of untenatable dwellings at 30 June 2008
S10	Number of rebated households paying 20% or less of assessable income in rent at 30 June 2008
S11	Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2008
S12	Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2008
S13	Number of rebated households paying more than 30% of assessable income in rent at 30 June 2008
S14	Total number of rebated households occupying public rental housing for whom income details are known at 30 June 2008
S15	Number of households with moderate overcrowding at 30 June 2008
S16	Number of households with under-utilisation at 30 June 2008
S17	Total number of dwellings in Major cities of Australia at 30 June 2008
S18	Total number of dwellings in Inner regional Australia at 30 June 2008
S19	Total number of dwellings in Outer regional Australia at 30 June 2008
S20	Total number of dwellings in Remote Australia at 30 June 2008
S21	Total number of dwellings in Very remote Australia at 30 June 2008
S22	Total number of dwellings in Migratory areas at 30 June 2008
S29	Net rent turnover for the year ending 30 June 2008
S30	Opening gross rent debtors for the year ending 30 June 2008
S31	Closing gross rent debtors for the year ending 30 June 2008
S32	Total number of dwellings undergoing major redevelopment at 30 June 2008

# 3.3 Details of performance indicators

## 3.3.1 P1 Amenity/location

This indicator provides a measure of the amenity (a) and location (b) of dwellings as perceived by public rental housing tenants. This indicator has two components: P1(a) Amenity and P1(b) Location.

Data for this performance indicator were collected via the 2007 National Social Housing Survey (NSHS) of public housing tenants. Complete results and information for this survey are available in *2007 National Social Housing Survey Public Housing National Report* (Roy Morgan Research 2007). This report is available at <[http://www.aihw.gov.au/housing/assistance/nshs/nshs\\_2007/2007\\_nshs\\_pha\\_including\\_appendix\\_1.pdf](http://www.aihw.gov.au/housing/assistance/nshs/nshs_2007/2007_nshs_pha_including_appendix_1.pdf)>.

### P1(a) Amenity

Question 15 of the NSHS of public housing tenants asked about the importance and adequacy of the following amenities to their household:

- Size of home (dwelling)
- Modifications for special needs
- Ease access and entry
- Car parking
- Yard space and fencing
- Privacy of home
- Safety/security of home.

The result for the performance indicator is calculated as:

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

### P1(b) Location

Question 16 of the NSHS of public housing tenants asked about the importance and adequacy of the location of their dwelling in relation to these specific facilities and services:

- Shops and banking facilities
- Public transport
- Parks and recreational facilities
- Emergency services, medical services/hospitals
- Child care facilities
- Educational and training facilities
- Employment/place of work
- Community and support services
- Family and friends
- Safety/security of neighbourhood.

The result for the performance indicator is calculated as:

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

### 3.3.2 P2 Affordability

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

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

$$P2(a) = \frac{AF2 - AF1}{S1}$$

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

AF2 Total market rent value of dwellings for which a rent was charged for week of 30 June 2008

(b) the proportion of rebated households spending not more than 30% of their income in rent, calculated as:

$$P2(b) = \frac{(S10 + S11 + S12) \times 100}{S14}$$

S10 Number of rebated households paying 20% or less of assessable income in rent at 30 June 2008

S11 Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2008

S12 Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2008

S14 Total number of rebated households occupying public rental housing for whom income details are known at 30 June 2008

### 3.3.3 P3 Match of dwelling to household size

This indicator measures the proportion of households where dwelling size is not appropriate due to overcrowding. Overcrowding occurs where two or more additional bedrooms are required to satisfy the Proxy Occupancy Standard. The Proxy Occupancy Standard is:

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

This indicator is calculated as follows:

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

HS1 Total number of households with overcrowding at 30 June 2008

HS2 Total number of households occupying public rental housing for which tenancy composition and dwelling details are known at 30 June 2008

### 3.3.4 P4 Low income

This indicator assesses the low income status of all households receiving assistance. It has two components:

- (a) the number of new low income A households as a proportion of all newly allocated and ongoing households
- (b) the number of new low income B households as a proportion of all newly allocated and ongoing households.

Low income A captures households that receive an income equivalent to or below 100% of government income support benefits at the pensioner rate while Low income B captures households with an income above 100% of the government income support benefits at the pensioner rate, but still below the effective cut-off for receiving any government income support benefits.

The cut-off measures include:

- adult (single or couple) pension rate<sup>2</sup>
- where eligible, family tax benefit part A (up to the full rate)
- income-free areas for both adults and children
- pharmaceutical allowance.

P4 is calculated as follows:

$$P4(a) = \frac{LI1a \times 100}{LI3}$$

$$P4(b) = \frac{LI1b \times 100}{LI3}$$

LI1a Total number of new households with low income A for year ending 30 June 2008

LI1b Total number of new households with low income B for year ending 30 June 2008

LI3 Total number of new households where income and tenancy composition details are known for year ending 30 June 2008

### 3.3.5 P5 Special needs

This indicator assesses the special needs<sup>3</sup> status of all households receiving assistance. Specifically, this is the proportion of new tenancies that are allocated to households with special needs which are defined as low income households:

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

---

2 The pensioner (single and couple) benefit rate has been selected as the 'low income A' household cut-off measure as pension rates are higher than rates for other allowances (e.g. unemployment benefits). This ensures that all persons receiving up to or equivalent to 100% of government income support benefits are captured. It should be noted that this group might include some income earners, provided their total income is not greater than 100% of the pensioner rate of government income support benefits.

3 Special needs definition in the state owned and managed Indigenous housing data collection is different from that used in mainstream CSHA data collections. Special needs is defined in the CSHA state owned and managed Indigenous housing data collection as low income households:

- that have a household member with a disability; or
- where a principal tenant is aged 24 years or under; or
- where a principal tenant is aged 50 years or more.

This performance indicator is calculated as follows:

$$P5 = \frac{SN1 \times 100}{S2}$$

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

S2 Total number of new households assisted for year ending 30 June 2008

### 3.3.6 P6 Priority access to those in greatest need

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

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

P6 provides the proportion of total new allocations in the year ending 30 June to households that met the definition of greatest need.

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

- they were homeless
- their life or safety was at risk in their accommodation
- their health condition was aggravated by their housing
- their housing was inappropriate to their needs
- they had very high rental housing costs (AIHW 2006).

The indicators are calculated as follows:

$$P6(a) = \frac{PA1 \times 100}{PA7}$$

$$P6(b) = \frac{PA2 \times 100}{PA8}$$

$$P6(c) = \frac{PA3 \times 100}{PA9}$$

$$P6(d) = \frac{PA4 \times 100}{PA10}$$

$$P6(e) = \frac{PA5 \times 100}{PA11}$$

$$P6 = \frac{PA6 \times 100}{PA12}$$

- PA1 Total number of new greatest need households allocated housing in less than 3 months for year ending 30 June 2008
- PA2 Total number of new greatest need households allocated housing in 3 months to less than 6 months for year ending 30 June 2008
- PA3 Total number of new greatest need households allocated housing in 6 months to less than 1 year for year ending 30 June 2008
- PA4 Total number of new greatest need households allocated housing in 1 year to less than 2 years for year ending 30 June 2008
- PA5 Total number of new greatest need households allocated housing in 2 years or more for year ending 30 June 2008
- PA6 Total number of all new greatest need households allocated housing for year ending 30 June 2008
- PA7 Total number of new households allocated housing in less than 3 months for year ending 30 June 2008
- PA8 Total number of new households allocated housing in 3 months to less than 6 months for year ending 30 June 2008
- PA9 Total number of new households allocated housing in 6 months to less than 1 year for year ending 30 June 2008
- PA10 Total number of new households allocated housing in 1 year to less than 2 years for year ending 30 June 2008
- PA11 Total number of new households allocated housing in 2 years or more for year ending 30 June 2008
- PA12 Total number of all new households allocated housing for year ending 30 June 2008.



## Qualifications

The waiting list time for calculating PA1 to PA6 refers to the period of time from the date the applicant was eligible for 'greatest need' assistance to the date assistance commenced. If an applicant transferred between waiting list categories, only the time spent on the waiting list from when the applicant met the greatest need definition is counted. Exceptions to this rule are footnoted.

PA1 to PA6 exclude waiting list applicants who have missing greatest need and/or waiting list details.

PA7 to PA12 exclude waiting list applicants who have missing waiting list details.

The determination of greatest need was based on waiting list priority reason codes for all jurisdictions, except the Northern Territory where a greatest need status flag is used. Only priority reason codes that meet the nationally agreed definition are included (AIHW 2006).

### 3.3.7 P7 Customer satisfaction

This indicator assesses the level of satisfaction expressed by tenants with regard to the service provided by state and territory public rental housing agencies. Data for this performance indicator were collected via the 2007 Public Housing National Social Housing Survey (NSHS).

Question 1 of the NSHS of public housing tenants asked respondents to indicate the statement which best described how satisfied or dissatisfied they were with the overall service provided by their housing authority over the previous 12 months.

The level of overall satisfaction is calculated as:

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

### 3.3.8 P8 Net recurrent cost per dwelling

This indicator assesses the cost of public housing rental provision by measuring the average cost of providing assistance per dwelling.

P8 is calculated as:

$$P8 = \frac{DC1}{OR2}$$

DC1 Total net recurrent costs for year ending 30 June 2008

OR2 Total number of dwellings at 30 June 2008

## Qualifications

Data for this performance indicator is provided by jurisdictions, not calculated by the AIHW public housing team. Figures for DC1 are derived using the unaudited schedule to the CSHA National Financial Reporting Statements.

### 3.3.9 P9 Occupancy rate

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

P9 is calculated as:

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

OR1 Total number of occupied dwellings at 30 June 2008

OR2 Total number of dwellings at 30 June 2008

### 3.3.10 P10 Turnaround time

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

P10 is calculated as:

$$P10 = \frac{TT1}{TT2}$$

TT1 Total number of days that dwellings were vacant for year ending 30 June 2008

TT2 Total number of vacancy episodes for year ending 30 June 2008

### 3.3.11 P11 Rent collection rate

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

P11 is calculated as:

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

RA1 Total rent collected from tenants for year ending 30 June 2008

RA2 Total rent charged to tenants for year ending 30 June 2008

## 4 General notes

Data in this manual should be read in conjunction with the *Public rental and state owned and managed Indigenous housing data manual 2007–08* (AIHW 2008c) which can be obtained from the Housing Assistance Unit.

### 4.1 Scope

The data reported in this document relate only to public rental housing tenancies covered by the 2003 Commonwealth State Housing Agreement. Included are households residing in public rental dwellings where the dwelling is either:

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

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

Properties no longer under the administration of the property manager/agency at 30 June 2008, including properties demolished, sold or disposed of, and properties not yet available to the property manager/agency at 30 June 2008 (such as those still under construction or being purchased) are also excluded.

### 4.2 Coverage

States and territories were able to provide most of the data requested for this collection in keeping with the definitions of the *National housing assistance data dictionary, version 3* (AIHW 2006). The majority of items were provided by the jurisdictions for analysis via the data repository, however results for items S29, S30, S31, P8 and P11 were provided directly.

### 4.3 Data qualifications

Items S15, S16, P3 and P4 exclude the following households:

- those whose composition cannot be determined, due to uncertainties in estimating bedroom requirements
- mixed composition households (from Tasmania and the Northern Territory), due to insufficient information being available
- non-rebated households (from New South Wales, Victoria and the Australian Capital Territory), due to insufficient information being available.

## 5 Changes to the 2007–08 data collection

### Revised performance indicator:

**P2(a)**: Reflects the average subsidy provided to the rebated households in 2007–08, rather than all households. This indicator has been renamed to 'Average weekly rental subsidy per rebated household'. The revised formula to calculate P2(a) is:

$$P2(a) = \frac{AF2 - AF1}{S1}$$

**P4**: Previously this indicator calculated the number of new low-income households as a proportion of all new households for the reporting year. In 2007–08, the denominator includes only ongoing and newly allocated households with P4 capturing the proportion of households in the low income A and B categories at 30 June 2008.

### Clarification to definition:

**TT1, TT2 and P10**: In 2007–08, vacancies due to major redevelopment were broken into separate episodes, to isolate and exclude the period when the dwelling was under redevelopment and could not be let.

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