

**Commonwealth–State Housing
Agreement national data
reports 2002–03
CSHA community housing**

December 2003

Australian Institute of Health and Welfare
Canberra

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1 Introduction

This document is part of a series of documents that report on all forms of housing assistance under the 1999 Commonwealth-State Housing Agreement (CSHA). These are:

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

This document reports on the data collected under the 2002-03 CSHA community housing data collection. The specifications for each performance indicator are briefly examined with the data. The community housing data manual is available at http://www.aihw.gov.au/housing/assistance/data_collections/index.html.

2 Background

The 2002-03 community housing collection is the fourth and final collection to occur under the 1999 CSHA National Performance Indicator Framework. Figure 2.1 outlines the eleven indicators under this framework. The 1999 CSHA aims to facilitate access to affordable, appropriate and secure housing for people on low incomes and people with special needs.

This document examines the summary and performance indicator data collected in the 2002-03 community housing data collection.

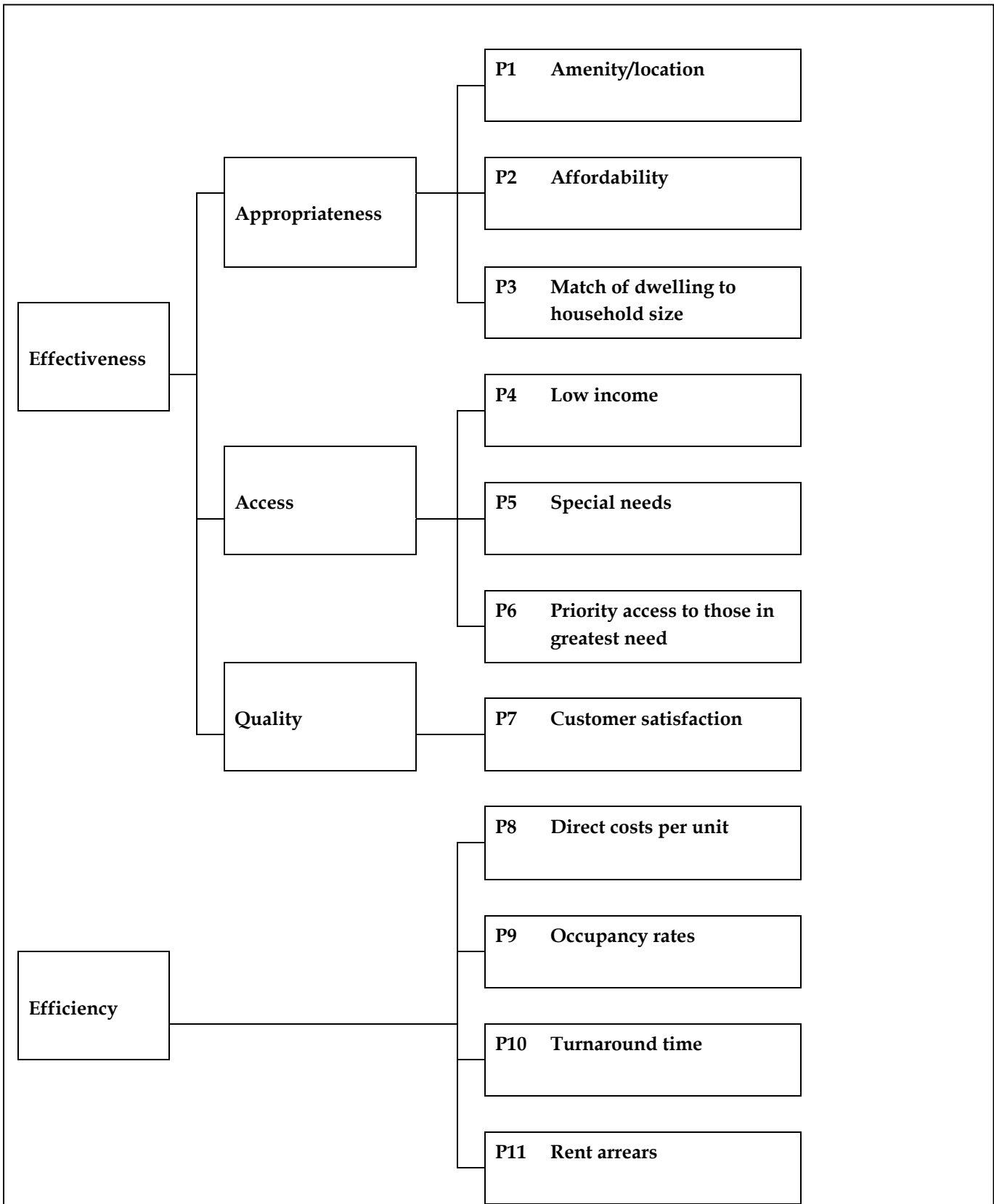


Figure 2.1: 1999 CSHA National Performance Indicator Framework

2.1 Changes to the 2002–03 data collection

2.1.1 Modifications to existing data items

S15–S20: Previous collections used the RRMA geographical classification, whereas this year’s collection uses the ASGC remoteness structure. As the ASGC has one less category than the RRMA, the subsequent summary item numbers were decreased by one (i.e. the previous S22 is now S21, etc). Data for S15–S20 are not comparable to previous years.

Direct costs (P8): The methodology for calculating DC1–DC4 and P8a–c was amended and as such data may not be comparable to previous years.

2.1.2 Clarified counting rules

Turnaround time (P10): The calculation of TT1 has been amended to ‘date occupied – day after date vacated’. As such, data may not be comparable to previous years.

2.1.3 Data definitions

The *National Housing Assistance Data Dictionary* version 2 (NHADD v2) was the authoritative source of data definitions and standards for this collection.

3 General notes

This data should be read in conjunction with the Community Housing Data Manual 2002-03 which can be downloaded from

<http://www.aihw.gov.au/housing/assistance/data_collections/index.html>.

3.1 Data sources: survey and administrative data

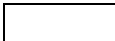
The community housing data are produced from a range of data sources, including both administrative and survey data, and from a range of community housing providers. Administrative data are based on all community housing providers and dwellings, whereas survey data are based on a sample of providers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

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

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

To assist with distinguishing between the two data sources, shaded cells pertain to administrative data and unshaded cells pertain to survey data:

: denotes results pertaining to administrative data.

: denotes results pertaining to survey data.

3.2 Symbols

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

3.3 Data qualifications

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

1. National performance indicator percentages are calculated using only those states/territories where complete information is available and valid (i.e. both numerator and denominator are available and valid).
2. Household and dwelling information from community housing providers for whom CSHA funds were provided as one-off grants many years ago is generally not available. Therefore, it is excluded from reporting.

3.4 Survey data coverage

Table 3.1: Jurisdiction survey response rates by jurisdiction

Jurisdiction	Response rate	Comments
NSW	83%	
Vic	54%	This collection is based on internal administrative data and survey information provided by community agencies. All community housing agencies were surveyed except providers of transitional housing management (THMs), with a response rate of 54% achieved.
Qld	68%	Response rate of 68%, based on surveys received from 211 out of 345 organisations. As non-responsive organisations tend to manage a smaller number of dwellings, 76% of dwellings are included in the surveys received. Relates to organisations providing services funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program. As organisations were given separate surveys for each type of funding, some organisations completed up to four surveys. A total of 238 surveys were received.
WA	35%	84 Community Providers have responded as of 12 September 2003.
SA	83%	104 out of 126 Community Housing Organisations (CHOs) returned the data collection form. 90 CHOs had returned the waiting list form.
Tas	40%	19 out of 48 providers responded to the survey.
ACT	100%	All data are derived from questionnaires sent to providers. Questionnaires were sent to 9 providers and all responded.
NT	..	Only administrative data have been utilised.

For the survey response rates for the National Social Housing Survey with community housing see:

<<http://www.facs.gov.au/internet/facsinternet.nsf/whatfacsdoes/communities-HousingSupport.htm>>.

3.5 Definitions

Community housing

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

- funding (capital and/or recurrent) is provided fully or partly through the CSHA;
- the tenancy management functions are undertaken by a community provider or local government;
- a principle of the community provider is to provide medium- to long-term housing tenure to tenants; and
- it specifically excludes dwellings funded under the Crisis Accommodation Program (CAP).

The definition of *community housing* therefore incorporates:

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

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

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

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

Dwelling

For the purpose of this collection, a *dwelling* equals a rental tenancy unit which can be defined as the unit of accommodation to which a rental agreement can be made. In the majority of cases there will be only one rental tenancy unit within a dwelling structure; however, in a small number of cases, there may be more than one tenancy unit.

Household

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

4 2002–03 CSHA community housing data

4.1 Summary data

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

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

However, some summary data are independent of performance indicators and provide additional information about community housing that is not collected via the performance indicators. In particular, summary items about community housing providers and households assisted (S21–S27), the location of dwellings (S15–S20) and the number and size of boarding houses (S29a–c) attempt to inform about community housing programs.

Data qualifications

1. Previous collections used the RRMA geographical classification, whereas this year's collection uses the ASGC remoteness structure. As the ASGC has one less category than the RRMA, the subsequent summary item numbers were decreased by one (i.e. the previous S22 is now S21, etc). Data for S15–S20 are not comparable to previous years.

Table 4.1: CSHA community housing summary data, 2002-03

Data item	Summary data	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S1	Total number of new households assisted for year ending 30 June 2003	no.	2,519	11,046	1,993	1,264	869	59	168	n.a.	17,918
S2	Total number of new Indigenous households assisted for year ending 30 June 2003	no.	204	n.a.	353	501	26	4	6	n.a.	1,094
	At 30 June 2003										
S3	Total number of Indigenous households at 30 June 2003	no.	671	n.a.	512	162	60	6	11	n.a.	1,422
S4	Total number of 'greatest need' applicants on waiting list at 30 June 2003	no.	11,089	n.a.	5,466	813	1,462	167	71	n.a.	19,068
S5	Total number of applicants on waiting list on 30 June 2003	no.	20,013	n.a.	8,300	1,761	2,636	241	374	n.a.	33,325
S6	Total number of tenantable dwellings at 30 June 2003	no.	10,004	n.a.	5,065	3,358	3,987	231	423	95	23,163
S7	Total number of untenantable dwellings at 30 June 2003	no.	83	n.a.	47	50	32	1	1	0	214
S8	Number of households paying 20% or less of assessable income in rent at 30 June 2003	no.	2,228	396	168	280	314	13	2	n.a.	3,401
S9	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2003	no.	7,239	8,278	1,994	1,471	1,194	17	392	n.a.	20,585
S10	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2003	no.	78	270	822	151	1,390	130	3	n.a.	2,844
S11	Number of households paying more than 30% of assessable income in rent at 30 June 2003	no.	91	17	242	39	149	25	6	n.a.	569
S12	Total number of households occupying community housing for whom income details are known at 30 June 2003	no.	9,636	8,961	3,226	1,941	3,047	185	403	n.a.	27,399
S13	Number of households with moderate overcrowding at 30 June 2003	no.	353	n.a.	n.a.	25	148	5	5	n.a.	536
S14	Number of households with under utilisation at 30 June 2003	no.	547	n.a.	n.a.	75	683	18	4	n.a.	1,327
S15	Total number of dwellings in major cities at 30 June 2003	no.	4,150	4,875	1,869	2,080	3,477	0	424	0	16,875
S16	Total number of dwellings in inner regional Australia at 30 June 2003	no.	1,294	1,509	1,294	330	342	165	0	0	4,934
S17	Total number of dwellings in outer regional Australia at 30 June 2003	no.	395	313	1,385	655	156	67	0	59	3,030
S18	Total number of dwellings in remote Australia at 30 June 2003	no.	22	16	230	264	40	0	0	28	600
S19	Total number of dwellings in very remote Australia at 30 June 2003	no.	2	0	344	29	4	0	0	8	387
S20	Total number of dwellings in migratory areas at 30 June 2003	no.	0	0	0	n.a.	0	0	0	0	0

Table 4.1 (continued): CSHA community housing summary data, 2002-03

Data item	Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S21	Total number of community housing providers at 30 June 2003	no.	190	234	345	255	126	48	9	22	1,229
	Targeted community housing providers only: Provider level data										
S22a	Total number of targeted providers with a primary target group being Indigenous Australians at 30 June 2003	no.	10	0	8	1	1	0	0	1	21
S22b	Total number of targeted providers with a primary target group being people with a disability at 30 June 2003	no.	13	52	22	18	13	2	1	13	134
S22c	Total number of targeted providers with a primary target group being people of non-English speaking background at 30 June 2003	no.	12	0	2	3	9	0	1	0	27
S22d	Total number of targeted providers with a primary target group being people aged 24 years and under at 30 June 2003	no.	9	0	12	2	4	0	1	3	31
S22e	Total number of targeted providers with a primary target group being people aged 55 years and over at 30 June 2003	no.	17	0	24	17	1	5	0	2	66
S22f	Total number of targeted providers with a primary target group being people aged 65 years and over at 30 June 2003	no.	23	0	32	7	18	5	0	0	85
S22g	Total number of targeted providers with a primary target group being people aged 75 years and over at 30 June 2003	no.	1	0	7	0	0	0	0	0	8
S22h	Total number of targeted providers with a primary target group being homeless people at 30 June 2003	no.	12	19	5	2	1	1	1	0	41
S22i	Total number of targeted providers with a primary target group being people escaping domestic violence at 30 June 2003	no.	np	0	3	1	1	0	0	1	6
S22j	Total number of targeted providers with a primary target group being people in multiple target groups at 30 June 2003	no.	0	35	78	25	10	3	1	2	154
S22k	Total number of targeted providers with a primary target group not specified above at 30 June 2003	no.	42	0	28	7	9	1	1	n.a.	88
S22l	Total number of targeted community housing providers at 30 June 2003	no.	144	106	221	83	67	17	6	22	666
	Targeted community housing providers only: Household level data										
S23a	Total number of Indigenous households assisted by targeted providers at 30 June 2003	no.	540	0	327	99	28	6	9	n.a.	1,009
S23b	Total number of households with a disability assisted by targeted providers at 30 June 2003	no.	1,425	1,005	662	773	637	43	24	n.a.	4,569
S23c	Total number of households from a non-English speaking background assisted by targeted providers at 30 June 2003	no.	1,784	n.a.	175	68	226	3	22	n.a.	2,278

Table 4.1 (continued): CSHA community housing summary data, 2002-03

Data item	Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S23d	Total number of households with a principal tenant aged 24 years and under assisted by targeted providers at 30 June 2003	no.	567	n.a.	304	99	247	3	95	n.a.	1,315
S23e	Total number of households with principal tenant aged 65 years and over assisted by targeted providers at 30 June 2003	no.	813	n.a.	751	414	254	86	11	n.a.	2,329
S23f	Total number of households with multiple target group needs assisted by targeted providers at 30 June 2003	no.	np	5,318	879	290	247	14	22	n.a.	6,770
S23g	Total number of households with a primary target group not specified above assisted by targeted providers at 30 June 2003	no.	1,367	n.a.	749	299	0	96	172	n.a.	2,683
S23h	Total number of households in a need target group assisted by targeted providers at 30 June 2003	no.	5,108	6,323	3,847	2,042	1,639	254	355	n.a.	19,568
S24	Total number of households with no specific need target group assisted by targeted providers at 30 June 2003	no.	2,843	n.a.	6	68	883	0	2	n.a.	3,802
	Non-targeted community housing providers only: Provider level data										
S25	Total number of non-targeted community housing providers at 30 June 2003	no.	14	128	14	5	59	2	3	1	226
	Non-targeted community housing providers only: Household level data										
S26a	Total number of Indigenous households assisted by non-targeted providers at 30 June 2003	no.	131	n.a.	6	11	9	0	2	n.a.	159
S26b	Total number of households with a disability assisted by non-targeted providers at 30 June 2003	no.	213	270	0	104	137	0	4	n.a.	728
S26c	Total number of households from a non-English speaking background assisted by non-targeted providers at 30 June 2003	no.	595	n.a.	0	0	16	0	0	n.a.	611
S26d	Total number of households with a principal tenant aged 24 years and under assisted by non-targeted providers at 30 June 2003	no.	71	n.a.	2	13	34	0	3	n.a.	123
S26e	Total number of households with a principal tenant aged 65 years and over assisted by non-targeted providers at 30 June 2003	no.	109	n.a.	15	13	92	0	0	n.a.	229
S26f	Total number of households with multiple target group needs assisted by non-targeted providers at 30 June 2003	no.	np	n.a.	59	7	22	3	32	n.a.	123
S26g	Total number of households with a primary target group not specified above assisted by non-targeted providers at 30 June 2003	no.	140	n.a.	58	0	0	0	18	n.a.	216

Table 4.1 (continued): CSHA community housing summary data, 2002-03											
Data item	Summary data	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
S26h	Total number of households in a need target group assisted by non-targeted providers at 30 June 2003	no.	1,233	n.a.	140	148	310	0	59	n.a.	1,890
S27	Total number of households with no specific need target group assisted by non-targeted providers at 30 June 2003	no.	509	2,193	0	1,962	544	0	8	n.a.	5,216
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
	Dwelling descriptors										
S28	Total number of head-leased dwellings (private) at 30 June 2003	no.	5,263	774	1,682	122	0	7	79	n.a.	7,927
S29a	Total number of boarding/rooming/lodging house buildings at 30 June 2003	no.	2	111	46	62	0	2	1	n.a.	224
S29b	Total number of boarding/rooming/lodging house units at 30 June 2003	no.	1	1,576	250	32	0	11	20	n.a.	1,890
S29c	Total number of boarding/rooming/lodging house rooms at 30 June 2003	no.	22	n.a.	134	79	0	3	98	n.a.	336

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

(a) S1-S29c May not represent national total due to data not being available from all jurisdictions.

Notes

All S15-S20 Not comparable to previous years' data as ASGC classification used instead of RRMA.

NSW S1, S2 Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.

S4, S5 Applicants may appear on waiting lists of more than one community housing provider.

S21 This is the total number of providers. It is higher than the 158 that responded to the Data Collection.

S22a-S22h, S22j Target populations are specified by providers in the NSW CH Data Collection as individuals, not households. However, the National CH Data Manual defines targets in terms of households.

S22b Excludes targeted providers with a primary target group being people with a mental illness.

S22b, S23b and S26b Disability is defined in the NSW CH data collection as follows: includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes: intellectual, physical, sensory, psychiatric.

S22e-g 41 providers reported they target older people. 5 did not specify age group. These 5 have been reallocated as follows: 2 to 55+, 3 to 65+.

	S22i	12 providers indicated their primary target group is women and women with children. By inference they are likely to be women escaping domestic violence but they are not counted here. They are counted in 'target group not specified'.
	S22j	Providers reported on target groups and main target groups. Only main target groups data are reported here.
	S22k	Comprises [a] 7 providers with a primary target group of people with a mental illness, [b] 12 providers with a primary target group of women and women with children, and [c] 23 providers with a target group not specified in the NSW CH Data Collection.
	S23a–h and S26a–h	Households may be reported in more than one special needs category.
	S23e and S26e	Providers reported on the number of older person households as defined in the NSW CH Data Collection as being those where the principal tenant/s are aged 75+ yrs. Therefore this is an underestimate.
	S23g and S26g	Providers reported on special needs of households in these additional categories: [a] non-English speaking households, [b] households with support needs, [c] newly arrived migrants, refugees or asylum seekers, [d] other special needs. Households can be in more than one category.
	S23h	Excluding 280 households of unknown special needs status.
	S24	These are households with no special needs. In addition to these there were 280 households of unknown special needs status.
	S26h, S27	Excluding 193 households of unknown special needs status.
	S28	Includes privately owned properties leased to community housing providers under CSHA funded non-CAP programs. Data as at 1 August 2003.
Vic	S1	This number reflects high turnover of tenancies under the Transitional Housing program.
	S1, S8–S12	Information is a combination of survey and administrative data. Administrative data were used for providers of transitional housing management (THMs) which were not included in the survey.
	S2, S3	Indigenous households primarily access long-term accommodation through the General Rental program and housing managed by the Aboriginal Housing Board of Victoria. They are also eligible for community-managed housing programs; however, Indigenous status is not recorded for these programs.
	S4, S5	There is no centralised waiting list for community housing agencies. Clients access housing directly through agencies.
	S23d	It is estimated that over 1,000 households in Transitional Housing have a principal tenant under 24 years of age.
	S29a–c	Unable to segregate count of rooms from units. Rooming houses contain self-contained units and rooms with shared facilities.
Qld	S6, S7	To remain consistent with admin data provided against OR2 (5122), the tenantable (S6) and untenantable (S7) dwellings included in the survey have been increased pro-rata. Please note, survey data for S6 equal 4,029 and S7 equals 37.
	S13, S14	Descriptor not included in the Queensland survey, therefore data were not collected.
	S15–S20, S28	Extracted from the unit record file of 5,122 dwellings provided to the AIHW.
	S21	Includes providers funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program.
	S22k	Providers which target other target groups are made up of: * 2 that target Australian South Sea Islanders * 4 that target rural and regional households * 22 that have more than one explicit target group.

WA	S6	Administrative data lists 3358 + 453 CAP properties.
	S15	Administrative data lists 2419 properties.
	S21	Administrative data lists 239 community providers.
	S22I	Information incomplete due to a number of community providers failing to answer this question.
Tas	S21	Total number of CHP-funded providers reported in administrative data is 48. Of these, 19 provided responses to the survey.
ACT	S4	One provider who accounts for 175 households on the waiting list has not provided data for this item. Another provider who accounts for 115 of households on the waiting list has not systematically collected data according to the 'greatest need' descriptor. Together they account for 290 of the households on the waiting list.
NT	S6, S7	It is assumed that all dwellings are tenatable.
	S25	This provider is a housing co-operative, with no target group.

4.2 Performance indicators

4.2.1 P1 Amenity/location

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

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

1. P1(a) Amenity

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

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

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

2. P1(b) Location

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

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

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

Calculation

The indicators are calculated as:

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

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

Data qualifications

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

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

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

Table 4.2.1.1: CSHA community housing at February–March 2002: P1(a) Amenity (per cent)

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

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

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

(c) National total is an unweighted average.

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

Source: NFO Donovan Research 2002 (unpublished).

Table 4.2.1.2: CSHA community housing at February–March 2002: P1(b) Location (per cent)

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

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

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

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

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

(e) National total is an unweighted average.

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

Source: NFO Donovan Research 2002 (unpublished).

4.2.2 P2 Affordability

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

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

These are calculated as:

$$P2a = \frac{\text{Total rents charged to tenants for week of 30 June 2003 (AF1)} \times 100}{\text{Total market rent value of dwellings for which a rent was charged for week of 30 June 2003 (AF2) - Total value of Commonwealth Rent Assistance entitlements for households where rent was charged for week of 30 June 2003 (AF3)}}$$

$$P2b = \frac{\text{Total household assessable income for week of 30 June 2003 (AF4) - Total rent charged to tenants for week of 30 June 2003 (AF1)}}{\text{Total household assessable income for week of 30 June 2003 (AF4)}}$$

Data qualifications

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

Table 4.2.2: CSHA community housing: P2 Affordability, 2002–03

Data item	Affordability	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
AF1	Total rents charged for week of 30 June 2003	\$'000	834.6	n.a.	227.0	193.7	282.9	21.7	33.0	n.a.	1,592.9
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2003	\$'000	n.p.	1,098.9	372.7	169.5	455.8	27.2	74.8	n.a.	2,198.9
AF3	Total value of average Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2003	\$'000	n.p.	n.a.	107.4	45.6	107.8	3.1	27.4	n.a.	291.3
AF4	Total household assessable income for week of 30 June 2003	\$'000	3,558.2	n.a.	720.8	512.1	1,044.9	54.9	145.7	n.a.	6,036.6
P2a	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance)	%	n.a.	n.a.	85.6	n.r.	81.3	89.8	69.6	n.a.	82.4
P2b	The proportion of household income left after rent	%	76.5	n.a.	68.5	62.2	72.9	60.6	77.4	n.a.	73.6

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

(a) AF1–P2b May not represent national total due to data not being available from all jurisdictions.

Notes

- All P2 Data for Qld for 2002–03 are based on different methodology from that used for their previous years' data and a direct comparison of 2002–03 data with previous years for Qld cannot be made. For details of these changes, see Qld footnotes below.
- NSW AF1, AF4 76% of providers in the CH Data Collection provided data for both AF1 and AF4.
- AF4 Assessable income is household income defined for the purpose of determining rent under the NSW Community Housing Rent Policy. Includes CRA.
- P2b Figure for 2001–02 CSHA Report was lower because total assessable income was slightly understated.
- Vic P2b It is Office of Housing policy not to charge greater than 25% of household income in rent for community-managed programs.

Qld	AF1–AF4, P2a	AF1–AF4 only includes figures for the 105 organisations that responded to all four data items and may not be representative of the community housing sector.
	P2a	The accuracy of the survey data provided for the market rent descriptor (AF2) is questionable and may not be representative of the average rent charged as a proportion of market rent for all Community Housing dwellings across Queensland. Considering the questionable data used to calculate this performance indicator, action will be taken for the 2003–04 Data Collection to better inform organisations of market rents within their area to assist in providing a more accurate calculation.
	P2b	Please note that, in regard to Queensland Community Housing, when calculating rent, CRA is deducted from the total rents charged as the CRA is not considered income but is maximised in calculating rents. Therefore, the national approach to this calculation is inconsistent with Queensland policy. Taking this into consideration, from a Queensland Community Housing perspective, the result for the proportion of household income left after paying rent would be 83.4%.
WA	P2a	The calculated figure (156.3%) is not reported due to data reliability issues.
SA	AF2	This figure includes vacancies. The figure excluding vacancies is 437.5 SACHA uses its own scales of 'ceiling rent', as opposed to market rent. Generally the ceiling rent amount is below the market rent amount.
	AF4	Not including 293 households for which weekly rent was disclosed but weekly household income wasn't.

National averages

	P2a	National average excludes NSW (AF1) and Vic (AF2) as they were not able to provide a complete set for P2a. WA (AF1, AF2 and AF3) are excluded due to data reliability issues.
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4.2.3 P3 Match of dwelling to household size

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

$$\frac{\text{Total number of households with overcrowding at 30 June 2003 (HS1)} \times 100}{\text{Total number of households occupying community housing at 30 June 2003 for which household groups details are known (HS2)}}$$



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

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

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

Table 4.2.3: CSHA community housing: P3 Match of dwelling to household size, 2002–03

	Match of dwelling to household size	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
	At 30 June 2003	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
HS1	Total number of households with overcrowding at 30 June 2003	124	n.a.	78	12	11	3	0	n.a.	228
HS2	Total number of households occupying community housing for which household groups and dwelling details are known at 30 June 2003	10,014	8,961	3,943	2,103	3,376	236	424	n.a.	29,057
P3	The proportion of households where dwelling size is not appropriate due to overcrowding	1.2	n.a.	2.0	0.6	0.3	1.3	0.0	n.a.	1.1

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

(a) HS1–P3 May not represent national total due to data not being available from all jurisdictions.

Notes

Vic HS2 See note S1, S8–S12.

National averages

P3 National average excludes VIC (HS2) as they were not able to provide a complete set for P3.

4.2.4 P4 Low income

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


$$\frac{\text{Total number of all households paying less than market rent at 30 June 2003 (LI1) + Total number of all special needs households paying market rent (LI2) at 30 June 2003} \times 100}{\text{Total number of all households at 30 June 2003 (LI4) - Total number of households paying market rent at 30 June 2003 where special need details are not known (LI3)}}$$


Data qualifications

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

Table 4.2.4: CSHA community housing: P4 Low income, 2002-03

Data item	Low income	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	As at 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
LI1	Total number of all households paying less than market rent at 30 June 2003	no.	9,681	8,691	3,668	1,476	2,777	138	369	n.a.	26,800
LI2	Total number of all special needs households paying market rent at 30 June 2003	no.	115	0	103	109	207	1	6	n.a.	541
LI3	Total number of households paying market rent where special need details are not known at 30 June 2003	no.	26	270	54	0	67	9	18	n.a.	444
LI4	Total number of all households at 30 June 2003	no.	10,166	8,961	3,993	4,233	3,389	270	424	n.a.	31,436
P4	The number of all households paying less than market rent plus special need households paying market rent as a proportion of all households (new and existing).	%	96.6	100	95.7	37.4	89.8	53.3	92.4	n.a.	88.2

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) LI1-P4 May not represent national total due to data not being available from all jurisdictions.

Notes

All P4 NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below.

NSW LI2 Providers reported on special needs of households in these additional categories: [a] non-English speaking households, [b] households with support needs, [c] newly arrived migrants, refugees or asylum seekers, [d] other special needs. Households can be in more than one category.

Vic LI1, LI3, LI4 See note S1, S8-12.

& P4

4.2.5 P5 Special needs

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

$$\frac{\text{Total number of new households with special needs for year ending 30 June 2003 (SN1)} \times 100}{\text{Total number of new households for year ending 30 June 2003 for whom details of whether or not they had special needs are known (SN2)}}$$

Special need¹ is defined as low-income households²:

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



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

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

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

Table 4.2.5: CSHA community housing: P5 Special needs, 2002-03

Data item	Special needs	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
SN1	Total number of new households with special needs for year ending 30 June 2003	no.	1,499	n.a.	1,181	900	365	19	89	n.a.	4,053
SN2	Total number of new households for year ending 30 June 2002 for whom details of whether or not they had special needs are known	no.	2,358	n.a.	1,954	1,245	696	28	123	n.a.	6,404
P5	The proportion of new tenancies allocated to households with special needs	%	63.6	n.a.	60.4	72.3	52.4	67.9	72.4	n.a.	63.3

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

(a) SN1-P5 May not represent national total due to data not being available from all jurisdictions.

Notes

All P5 NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below.

NSW SN1, SN2 Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.
 Providers reported on special needs of households in these additional categories: [a] non-English speaking households, [b] households with support needs, [c] newly arrived migrants, refugees or asylum seekers, [d] other special needs. Households can be in more than one category.

4.2.6 P6 Priority access to those in greatest need

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

It is calculated as:

$$\frac{\text{Total number of greatest need allocations for year ending 30 June 2003 (PA1)} \times 100}{\text{Total number of allocations for year ending 30 June 2003(PA2)}}$$

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


The 'Priority access to those in greatest need' national standard includes low-income households³ that at the time of allocation were subject to one or more of the following circumstances:


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

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

Table 4.2.6: CSHA community housing: P6 Priority access to those in greatest need, 2002–03

Data item	Priority access to those in greatest need	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2003		2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
PA1	Total number of new greatest need allocations for year ending 30 June 2003	no.	2,076	9,599	1,715	1,031	639	49	41	n.a.	15,150
PA2	Total number of new allocations for year ending 30 June 2003	no.	2,519	11,046	1,993	1,264	869	59	168	n.a.	17,918
P6	The proportion of new allocations to those in greatest need.	%	82.4	86.9	86.1	81.6	73.5	83.1	24.4	n.a.	84.6

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) PA1–P6 May not represent national total due to data not being available from all jurisdictions.

Notes

All P6 Data for NSW are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see NSW footnotes below.

NSW PA1, PA2 Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.

PA1 Includes needy households that were imminently homeless or living in crisis accommodation.

Vic PA2 & P6 See note S1, S8–S12.

ACT PA1 One provider who assisted 126 of the Territory's 168 new allocations did not systematically collect data according to the 'greatest need' descriptor.

4.2.7 P7 Customer satisfaction

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

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

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

The level of overall satisfaction is calculated as:

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

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

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

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

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

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

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

Notes

Caution should be used when interpreting small differences in the results, which are affected by sample and estimate size.

Comparisons with other years may be influenced by a range of factors beyond quality of service, such as the age profile of tenants.

Data for Australia calculated as simple numerical average due to a lack of raw data.

Source: NFO Donovan Research 2002 (unpublished).

4.2.8 P8 Direct costs per unit

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

Direct costs are divided into costs borne by:

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

These are calculated as:

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

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

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

Data qualifications

1. The 2002-03 community housing data collection reports on 2001-02, not 2002-03, direct costs. Extra time was provided for these items in an attempt to improve data coverage and quality.
2. The methodology for calculating DC1-DC4 and P8a-c was amended for the 2002-03 collection and as such data may not be comparable to previous years.

Table 4.2.8: CSHA community housing: P8 Direct costs per unit, 2001–02

Data item	Direct costs per unit	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2002		2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
DC1	Provider direct costs for year ending 30 June 2002	\$'000	25,713.7	n.a.	13,954.0	11,977.2	9,444.1	1,039.3	833.9	n.a.	62,962.2
DC2	Administrator direct costs for year ending 30 June 2002	\$'000	2,177.7	20,626.5	1,852.0	932.5	4,569.0	1,225.5	n.a.	n.a.	31,383.2
DC3	Total direct costs for year ending 30 June 2002	\$'000	27,891.4	n.a.	15,806.0	12,909.7	14,013.1	2,264.8	n.a.	n.a.	72,885.0
DC4	Total number of dwellings at 30 June 2002	no.	10,248	7,720	4,907	3,358	3,877	313	434	95	30,952
P8a	Provider cost of providing assistance (excluding capital) per dwelling.	\$	2,509	n.a.	2,844	3,567	2,436	3,320	1,921	n.a.	2,721
P8b	Administrator cost of providing assistance (excluding capital) per dwelling.	\$	213	2,672	377	278	1,178	3,915	n.a.	n.a.	1,032
P8c	The average cost of providing assistance (excluding capital) per dwelling	\$	2,722	n.a.	3,221	3,844	3,614	7,236	n.a.	n.a.	3,210

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

(a) DC1–P8c May not represent national total due to data not being available from all jurisdictions.

Notes

All DC1–DC4, P8a–c The methodology for calculating P8a–c has been amended for the 2002–03 collection. As such, results may not be comparable to those in the 2001–02 collection report.

NSW DC1 Includes GST. Excludes market rents paid by providers to landlords for private rental properties.

This analysis of costs is based on capital and leasehold properties managed by housing associations on behalf of the Office of Community Housing under the Community Housing Leasing Program. These properties constitute the majority, but not all, of the properties that fall within the scope of this report.

Provider costs are taken from the annual income and expenditure returns provided to the Office by housing associations involved in the CHLP.

Provider costs include: bad debts written off; property management costs including salaries and on costs, other operating costs such as telephone, postage, equipment, training, insurance, travel and office rent; for leasehold properties—leasehold maintenance, provisions e.g. bonds, cleaning, debt collection, water usage; and for capital properties—capital maintenance, water and council rates, insurance, provisions for future repairs and maintenance, cleaning, debt collection, corporate fees, water usage.

Provider costs are partly funded from grants made to them by the Office of Community Housing. Grants to subsidise market rents are not included here because market rents are excluded from provider costs.

Provider direct costs (\$21,543,482) represented 8,586 dwellings for which costs were known. These costs have been weighted up to reflect the total dwelling population reported against DC4.

	DC2	<p>Administrator costs are estimated by dividing salaries and operating costs between the administration of capital programs/activities and the administration of other relevant programs and activities. Administration of capital programs/activities are excluded.</p> <p>The Office funded a peak body to provide training and development services to community housing associations. In 2001–02 total payments were \$487,700. This amount is not included.</p> <p>This analysis of costs is based on all capital and leasehold properties managed by community housing providers on behalf of the Office of Community Housing under all community housing programs including the Community Housing Leasing Program. These properties include some that do not fall within the scope of this report. However, in order to report on DC2, it is assumed the average administrator cost per property is the same for all properties. The average has been applied to the properties reported in DC4 to estimate DC2.</p>
	DC4	<p>This analysis of costs is based on capital and leasehold properties managed by housing associations on behalf of the Office of Community Housing under the Community Housing Leasing Program (part of CHAP). These properties constitute the majority, but not all, of the properties that fall within the scope of this report.</p> <p>These dwellings are a subset of the 10,087 properties reported by providers responding to the Data Collection.</p>
Vic	DC1	Incomplete information as some agencies consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC2	Direct costs of administrator in Victoria include maintenance, rates and charges and in some programs utility expenses.
QLD	DC1	Provider Direct Costs (\$11,127,400) sourced from survey data represented 3,913 dwellings as at 30/6/02. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2, P8b	DC2 includes all administrator costs for the year ending 30 June 2002. The variance in this indicator from that reported in the 2001–02 collection report is due to the change in calculation methodology used for the 2002–03 collection. Administrator costs were reduced pro-rata in line with the survey response rate for 2001–02, therefore only represented 60% of the overall costs. For the 2002–03 collection, Administrator Costs represent 100% and have therefore increased the total provided for this indicator.
	DC4	Based on administrative data provided for 2001–02. DC4 from survey data equals 3,913. Please note, as the Same House Different Landlord Program was not included in the 2001–02 collection, these figures are not included in this total as at 30 June 2002.
WA	DC1	Provider direct costs (\$5,293,100) sourced from survey data represented 1,484 dwellings due to only 84 responses from provider organisations. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC4	There is a discrepancy between OR2 in 2001–02 and DC4 in 2002–03 due to different data sources being used. As survey data was used for OR2 in 2001–02 the figure will be a subset of the total number of dwellings at 30 June 2002 and therefore is not the figure required for DC4 in the 2002–03 collection. WA has provided the total number of dwellings at 30 June 2002 for DC4 from Administrative data—this is all dwellings, not the subset of dwellings represented in the 2001–02 survey return.
	P8a & P8c	Based on the data estimates calculated in DC1.
Tas	DC1	Provider direct costs (\$713,875) sourced from survey data represented 215 dwellings. These costs have been weighted up to reflect the total dwelling population reported against DC4.

National averages

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

4.2.9 P9 Occupancy rates

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



The indicator is calculated as:

$$\frac{\text{Total number of occupied dwellings at 30 June 2003 (OR1)} \times 100}{\text{Total number of dwellings at 30 June 2003 (OR2)}}$$

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

Table 4.2.9: CSHA community housing: P9 Occupancy rates, 2002–03

Data item	Occupancy rates	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	As at 30 June 2003		2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
OR1	Total number of occupied dwellings at 30 June 2003	no.	9,867	7,902	4,925	1,661	3,389	228	413	95	28,480
OR2	Total number of dwellings at 30 June 2003	no.	10,087	8,208	5,122	1,654	3,545	232	424	95	29,367
P9	The occupancy rate of rental housing stock	%	97.8	96.3	96.1	100.4	95.6	98.3	97.4	100.0	97.0

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

(a) OR1–P9 May not represent national total due to data not being available from all jurisdictions.

Notes

- All P9 Data for ACT are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see AIHW 2003a table 4.2.7 ACT footnote.
- Vic OR1, OR2 & P9 See note S1, S8–S12.
- QLD OR1 Based on survey data (3,916) and increased pro-rata as administrative data does not include occupancy information. This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
- OR2 See note S15–S20, S28. OR2 from survey data equals 4,073.
- SA OR2 Total number of properties for which there are returns in this year's data collection.
- Tas OR2 Number of CHP-funded properties reflected in survey responses. Administrative data indicate that there were 313 CHP funded properties at 30 June 2003.
- NT OR1 It is estimated that all dwellings were occupied, due to many organisations turning away people seeking accommodation.

4.2.10 P10 Turnaround time

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


$$\frac{\text{Total number of days that vacated dwellings were vacant for year ending 30 June 2003 (TT1)}}{\text{Total number of vacancy episodes for year ending 30 June 2003 (TT2)}}$$


Data qualifications

1. The counting rule for TT1 was amended to 'date occupied - day after date vacated'. As such, data may not be comparable with previous years' data.

Table 4.2.10: CSHA community housing: P10 Turnaround time, 2002–03

Data item	Turnaround time	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2003		2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
TT1	Total number of days that vacated dwellings were vacant for year ending 30 June 2003	no.	55,632	n.a.	32,456	9,504	25,617	833	2,731	n.a.	126,773
TT2	Total number of vacancy episodes for year ending 30 June 2003	no.	2,842	n.a.	1,647	340	957	32	206	n.a.	6,024
P10	The average time taken for occupancy of vacant stock	Days	20	n.a.	20	28	27	26	13	n.a.	21

 : denotes results pertaining to administrative data.

 : denotes results pertaining to survey data.

(a) TT1–P10 May not represent national total due to data not being available from all jurisdictions.

Notes

All P10 NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below.

Data for the ACT are based on different methodology from that used for their previous years' data and a direct comparison of 2002–03 data with previous years for the ACT cannot be made. For details of these variations, see AIHW 2002 table 5.2.8 ACT footnote.

All TT1 & P10 Counting rules clarified. May not be comparable to previous years' data.

NSW TT2 & P10 Providers reported on the number of dwellings occupied at 30 June 2003 which were vacant at any time during the year. If a property was vacant more than once, they reported a single consolidated 'episode' comprising the property and the total number of days vacant for all episodes. They did not separately count multiple episodes for each property. P10 'average time taken for occupancy of vacant stock' calculated using this data is therefore overstated.

SA TT1 Includes 22 units which were vacant for the full year, pending negotiations with the owners.

4.2.11 P11 Rent arrears

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



$$\frac{\text{Total rent collected from tenants for year ending 30 June 2002 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2002 (RA2)}}$$

Data qualifications

1. The 2002–03 community housing data collection reports on 2001–02, not 2002–03, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality.

Table 4.2.11: CSHA community housing: P11 Rent arrears, 2001-02

Data item	Rent arrears	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For year ending 30 June 2002		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
RA1	Total rent collected from tenants for year ending 30 June 2002	\$'000	36,083.8	n.a.	14,861.3	6,348.4	14,480.5	952.7	1,384.2	n.a.	74,110.9
RA2	Total rent charged to tenants for year ending 30 June 2002	\$'000	36,614.9	n.a.	16,044.0	6,511.5	14,788.7	965.0	1,399.2	n.a.	76,323.2
P11	Total rent actually collected as a percentage of total rent charged	%	98.5	n.a.	92.6	97.5	97.9	98.7	98.9	n.a.	97.1

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

(a) RA1-P11 May not represent national total due to data not being available from all jurisdictions.

Notes

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

Data for the 2000-01 financial year are reported to provide additional time to collate financial data. Rent charged and collected for 2001-02 comes from the previous year's data collection, i.e. 2001-02, not the current 2002-03 collection. Therefore it relates to a different number of providers and tenant households.

In Vic, funding agreements for some community-managed programs do not allow full transparency of rental information.

Data for WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see AIHW (2003)d table 4.2.9 WA footnote.

NSW RA1, RA2 Rent charged and collected for 2001-02 comes from the previous year's data collection, i.e. 2001-02, not the current 2002-03 collection. Therefore it relates to a different number of providers and tenant households.

Vic RA1, RA2 Funding agreements for some community-managed programs do not allow full transparency of rental information.

4.3 National data

Table 4.3: CSHA community housing: national data, 2002–03

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2003			2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03	2002–03
S1	Total number of new households assisted for year ending 30 June 2003	no.	2,519	11,046	1,993	1,264	869	59	168	n.a.	17,918
S2	Total number of new Indigenous households assisted for year ending 30 June 2003	no.	204	n.a.	353	501	26	4	6	n.a.	1,094
At 30 June 2003											
S3	Total number of Indigenous households at 30 June 2003	no.	671	n.a.	512	162	60	6	11	n.a.	1,422
S4	Total number of 'greatest need' applicants on waiting list at 30 June 2003	no.	11,089	n.a.	5,466	813	1,462	167	71	n.a.	19,068
S5	Total number of applicants on waiting list on 30 June 2003	no.	20,013	n.a.	8,300	1,761	2,636	241	374	n.a.	33,325
S6	Total number of tenantable dwellings at 30 June 2003	no.	10,004	n.a.	5,065	3,358	3,987	231	423	95	23,163
S7	Total number of untenable dwellings at 30 June 2003	no.	83	n.a.	47	50	32	1	1	0	214
S8	Number of households paying 20% or less of assessable income in rent at 30 June 2003	no.	2,228	396	168	280	314	13	2	n.a.	3,401
S9	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2003	no.	7,239	8,278	1,994	1,471	1,194	17	392	n.a.	20,585
S10	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2003	no.	78	270	822	151	1,390	130	3	n.a.	2,844
S11	Number of households paying more than 30% of assessable income in rent at 30 June 2003	no.	91	17	242	39	149	25	6	n.a.	569
S12	Total number of households occupying community housing for whom income details are known at 30 June 2003	no.	9,636	8,961	3,226	1,941	3,047	185	403	n.a.	27,399
S13	Number of households with moderate overcrowding at 30 June 2003	no.	353	n.a.	n.a.	25	148	5	5	n.a.	536
S14	Number of households with under utilisation at 30 June 2003	no.	547	n.a.	n.a.	75	683	18	4	n.a.	1,327
S15	Total number of dwellings in major cities at 30 June 2003	no.	4,150	4,875	1,869	2,080	3,477	0	424	0	16,875
S16	Total number of dwellings in inner regional Australia at 30 June 2003	no.	1,294	1,509	1,294	330	342	165	0	0	4,934

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S17	Total number of dwellings in outer regional Australia at 30 June 2003	no.	395	313	1,385	655	156	67	0	59	3,030
S18	Total number of dwellings in remote Australia at 30 June 2003	no.	22	16	230	264	40	0	0	28	600
S19	Total number of dwellings in very remote Australia at 30 June 2003	no.	2	0	344	29	4	0	0	8	387
S20	Total number of dwellings in migratory areas at 30 June 2003	no.	0	0	0	n.a.	0	0	0	0	0
S21	Total number of community housing providers at 30 June 2003	no.	190	234	345	255	126	48	9	22	1,229
	Targeted community housing providers only: Provider level data										
S22a	Total number of targeted providers with a primary target group being Indigenous Australians at 30 June 2003	no.	10	0	8	1	1	0	0	1	21
S22b	Total number of targeted providers with a primary target group being people with a disability at 30 June 2003	no.	13	52	22	18	13	2	1	13	134
S22c	Total number of targeted providers with a primary target group being people of non-English speaking background at 30 June 2003	no.	12	0	2	3	9	0	1	0	27
S22d	Total number of targeted providers with a primary target group being people aged 24 years and under at 30 June 2003	no.	9	0	12	2	4	0	1	3	31
S22e	Total number of targeted providers with a primary target group being people aged 55 years and over at 30 June 2003	no.	17	0	24	17	1	5	0	2	66
S22f	Total number of targeted providers with a primary target group being people aged 65 years and over at 30 June 2003	no.	23	0	32	7	18	5	0	0	85
S22g	Total number of targeted providers with a primary target group being people aged 75 years and over at 30 June 2003	no.	1	0	7	0	0	0	0	0	8
S22h	Total number of targeted providers with a primary target group being homeless people at 30 June 2003	no.	12	19	5	2	1	1	1	0	41
S22i	Total number of targeted providers with a primary target group being people escaping domestic violence at 30 June 2003	no.	np	0	3	1	1	0	0	1	6
S22j	Total number of targeted providers with a primary target group being people in multiple target groups at 30 June 2003	no.	0	35	78	25	10	3	1	2	154
S22k	Total number of targeted providers with a primary target group not specified above at 30 June 2003	no.	42	0	28	7	9	1	1	n.a.	88
S22l	Total number of targeted community housing providers at 30 June 2003	no.	144	106	221	83	67	17	6	22	666

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
	Targeted community housing providers only: Household level data										
S23a	Total number of Indigenous households assisted by targeted providers at 30 June 2003	no.	540	0	327	99	28	6	9	n.a.	1,009
S23b	Total number of households with a disability assisted by targeted providers at 30 June 2003	no.	1,425	1,005	662	773	637	43	24	n.a.	4,569
S23c	Total number of households from a non-English speaking background assisted by targeted providers at 30 June 2003	no.	1,784	n.a.	175	68	226	3	22	n.a.	2,278
S23d	Total number of households with a principal tenant aged 24 years and under assisted by targeted providers at 30 June 2003	no.	567	n.a.	304	99	247	3	95	n.a.	1,315
S23e	Total number of households with principal tenant aged 65 years and over assisted by targeted providers at 30 June 2003	no.	813	n.a.	751	414	254	86	11	n.a.	2,329
S23f	Total number of households with multiple target group needs assisted by targeted providers at 30 June 2003	no.	np	5,318	879	290	247	14	22	n.a.	6,770
S23g	Total number of households with a primary target group not specified above assisted by targeted providers at 30 June 2003	no.	1,367	n.a.	749	299	0	96	172	n.a.	2,683
S23h	Total number of households in a need target group assisted by targeted providers at 30 June 2003	no.	5,108	6,323	3,847	2,042	1,639	254	355	n.a.	19,568
S24	Total number of households with no specific need target group assisted by targeted providers at 30 June 2003	no.	2,843	n.a.	6	68	883	0	2	n.a.	3,802
	Non-targeted community housing providers only: Provider level data										
S25	Total number of non-targeted community housing providers at 30 June 2003	no.	14	128	14	5	59	2	3	1	226
	Non-targeted community housing providers only: Household level data										
S26a	Total number of Indigenous households assisted by non-targeted providers at 30 June 2003	no.	131	n.a.	6	11	9	0	2	n.a.	159
S26b	Total number of households with a disability assisted by non-targeted providers at 30 June 2003	no.	213	270	0	104	137	0	4	n.a.	728
S26c	Total number of households from a non-English speaking background assisted by non-targeted providers at 30 June 2003	no.	595	n.a.	0	0	16	0	0	n.a.	611
S26d	Total number of households with a principal tenant aged 24 years and under assisted by non-targeted providers at 30 June 2003	no.	71	n.a.	2	13	34	0	3	n.a.	123

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	At 30 June 2003		2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S26e	Total number of households with a principal tenant aged 65 years and over assisted by non-targeted providers at 30 June 2003	no.	109	n.a.	15	13	92	0	0	n.a.	229
S26f	Total number of households with multiple target group needs assisted by non-targeted providers at 30 June 2003	no.	n.p.	n.a.	59	7	22	3	32	n.a.	123
S26g	Total number of households with a primary target group not specified above assisted by non-targeted providers at 30 June 2003	no.	140	n.a.	58	0	0	0	18	n.a.	216
S26h	Total number of households in a need target group assisted by non-targeted providers at 30 June 2003	no.	1,233	n.a.	140	148	310	0	59	n.a.	1,890
S27	Total number of households with no specific need target group assisted by non-targeted providers at 30 June 2003	no.	509	2,193	0	1,962	544	0	8	n.a.	5,216
	Dwelling descriptors										
S28	Total number of head-leased dwellings (private) at 30 June 2003	no.	5,263	774	1,682	122	0	7	79	n.a.	7,927
S29a	Total number of boarding/rooming/lodging house buildings at 30 June 2003	no.	2	111	46	62	0	2	1	n.a.	224
S29b	Total number of boarding/rooming/lodging house units at 30 June 2003	no.	1	1,576	250	32	0	11	20	n.a.	1,890
S29c	Total number of boarding/rooming/lodging house rooms at 30 June 2003	no.	22	n.a.	134	79	0	3	98	n.a.	336
	P2 Affordability										
	At 30 June 2003										
AF1	Total rents charged for week of 30 June 2003	\$'000	834.6	n.a.	227.0	193.7	282.9	21.7	33.0	n.a.	1,592.9
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2003	\$'000	n.p.	1,098.9	372.7	169.5	455.8	27.2	74.8	n.a.	2,198.9
AF3	Total value of average Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2003	\$'000	n.p.	n.a.	107.4	45.6	107.8	3.1	27.4	n.a.	291.3
AF4	Total household assessable income for week of 30 June 2003	\$'000	3,558.2	n.a.	720.8	512.1	1,044.9	54.9	145.7	n.a.	6,036.6
	P3 Match of dwelling to household size										
	At 30 June 2003										
HS1	Total number of households with overcrowding at 30 June 2003	no.	124	n.a.	78	12	11	3	0	n.a.	228
HS2	Total number of households occupying community housing for which household groups and dwelling details are known at 30 June 2003	no.	10,014	8,961	3,943	2,103	3,376	236	424	n.a.	29,057

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P4 Low income			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
	At 30 June 2003										
LI1	Total number of all households paying less than market rent at 30 June 2003	no.	9,681	8,691	3,668	1,476	2,777	138	369	n.a.	26,800
LI2	Total number of all special needs households paying market rent at 30 June 2003	no.	115	0	103	109	207	1	6	n.a.	541
LI3	Total number of households paying market rent where special need details are not known at 30 June 2003	no.	26	270	54	0	67	9	18	n.a.	444
LI4	Total number of all households at 30 June 2003	no.	10,166	8,961	3,993	4,233	3,389	270	424	n.a.	31,436
P5 Special needs											
	For year ending 30 June 2003										
SN1	Total number of new households with special needs for year ending 30 June 2003	no.	1,499	n.a.	1,181	900	365	19	89	n.a.	4,053
SN2	Total number of new households for whom details of whether or not they had special needs are known for year ending 30 June 2003	no.	2,358	n.a.	1,954	1,245	696	28	123	n.a.	6,404
P6 Priority access to those in greatest need											
	For year ending 30 June 2003										
PA1	Total number of new greatest need allocations for year ending 30 June 2003	no.	2,076	9,599	1,715	1,031	639	49	41	n.a.	15,150
PA2	Total number of new allocations for year ending 30 June 2003	no.	2,519	11,046	1,993	1,264	869	59	168	n.a.	17,918
P8 Direct costs per unit											
	For year ending 30 June 2002		2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02
DC1	Provider direct costs for year ending 30 June 2002	\$'000	25,713.7	n.a.	13,954.0	11,977.2	9,444.1	1,039.3	833.9	n.a.	62,962.2
DC2	Administrator direct costs for year ending 30 June 2002	\$'000	2,177.7	20,626.5	1,852.0	932.5	4,569.0	1,225.5	n.a.	n.a.	31,383.2
DC3	Total direct costs for year ending 30 June 2002	\$'000	27,891.4	n.a.	15,806.0	12,909.7	14,013.1	2,264.8	n.a.	n.a.	72,885.0
DC4	Total number of dwellings at 30 June 2002	no.	10,248	7,720	4,907	3,358	3,877	313	434	95	30,952

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P9 Occupancy rates			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
	At 30 June 2003										
OR1	Total number of occupied dwellings at 30 June 2003	no.	9,867	7,902	4,925	1,661	3,389	228	413	95	28,480
OR2	Total number of dwellings at 30 June 2003	no.	10,087	8,208	5,122	1,654	3,545	232	424	95	29,367
P10 Turnaround time											
	For year ending 30 June 2003										
TT1	Total number of days that vacated dwellings were vacant for year ending 30 June 2003	no.	55,632	n.a.	32,456	9,504	25,617	833	2,731	n.a.	126,773
TT2	Total number of vacancy episodes for year ending 30 June 2003	no.	2,842	n.a.	1,647	340	957	32	206	n.a.	6,024
P11 Rent arrears											
	For year ending 30 June 2002		2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02
RA1	Total rent collected from tenants for year ending 30 June 2002	\$'000	36,083.8	n.a.	14,861.3	6,348.4	14,480.5	952.7	1,384.2	n.a.	74,110.9
RA2	Total rent charged to tenants for year ending 30 June 2002	\$'000	36,614.9	n.a.	16,044.0	6,511.5	14,788.7	965.0	1,399.2	n.a.	76,323.2
Performance indicators											
	At 30 June 2003										
P2a	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance)	%	n.a.	n.a.	85.6	nr	81.3	89.8	69.6	n.a.	82.4
P2b	The proportion of household income left after rent	%	76.5	n.a.	68.5	62.2	72.9	60.6	77.4	n.a.	73.6
P3	The proportion of households where dwelling size is not appropriate due to overcrowding	%	1.2	n.a.	2.0	0.6	0.3	1.3	0.0	n.a.	1.1
P4	All households paying less than market rent plus special need households paying market rent as a proportion of all households (new and existing).	%	96.6	100	95.7	37.4	89.8	53.3	92.4	n.a.	88.2
P9	The occupancy rate of rental housing stock	%	97.8	96.3	96.1	100.4	95.6	98.3	97.4	100.0	97.0
	For year ending 30 June 2003										
P5	The proportion of new tenancies allocated to households with special needs	%	63.6	n.a.	60.4	72.3	52.4	67.9	72.4	n.a.	63.3

Performance indicators		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2002			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
P6	The proportion of new allocations to those in greatest need	%	82.4	86.9	86.1	81.6	73.5	83.1	24.4	n.a.	84.6
P10	The average time taken for occupancy of vacant stock	Days	20	n.a.	20	28	27	26	13	n.a.	21
For year ending 30 June 2002			2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02	2001-02
P8a	Provider cost of providing assistance (excluding capital) per dwelling	\$	2,509	n.a.	2,844	3,567	2,436	3,320	1,921	n.a.	2,721
P8b	Administrator cost of providing assistance (excluding capital) per dwelling	\$	213	2,672	377	278	1,178	3,915	n.a.	n.a.	1,032
P8c	The average cost of providing assistance (excluding capital) per dwelling	\$	2,722	n.a.	3,221	3,844	3,614	7,236	n.a.	n.a.	3,210
P11	Total rent actually collected as a percentage of total rent charged	%	98.5	n.a.	92.6	97.5	97.9	98.7	98.9	n.a.	97.1

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

(a) S1-P11 May not represent national total due to data not being available from all jurisdictions.

Coverage information notes

Survey response rate and comments

NSW	83%	
Vic	54%	This collection is based on internal administrative data and survey information provided by community agencies. All community housing agencies were surveyed except providers of transitional housing management (THMs), with a response rate of 54% achieved.
Qld	68%	Response rate of 68%, based on surveys received from 211 out of 345 organisations. As non-responsive organisations tend to manage a smaller number of dwellings, 76% of dwellings are included in the surveys received. Relates to organisations providing services funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program. As organisations were given separate surveys for each type of funding, some organisations completed up to four surveys. A total of 238 surveys were received.
WA	35%	84 Community Providers have responded as of 12 September 2003.
SA	83%	104 out of 126 CHOs returned the data collection form. 90 CHOs had returned the waiting list form.
Tas	40%	19 out of 48 providers responded to the survey.

ACT 100% All data are derived from questionnaires sent to providers. Questionnaires were sent to 9 providers and all responded.

NT . . Only administrative data have been utilised.

Notes—General

All General These data are produced from a range of data sources, including both administrative and survey data, and from a range of Community Housing providers. Administrative data is based on all Community Housing providers and dwellings, whereas survey data are based on a sample of providers and dwellings. Therefore, raw figures from different data sources cannot be compared. Given there are different collection methodologies, care should be exercised in interpreting the results of this collection.

Vic General The following properties are outside the scope of this collection: Crisis properties which will be reported under the CAP data collection; and Joint Venture arrangements where the state housing authority has an equity interest in properties by contributing a portion of capital funding. No recurrent funding is provided to those agencies managing joint venture programs and they are not required to provide financial or household information to the state housing authority. The survey was not distributed to 19 agencies that manage 3,479 properties under the Transitional Housing Management program.

Qld General All dwelling data are reported as administrative data and all household data are reported as survey data, to ensure consistency.

NT General Only limited administrative data are available for the NT, as the survey was not carried out due to the small number of community housing providers and community housing tenants.

Notes—Summary data

All	S15–S20	Not comparable to previous years' data as ASGC classification used instead of RRMA.
NSW	S1, S2	Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.
	S4, S5	Applicants may appear on waiting lists of more than one community housing provider.
	S21	This is the total number of providers. It is higher than the 158 that responded to the data collection.
	S22a–S22h, S22j	Target populations are specified by providers in the NSW CH Data Collection as individuals, not households. However, the National CH Data Manual defines targets in terms of households.
	S22b	Excludes targeted providers with a primary target group being people with a mental illness.
	S22b, S23b and S26b	Disability is defined in the NSW CH data collection as follows: includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes: intellectual, physical, sensory, psychiatric.
	S22e–g	41 providers reported they target older people. 5 did not specify age group. These 5 have been reallocated as follows: 2 to 55+, 3 to 65+
	S22i	12 providers indicated their primary target group is women and women with children. By inference they are likely to be women escaping domestic violence but they are not counted here. They are counted in 'target group not specified'.
	S22j	Providers reported on target groups and main target groups. Only main target groups data are reported here.
	S22k	Comprises [a] 7 providers with a primary target group of people with a mental illness, [b] 12 providers with a primary target group of women and women with children, and [c] 23 providers with a target group not specified in the NSW CH Data Collection.
	S23a–h and S26a–h	Households may be reported in more than one special needs category.
	S23e and S26e	Providers reported on the number of older person households as defined in the NSW CH Data Collection as being those where the principal tenant/s are aged 75+ yrs. Therefore this is an underestimate.
	Vic	S23g and S26g
S23h		Excluding 280 households of unknown special needs status.
S24		These are households with no special needs. In addition to these there were 280 households of unknown special needs status.
S26h, S27		Excluding 193 households of unknown special needs status.
S28		Includes privately owned properties leased to community housing providers under CSHA-funded non-CAP programs. Data as at 1 August 2003.
S1		This number reflects high turnover of tenancies under the Transitional Housing program.
S1, S8–S12		Information is a combination of survey and administrative data. Administrative data were used for providers of transitional housing management (THMs) which were not included in the survey.
S2, S3	Indigenous households primarily access long-term accommodation through the General Rental program and housing managed by the Aboriginal Housing Board of Victoria. They are also eligible for community-managed housing programs; however, Indigenous status is not recorded for these programs.	
S4, S5	There is no centralised waiting list for community housing agencies. Clients access housing directly through agencies.	

	S23d	It is estimated that over 1,000 households in Transitional Housing have a principal tenant under 24 years of age.
	S29a–c	Unable to segregate count of rooms from units. Rooming houses contain self-contained units and rooms with shared facilities.
Qld	S6, S7	To remain consistent with admin data provided against OR2 (5122), the tenantable (S6) and untenantable (S7) dwellings included in the survey have been increased pro-rata. Please note that survey data for S6 equal 4,029 and S7 equals 37.
	S13, S14	Descriptor not included in the Queensland survey, therefore data were not collected.
	S15–S20, S28	Extracted from the unit record file of 5,122 dwellings provided to the AIHW.
	S21	Includes providers funded under the Community Rent Scheme, Boarding House Program, Long Term Community Housing Program and the Same House Different Landlord Program.
	S22k	Providers which target other target groups are made up of: * 2 that target Australian South Sea Islanders * 4 that target rural and regional households * 22 that have more than one explicit target group.
WA	S6	Administrative data list 3,358 + 453 CAP properties.
	S15	Administrative data list 2,419 properties.
	S21	Administrative data list 239 community providers.
	S22l	Information incomplete due to a number of community providers failing to answer this question.
Tas	S21	Total number of CHP-funded providers reported in administrative data is 48. Of these, 19 provided responses to the survey.
ACT	S4	One provider who accounts for 175 households on the waiting list has not provided data for this item. Another provider who accounts for 115 of households on the waiting list has not systematically collected data according to the 'greatest need' descriptor. Together they account for 290 of the households on the waiting list.
NT	S6, S7	It is assumed that all dwellings are tenantable.
	S25	This provider is a housing co-operative, with no target group.

Notes—P1

All	P1	Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size. Not applicable for the NT as it chose not to participate in the survey due to its small community housing tenant population. National total is an unweighted average. Data for NSW and WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations including sample size and response rates, see NFO Donovan Research 2002 (unpublished).
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Notes—P2

All	P2	Data for Qld for 2002–03 are based on different methodology from that used for their previous years' data and a direct comparison of 2002–03 data with previous years for Qld cannot be made. For details of these changes, see Qld footnotes below
NSW	AF1, AF4	76% of providers in the CH Data Collection provided data for both AF1 and AF4.
	AF4	Assessable income is household income defined for the purpose of determining rent under the NSW Community Housing Rent Policy. Includes CRA.
	P2b	Figure for 2001–02 CSHA Report was lower because total assessable income was slightly understated.
Vic	P2b	It is Office of Housing policy not to charge greater than 25% of household income in rent for community-managed programs.
Qld	AF1–AF4, P2a	AF1–AF4 only includes figures for the 105 organisations that responded to all four data items and may not be representative of the community housing sector.
	P2a	The accuracy of the survey data provided for the market rent descriptor (AF2) is questionable and may not be representative of the average rent charged as a proportion of market rent for all Community Housing dwellings across Queensland. Considering the questionable data used to calculate this performance indicator, action will be taken for the 2003–04 data collection to better inform organisations of market rents within their area to assist in providing a more accurate calculation.
	P2b	Please note that in regard to Queensland Community Housing, when calculating rent, CRA is deducted from the total rents charged as the CRA is not considered income but is maximised in calculating rents. Therefore, the national approach to this calculation is inconsistent with Queensland policy. Taking this into consideration, from a Queensland Community Housing perspective, the result for the proportion of household income left after paying rent would be 83.4%.
WA	P2a	The calculated figure (156.3%) is not reported due to data reliability issues.
SA	AF2	This figure includes vacancies. The figure excluding vacancies is 437.5 SACHA uses its own scales of 'ceiling rent', as opposed to market rent. Generally the ceiling rent amount is below the market rent amount.
SA	AF4	Not including 293 households for which weekly rent was disclosed but weekly household income wasn't.

Notes—P3

Vic	HS2	See note S1, S8–S12.
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Notes—P4

All	P4	NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below.
NSW	LI2	Providers reported on special needs of households in these additional categories: [a] non-English speaking households, [b] households with support needs, [c] newly arrived migrants, refugees or asylum seekers, [d] other special needs. Households can be in more than one category.
Vic	LI1, LI3, LI4 & P4	See note S1, S8–S12.

Notes—P5

All P5 NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below.

NSW SN1, SN2 Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.
Providers reported on special needs of households in these additional categories: [a] non-English speaking households, [b] households with support needs, [c] newly arrived migrants, refugees or asylum seekers, [d] other special needs. Households can be in more than one category.

Notes—P6

All P6 Data for NSW are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see NSW footnotes below.

NSW PA1, PA2 Includes all applicant types including equivalent waitlist type 'new applicant'. May include households previously housed by another community housing provider.

PA1 Includes needy households that were imminently homeless or living in crisis accommodation.

Vic PA2 & P6 See note S1, S8–S12.

ACT PA1 One provider who assisted 126 of the Territory's 168 new allocations did not systematically collect data according to the 'greatest need' descriptor.

Notes—P7

All P7 Care needs to be undertaken in interpreting small differences in the results that are affected by sample and estimate size.

Not applicable for NT as it chose not to participate in the survey due to its small community housing tenant population.

Data for WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations including sample size and survey response rate, see NFO Donovan Research 2002 (unpublished).

Notes—P8

All DC1–DC4, P8a–c The methodology for calculating P8a–c has been amended for the 2002–03 collection. As such, results may not be comparable to those in the 2001–02 collection report.

NSW DC1 Includes GST. Excludes market rents paid by providers to landlords for private rental properties.

This analysis of costs is based on capital and leasehold properties managed by housing associations on behalf of the Office of Community Housing under the Community Housing Leasing Program. These properties constitute the majority, but not all, of the properties that fall within the scope of this report.

Provider costs are taken from the annual income and expenditure returns provided to the Office by housing associations involved in the CHLP.

Provider costs include: bad debts written off; property management costs including salaries and on costs, other operating costs such as telephone, postage, equipment, training, insurance, travel and office rent; for leasehold properties—leasehold maintenance, provisions e.g. bonds, cleaning, debt collection, water usage; and for capital properties—capital maintenance, water and council rates, insurance, provisions for future repairs and maintenance, cleaning, debt collection, corporate fees, water usage.

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Provider costs are partly funded from grants made to them by the Office of Community Housing. Grants to subsidise market rents are not included here because market rents are excluded from provider costs.

		Provider direct costs (\$21,543,482) represented 8,586 dwellings for which costs were known. These costs have been weighted up to reflect the total dwelling population reported against DC4.
DC2		Administrator costs are estimated by dividing salaries and operating costs between the administration of capital programs/activities and the administration of other relevant programs and activities. Administration costs of capital programs/activities are excluded.
		The Office funded a peak body to provide training and development services to community housing associations. In 2001–02 total payments were \$487,700. This amount is not included.
		This analysis of costs is based on all capital and leasehold properties managed by community housing providers on behalf of the Office of Community Housing under all community housing programs including the Community Housing Leasing Program. These properties include some that do not fall within the scope of this report. However, in order to report on DC2, it is assumed the average administrator cost per property is the same for all properties. The average has been applied to the properties reported in DC4 to estimate DC2.
DC4		This analysis of costs is based on capital and leasehold properties managed by housing associations on behalf of the Office of Community Housing under the Community Housing Leasing Program (part of CHAP). These properties constitute the majority, but not all, of the properties that fall within the scope of this report.
		These dwellings are a subset of the 10,087 properties reported by providers responding to the data collection.
Vic	DC1	Incomplete information as some agencies consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC2	Direct costs of administrator in Victoria include maintenance, rates and charges and in some programs utility expenses.
QLD	DC1	Provider direct costs (\$11,127,400) sourced from survey data represented 3,913 dwellings as at 30/6/02. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC2, P8b	DC2 includes all administrator costs for the year ending 30 June 2002. The variance in this indicator from that reported in the 2001–02 collection report is due to the change in calculation methodology used for the 2002–03 collection. Administrator costs were reduced pro-rata in line with the survey response rate for 2001–02, therefore only represented 60% of the overall costs. For the 2002–03 collection, Administrator Costs represent 100% and have therefore increased the total provided for this indicator.
	DC4	Based on administrative data provided for 2001–02. DC4 from survey data equals 3,913. Note that as the Same House Different Landlord Program was not included in the 2001–02 collection, these figures are not included in this total as at 30 June 2002.
WA	DC1	Provider direct costs (\$5,293,100) sourced from survey data represented 1,484 dwellings due to only 84 responses from provider organisations. These costs have been weighted up to reflect the total dwelling population reported against DC4.
	DC4	There is a discrepancy between OR2 in 2001–02 and DC4 in 2002–03 due to different data sources being used. As survey data were used for OR2 in 2001–02 the figure will be a subset of the total number of dwellings at 30 June 2002 and therefore is not the figure required for DC4 in the 2002–03 collection. WA provided the total number of dwellings at 30 June 2002 for DC4 from administrative data—this is all dwellings, not the subset of dwellings represented in the 2001–02 survey return.
	P8a & P8c	Based on the data estimates calculated in DC1.
Tas	DC1	Provider direct costs (\$713,875) sourced from survey data represented 215 dwellings. These costs have been weighted up to reflect the total dwelling population reported against DC4.

Notes—P9

All	P9	Data for ACT are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see AIHW 2003a table 4.2.7 ACT footnote.
Vic	OR1, OR2 & P9	See note S1, S8–S12.
QLD	OR1	Based on survey data (3,916) and increased pro-rata as administrative data do not include occupancy information. This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
	OR2	See note S15–S20, S28. OR2 from survey data equals 4,073.
SA	OR2	Total number of properties for which there are returns in this year's data collection.
Tas	OR2	Number of CHP-funded properties reflected in survey responses. Administrative data indicate that there are 313 CHP funded properties at 30 June 2003.
NT	OR1	It is estimated that all dwellings are occupied, due to many organisations turning away people seeking accommodation.

Notes—P10

All	P10	NSW data definitions differ from national definitions and data for NSW are not comparable over the 3 years. For details of these variations, see NSW footnote below. Data for the ACT are based on different methodology from that used for their previous years' data and a direct comparison of 2002–03 data with previous years for the ACT cannot be made. For details of these variations, see AIHW 2002 table 5.2.8 ACT footnote.
All	TT1 & P10	Counting rules clarified. May not be comparable to previous years' data.
NSW	TT2 & P10	Providers reported on the number of dwellings occupied at 30 June 2003 which were vacant at any time during the year. If a property was vacant more than once, they reported a single consolidated 'episode' comprising the property and the total number of days vacant for all episodes. They did not separately count multiple episodes for each property. P10 'average time taken for occupancy of vacant stock' calculated using this data is therefore overstated.
SA	TT1	Includes 22 units which were vacant for the full year, pending negotiations with the owners.

Notes—P11

All	P11	Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period. Data for the 2000–01 financial year are reported to provide additional time to collate financial data. Rent charged and collected for 2001–02 comes from the previous year's data collection, i.e. 2001–02, not the current 2002–03 collection. Therefore it relates to a different number of providers and tenant households. In Vic, funding agreements for some community-managed programs do not allow full transparency of rental information. Data for WA are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see AIHW 2003a table 4.2.9 WA footnote
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NSW RA1, RA2 Rent charged and collected for 2001–02 comes from the previous year’s data collection, i.e. 2001–02, not the current 2002–03 collection. Therefore it relates to a different number of providers and tenant households.

Vic RA1, RA2 Funding agreements for some community-managed programs do not allow full transparency of rental information.

National averages

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

P3 National average excludes Vic (HS2) as they were not able to provide a complete set for P3.

P8a National average excludes Vic and NT (DC4) as they were not able to provide a complete set for P8a.

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

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

Appendix 1: P1 and P7 results for 2001

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

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

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

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

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

Source: NFO Donovan Research 2002 (unpublished).

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

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

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

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

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

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

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

Source: NFO Donovan Research 2002 (unpublished).

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

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

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

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

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

Notes

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

Source: NFO Donovan Research 2002 (unpublished).

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