

Community housing 2005–06

**Commonwealth State Housing Agreement
national data reports**

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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

Community housing 2005–06

**Commonwealth State Housing Agreement
national data reports**

January 2007

Australian Institute of Health and Welfare
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Members of the Housing Assistance Unit who processed the data and prepared this report were Melinda Petrie and Sonia Marcolin.

Overview of community housing in 2005–06

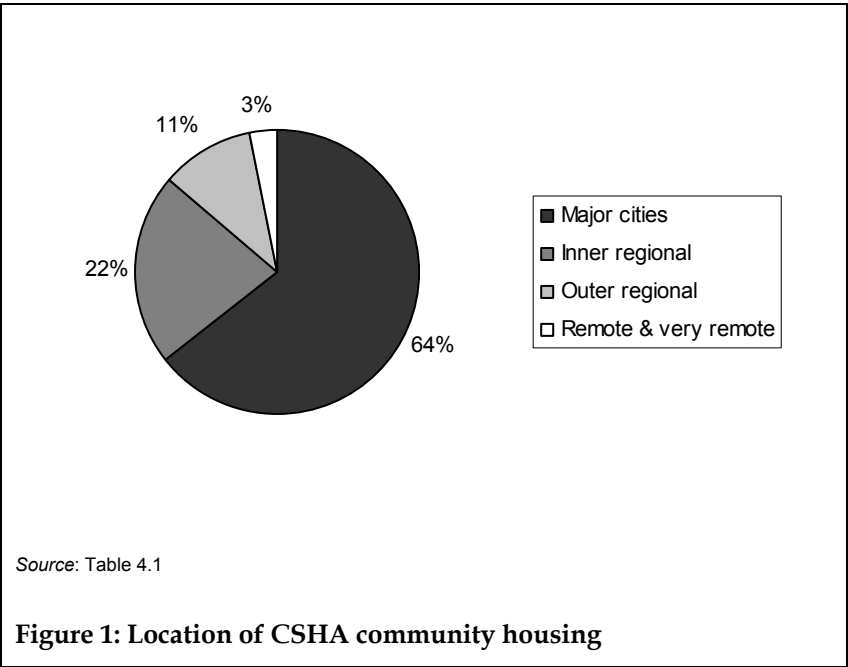
This section presents an overview of the information reported for the 2005–06 Commonwealth State Housing Agreement (CSHA) community housing data collection. It should be noted that some of the figures reported are understated due to survey response rates (refer to Section 3.4 for details).

There were approximately 28,582 households living in community housing in Australia at 30 June 2006. Of these, 6% were identified as Indigenous households, 27% contained household members with a disability and 12% were from a non-English-speaking background.

At 30 June 2006, 90% of community housing households in Australia were low income households. The greatest proportion (66%) of tenants paid more than 20% but not more than 25% of their income in rent, and only 6% of tenants paid more than 30% of their income in rent.

Of the 6,489 new households assisted with community housing in Australia during 2005–06, 68% were households with special needs.

The majority (64%) of CSHA community housing was located in major cities, with 22% in inner regional areas and 11% in outer regional areas. The remaining 3% were located in remote and very remote areas (Figure 1).



In 2005–06 community housing organisations indicated that they offered a range of support services to tenants including information, advice and referral, personal support and community living support.

1 Introduction

This publication is one of a set of three that report on housing assistance provided in 2005–06 under the 2003 CSHA. The three reports are:

- *Community housing 2005–06: Commonwealth State Housing Agreement national data reports* (AIHW forthcoming)
- *Public rental housing 2005–06: Commonwealth State Housing Agreement national data reports* (AIHW 2006c)
- *State owned and managed Indigenous housing 2005–06: Commonwealth State Housing Agreement national data reports* (AIHW 2006d).

These publications are part of the Housing Assistance Data Development Series. This series was initially developed under the 1999 National Housing Data Agreement (NHDA) and the 1999 Agreement on National Indigenous Housing Information to report on the data collections and the associated standards, definitions and classifications under these agreements. Related publications in the series include the *National housing assistance data dictionary* Version 3 and *Measuring housing assistance: national data standards developed under the 1999 Commonwealth State Housing Agreement*.

The 2005–06 community housing data collection is the third to occur under the 2003 CSHA, and the seventh to occur under the 1999 NHDA. Previous reports are available from <www.aihw.gov.au>.

This document presents the summary and performance indicator data collected in the 2005–06 community housing data collection. The specifications for each of the ten performance indicators collected and reported for community housing are briefly examined along with the data.

2 Background

The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. To ensure these aims are being met, all jurisdictions and the Commonwealth have agreed to a CSHA National Performance Indicator Framework (Figure 2). This contains eleven indicators against which all jurisdictions must report.

A review of the CSHA National Performance Indicator Framework was conducted by the National Housing Data Agreement Management Group in November 2005. As a result of this, Turnaround time (P10) is no longer reported for community housing due to the complex and diverse nature of tenant allocation processes for community housing which impact on data quality.

Further detail on the data items and performance indicators can be found in the 2005–06 community housing data manual (AIHW 2006a) and the *National housing assistance data dictionary, Version 3* (AIHW 2006b). Copies of these documents can be found at www.aihw.gov.au/housing/assistance/data_collections/index.cfm and www.aihw.gov.au/publications/index.cfm/title/10187 respectively.

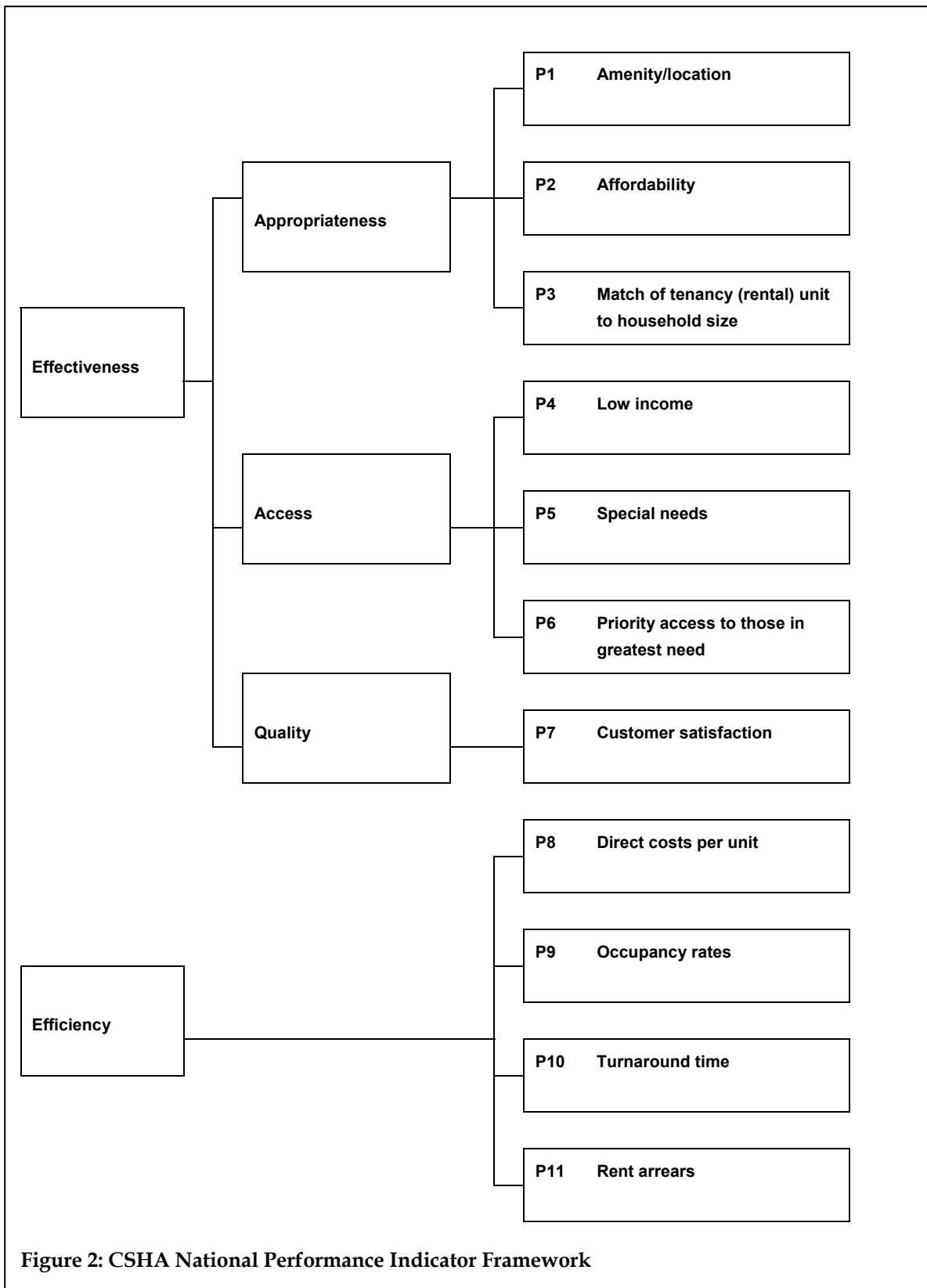


Figure 2: CSHA National Performance Indicator Framework

3 General notes

Data in this report should be read in conjunction with the *Community housing data manual 2005–06* which can be downloaded from http://www.aihw.gov.au/housing/assistance/data_collections/index.html.

3.1 Data sources: administrative and survey data


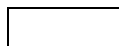
The community housing data are produced from both administrative and survey data. The data sources comprise the following:

- administrative data: unit record level dwelling and community housing provider information stored in state and territory information systems
- CSHA data collection survey data: information provided by individual community housing providers on their organisation, dwellings managed, tenants assisted and the costs associated with providing community housing. The survey is undertaken at either an aggregate or unit record (i.e. household) level. States and territories are responsible for managing the survey process. Currently, three jurisdictions (New South Wales, Queensland and Tasmania) undertake the survey at the aggregate level and four jurisdictions (Victoria, Western Australia, South Australia and Australian Capital Territory) undertake the survey at the household level. The Northern Territory does not currently survey their community housing providers.
- Community housing National Social Housing Survey (NSHS) data: a survey of community housing tenants that includes information pertaining to tenant satisfaction undertaken in 2005 by TNS Social Research for the Housing Ministers' Advisory Committee.

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

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

The two types of data sources are differentiated in the tables in this report. Shaded cells pertain to administrative data and unshaded cells pertain to survey data.

-  Denotes results pertaining to administrative data
-  Denotes results pertaining to survey data

3.2 Symbols

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

3.3 Data qualifications

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

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations which respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. National performance indicator percentages are calculated using only those states and territories where complete information is available and valid (i.e. both numerator and denominator are available and valid).
3. Household and dwelling information from community housing providers for whom CSHA funds were provided as one-off grants many years ago is generally not available. Therefore, it is excluded from reporting.
4. For Victoria the following community housing programs are outside the scope of the collection:
 - Crisis Accommodation properties and properties under the Transitional Housing Management program. These are reported under the Crisis Accommodation Program data collection.
 - Joint venture arrangements where the state housing authority has an equity interest in properties by contributing a portion of capital funding. No recurrent funding is provided to those providers managing joint venture programs and they are not required to provide financial or household information to the state housing authority.
5. For Queensland dwelling descriptors are derived from the 2005–06 CSHA data collection administrative file and household descriptors from the 2005–06 CSHA data collection survey.
6. This is the first year that Western Australia has undertaken a unit record level survey instead of an aggregate survey. This methodology is expected to improve data quality and reliability in the longer term. However, due to the methodology change, results for 2005–06 are not comparable with results in earlier years.

7. The transfer of approximately 170 tenancies to the community housing program has impacted on the data for community housing in the Australian Capital Territory, resulting in increases in most measures relating to the number of tenancies.

3.4 Changes to the 2005–06 data collection

3.4.1 Deleted data items

The data items: 'total number of days that tenancy (rental) units are vacant for year ending' (TT1); the 'total number of vacancy episodes for year ending' (TT2); and the 'turnaround time' performance indicator (P10) have been removed from the community housing data collection due to reporting issues associated with the complex and diverse nature of tenant allocation processes for community housing.

3.4.2 Revised data items and performance indicators

The terminology used in the summary data item S6 has been amended from 'disability household' to 'households containing a member with a disability'.

3.5 Survey data coverage

3.5.1 CSHA data collection survey

Table 3.1 shows the survey response rates for each jurisdiction.

Table 3.1: Jurisdiction CSHA data collection survey response rates

Jurisdiction	Response rate	Comments
NSW	71%	125 providers of the 225 in the population responded to the NSW Community Housing Data Collection, with 48 of the organisations exempted as the properties managed by them do not fall into the scope of the survey at the time of reporting. The response rate is thus 71%. The CSHA funded properties managed by responding providers account for 90% of the total portfolio.
Vic	96%	The survey questionnaire was distributed to 177 providers and 169 responded (96%). Survey responses from two providers were not included due to incomplete information.
Qld	68%	The CSHA data collection survey was sent to organisations funded under four programs: Boarding House Program, Community Rent Scheme, Long Term Community Housing and Same House Different Landlord. Organisations were sent separate surveys for each type of funding they received, so some organisations completed more than one survey. The number of useable surveys received was 246, out of a total of 362 sent to 332 organisations, giving a response rate of 68%. Non-responding organisations manage a smaller number of dwellings than organisations that responded to the survey, so responses received relate to 91% of all dwellings.
WA	69%	This is the first year WA has undertaken the survey at the unit record level.
SA	83%	The CSHA funded properties managed by corresponding providers account for 92% of the total portfolio.
Tas	68%	32 of the 47 providers responded to the Community Housing Data Collection. The CSHA funded properties managed by corresponding providers account for 70% of the total portfolio.
ACT	90%	9 providers of the 10 in the population responded to the Community Housing Data Collection. The CSHA funded properties managed by corresponding providers account for 96% of the total portfolio.
NT	..	Only administrative data have been used.

3.5.2 Community housing NSHS

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

3.6 Definitions

The *National housing assistance data dictionary* Version 3 was the authoritative source of data definitions and standards for this collection (AIHW 2006b).

Community housing

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

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

The definition of *community housing* therefore incorporates:

- properties leased for the provision of community housing (head-leasing), provided the tenancy management function is undertaken by a community provider

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

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

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

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

Dwelling

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

Household

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

Tenancy (rental) unit

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

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

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

Low income household

For the purpose of this collection, a low income household is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

4 2005–06 CSHA community housing data

4.1 Summary data

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

- S10 and S11 add context when analysing data for 'Priority access to those in greatest need' (P6)
- S12 and S13 add context when analysing data for 'Occupancy rates' (P9).

However, some summary data are independent of performance indicators and provide additional information about community housing that is not collected via the performance indicators. In particular, summary items about community housing providers (S29–S39), the location of dwellings (S21–S26) and the number and size of boarding houses (S28a–S28c) attempt to inform about community housing programs.

Table 4.1: CSHA community housing summary data, 2005–06

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2006										
S1	Total number of new households assisted for year ending 30 June 2006	2,518	893	1,637	487	594	59	301	n.a.	6,489
S2	Total number of new Indigenous households assisted for year ending 30 June 2006	195	32	171	45	23	3	12	n.a.	481
S3	Total number of households assisted for year ending 30 June 2006 that were homeless at the time of allocation	857	486	717	165	419	12	36	n.a.	2,692
At 30 June 2006										
S4	Total number of households at 30 June 2006	11,844	4,176	4,791	2,800	3,817	467	687	n.a.	28,582
S5	Total number of Indigenous households at 30 June 2006	661	56	725	121	65	11	24	n.a.	1,663
S6	Total number of disability households at 30 June 2006	2,259	1,711	1,228	812	1,539	102	67	n.a.	7,718
S7	Total number of households from a non-English-speaking background at 30 June 2006	2,368	226	341	92	477	16	47	n.a.	3,567
S8	Total number of households with a principal tenant aged 24 years or less at 30 June 2006	659	212	425	102	322	75	124	n.a.	1,919
S9	Total number of households with a principal tenant aged 75 years or more at 30 June 2006	999	140	725	272	274	77	9	n.a.	2,496
S10	Total number of new applicants who have a greatest need at 30 June 2006	7,343	852	8,186	1,432	1,155	287	230	n.a.	19,485
S11	Total number of applicants on waiting list at 30 June 2006	18,220	983	10,774	2,514	3,835	404	253	n.a.	36,983
S12	Total number of tenantable tenancy (rental) units at 30 June 2006	11,487	4,295	5,388	2,333	4,348	467	745	87	29,150
S13	Total number of untenable tenancy (rental) units at 30 June 2006	57	81	54	23	92	1	16	0	324
S14	Number of households paying 20% or less of assessable income in rent at 30 June 2006	2,554	494	283	67	368	34	195	n.a.	3,995
S15	Number of households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2006	8,248	2,270	3,419	197	2,025	64	209	n.a.	16,432
S16	Number of households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2006	492	135	571	127	1,258	150	41	n.a.	2,774

(continued)


Table 4.1 (continued): CSHA community housing summary data, 2005–06


Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
S17	Number of households paying more than 30% of assessable income in rent at 30 June 2006	161	366	141	562	165	66	78	n.a.	1,539
S18	Total number of households occupying community housing for whom income details are known at 30 June 2006	11,455	3,265	4,414	953	3,816	314	523	n.a.	24,740
S19	Number of households with moderate overcrowding at 30 June 2006	244	44	132	43	114	9	27	n.a.	613
S20	Number of households with under-utilisation at 30 June 2006	674	286	173	130	819	17	12	n.a.	2,111
S21	Total number of tenancy (rental) units in Major Cities of Australia at 30 June 2006	8,685	3,186	2,031	1,020	3,731	0	765	0	19,418
S22	Total number of tenancy (rental) units in Inner Regional Australia at 30 June 2006	3,029	1,055	1,356	484	364	298	0	0	6,586
S23	Total number of tenancy (rental) units in Outer Regional Australia at 30 June 2006	941	196	1,466	250	193	167	0	62	3,275
S24	Total number of tenancy (rental) units in Remote Australia at 30 June 2006	14	14	231	109	56	3	0	18	445
S25	Total number of tenancy (rental) units in Very Remote Australia at 30 June 2006	4	0	358	6	4	0	0	7	379
S26	Total number of tenancy (rental) units in Migratory areas at 30 June 2006	0	0	0	0	0	0	0	0	0
S27	Total number of head-leased dwellings (private) at 30 June 2006	5,552	0	1,691	583	0	22	137	0	7,985
S28a	Total number of boarding/rooming/lodging house buildings at 30 June 2006	na	84	16	82	0	0	24	0	206
S28b	Total number of boarding/rooming/lodging house units at 30 June 2006	na	201	256	1	0	0	42	0	500
S28c	Total number of boarding/rooming/lodging house rooms at 30 June 2006	na	742	230	205	0	0	286	0	1,463
S29	Total number of community housing providers at 30 June 2006	230	167	332	108	118	47	9	20	1,031
S30	Total number of housing associations at 30 June 2006	42	5	78	19	48	22	5	0	219
S31	Total number of housing cooperatives at 30 June 2006	39	116	20	9	70	7	1	0	262
S32	Total number of other community service organisations at 30 June 2006	149	46	146	80	0	18	3	20	462

(continued)

Table 4.1 (continued): CSHA community housing summary data, 2005–06

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
S33	Total number of community housing providers at 30 June 2006 that were able to offer daily living support to households	n.a.	18	54	33	48	10	3	n.a.	166
S34	Total number of community housing providers at 30 June 2006 that were able to offer personal support to households	n.a.	23	75	37	48	13	4	n.a.	200
S35	Total number of community housing providers at 30 June 2006 that were able to offer community living support to households	n.a.	24	56	34	48	11	5	n.a.	178
S36	Total number of community housing providers at 30 June 2006 that were able to offer support for children, families and carers	n.a.	8	37	19	48	6	0	n.a.	118
S37	Total number of community housing providers at 30 June 2006 that were able to offer training and employment support to households	n.a.	11	17	14	118	3	2	n.a.	165
S38	Total number of community housing providers at 30 June 2006 that were able to offer financial and material assistance to households	n.a.	12	45	14	0	7	3	n.a.	81
S39	Total number of community housing providers at 30 June 2006 that were able to offer information, advice and referral to households	n.a.	29	94	40	118	13	6	n.a.	300

 Denotes results pertaining to administrative data.

 Denotes results pertaining to survey data.

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

Notes

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

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

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

S6 Disability is defined in the NSW Community Housing Data Collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. This includes; intellectual, physical, sensory and psychiatric disabilities.

	S10, S11	Refers to all applicants on the waiting list at 30 June 2006, not just those who joined the waiting list during 2005–06. Applicants may appear on waiting lists of more than one community housing provider.
	S21–S26	The number of properties classified by the Australian Standard Geographical Classification in S21–S26 is more than the total number of properties reported elsewhere in this CSHA data collection. Properties reported elsewhere are under-counted due to non-response to the data collection.
Vic	S1, S2, S3, S10, S13	Does not include households and properties under the Common Equity Rental Cooperative program (107 providers, and 36 per cent of current long-term community housing tenancies in Victoria as at 30 June 2006) due to data limitations.
	S2, S5	Indigenous households generally access long term accommodation through the General Rental Program of housing managed by the Aboriginal Housing Board of Victoria. Some Indigenous households may also be unreported as data is reliant on Indigenous self-identification.
	S11	There is no centralised waiting list for community housing clients. Some providers retain their own waiting lists where there is a regular turnover of tenancies. Clients also directly access community housing through local government, other community organisations and governments providers. Excludes data from the Common Equity Rental Cooperative program due to data limitations.
	S16, S17	Some providers have also included service charges and board in rent. Office of Housing policy is to not charge greater than 25% of household income in rent for community-managed programs.
Qld	S2	May be an underestimate, as only 202 out of a possible 362 responses were received for this question; a response rate of 56%. A small number of organisations that assisted relatively large numbers of new Indigenous households in 2004–05 did not respond to the survey in 2005–06.
	S5	May be an underestimate, as only 98 out of a possible 362 responses were received for this question; a response rate of 27%. A small number of organisations that assisted relatively large numbers of Indigenous households in 2004–05 did not respond to the survey in 2005–06
	S8	May be an underestimate, as only 80 out of a possible 362 responses were received for this question; a response rate of 22%. One particular organisation that assisted a relatively large number of tenants aged 24 years or less in 2004–05 did not respond to the survey in 2005–06.
	S11	Organisations currently have separate wait lists, so the figure of 10,774 includes an unknown number of households who applied to more than one organisation. It is also not known whether all applicants on the wait lists were still eligible for community housing as at 30 June 2006, or whether they still wished to pursue their applications. The Department of Housing is currently implementing a new policy direction, which will include the development of a common waitlist, thereby ensuring that each applicant household is only counted once.
	S12, S13	Sources: CSHA data collection administrative file 2005–06 and CSHA data collection survey 2005–06 The survey responses were used to calculate the percentages of tenantable (99%) and untenable (1%) tenancy (rental) units. The numbers of tenantable and untenable dwellings were then estimated based on the total number of dwellings from the administrative file (5,442).
	S19, S20	May be an underestimate, as only 186 out of a possible 362 responses were received for this question; a response rate of 51%.
	S28a,b,c	These data are sourced from the CSHA data collection survey 2005–06, as Queensland's administrative information system does not use these categories. Based on the CSHA data collection administrative file 2005–06, the number of rental (tenancy) units for the Boarding House Program is 571.
	S29	Sourced from the CSHA data collection administrative file 2005–06.
	S30–S39	Sourced from the CSHA data collection survey 2005–06.
WA	S21–S26	There are significant data quality issues which have impacted on these data items.
SA	S1	Sourced from waiting list data representing 82% of groups and 88.5% of all dwellings.
	S2	Sourced from main data collection form representing 83% of groups and 92% of dwellings.
	S3	Sourced from waiting list data of applicants assessed in 2005–06 and identified as Category 1 applicants.
	S8, S9	May be undercounted due to missing information for main tenant date of birth.

	S9	This figure is significantly reduced from that reported in 2004–05 as a result of increased accuracy in the 2005–06 data.
	S10	May be undercounted as one organisation assessed more than 200 households but were unable to provide greatest need information.
	S11	Significant increase in wait list numbers from previous years may be a result of increased referrals from public housing offices around the state.
	S13	Significantly higher than the previous year's data as figures supplied in the 2004–05 data collection were incorrect. Please note the correct figure for 2004–05 is 101.
	S14–S18	For some households with unknown income details, assessable income was calculated as weekly rent paid multiplied by four in line with rent policy.
	S19, S20	Excludes households for which household composition was not known.
Tas	S12, S13, S21–S26	Data are from a survey of community housing providers. The total number of dwellings reported here may differ from numbers reported from jurisdiction administrative data. Due to the response rate and data quality issues, results should be interpreted with caution.
NT	S12, S13	It is assumed that all dwellings are tenable.

4.2 Performance indicators

4.2.1 P1 Amenity and location

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

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

1. P1(a) Amenity

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

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

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

2. P1(b) Location

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

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

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

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

Calculation

The indicators are calculated as:

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

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

Data qualifications

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

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

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

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

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

Notes

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

Source: TNS Social Research 2005.

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

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

(continued)

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

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

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

Notes

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

Source: TNS Social Research 2005.

4.2.2 P2 Affordability

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

This is calculated as:

$$\frac{\text{Total household assessable income for week of 30 June 2006 (AF2)} - \text{Total rent charged to tenants for week of 30 June 2006 (AF1)} \times 100}{\text{Total household assessable income for week of 30 June 2006 (AF2)}}$$

Data qualifications

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

Table 4.2.2: CSHA community housing: P2 Affordability, 2005–06

Data item	Affordability	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
AF1	Total rents charged for week of 30 June 2006 (\$'000)	1,351.9	304.4	752.9	142.6	367.7	34.1	52.5	5.6	3,011.7
AF2	Total household assessable income for week of 30 June 2006 (\$'000)	6,172.0	1,271.4	2,442.4	564.8	1,504.1	104.0	233.7	n.a.	12,292.3
P2	The proportion of household income left after rent (%)	78.1	76.1	69.2	74.7	75.6	67.2	77.5	n.a.	75.5

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P2	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3.
Vic	AF1, P2	Funding arrangements for some community-managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board.
	P2	The reported results for this indicator are based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2006 and total household assessable income for that week. As a result, 1,388 households with missing information have been excluded.
Qld	AF1	Includes Commonwealth Rent Assistance, as specified in the Community Housing Rent Policy.
	AF2	Does not include Commonwealth Rent Assistance, as specified in the Community Housing Rent Policy.
	AF1, AF2	Only the data provided by the 179 organisations who responded to both AF1 and AF2 were used for these descriptors.
WA	P2	The reported results for this indicator are based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2006 and total household assessable income for that week.
SA	AF2	For some households with unknown income details, assessable income was calculated as weekly rent paid multiplied by four in line with rent policy.
Tas	P2	Excludes data from 11 community housing organisations with missing information.
ACT	AF1	Rent charged in boarding houses may include utility costs.
	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2006 and total household assessable income for that week. As a result, 238 households with missing information are excluded from the calculation. Rent charged in boarding houses may include utilities costs.
Total	P2	National total excludes NT (AF1) as they were not able to provide a complete data set for P2.

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

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

It is calculated as:

$$\frac{\text{Total number of households with overcrowding at 30 June 2006 (HS1)} \times 100}{\text{Total number of households occupying community housing at 30 June 2006 for which household composition and tenancy (rental) unit details are known (HS2)}}$$

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

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

For sole parent or couple households with more than four children the dwelling size in terms of bedrooms should be the same value as the total number of children in the household.

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

Data qualifications

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

Table 4.2.3: CSHA community housing: P3 Match of tenancy (rental) unit to household size, 2005–06

Data item	Match of tenancy (rental) unit to household size	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
HS1	Total number of households with overcrowding at 30 June 2006	76	3	106	3	9	4	4	n.a.	205
HS2	Total number of households occupying community housing for which household composition and tenancy (rental) unit details are known at 30 June 2006	11,624	3,256	4,424	2,061	3,799	252	666	n.a.	26,082
P3	The proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	0.7	0.1	2.4	0.1	0.2	1.6	0.6	n.a.	0.8

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P3	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3.
Vic	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.
WA	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.
SA	HS1	Excludes households for which household composition was not known.
ACT	P3	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.

4.2.4 P4 Low income

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

It is calculated as:

$$\frac{\text{Total number of all low income households at 30 June 2006 (LI1)} \times 100}{\text{Total number of all households at 30 June 2006 for which income and household composition details are known (LI2)}}$$

Total number of all households at 30 June 2006 for which income and household composition details are known (LI2)

Data qualifications

1. The low income measure used in the community housing collection is based on the low income B cut-offs used in the public rental housing data collection. This is the point at which households are no longer eligible for income support benefits. Details can be downloaded from <www.aihw.gov.au/housing/unit_publications/index.cfm>.
2. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
3. Data for Western Australia are not comparable to that from previous years because of changes in the survey methodology.

Table 4.2.4: CSHA community housing: P4 Low income, 2005–06

Data item	Low income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
L11	Total number of all low income households at 30 June 2006	10,613	2,050	3,763	727	3,702	271	419	n.a.	21,545
L12	Total number of all households for which income and household composition details are known at 30 June 2006	11,817	2,185	4,593	743	3,803	285	429	n.a.	23,855
P4	The number of low income households as a proportion of all households (new and existing) (%)	89.8	93.8	81.9	97.8	97.3	95.1	97.7	n.a.	90.3

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P4	Data for 2004–05 are not comparable to that from previous years because of changes in the definition of a low income household as well as variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3.
NSW	L11	Underestimates the number of low income households, as the data collection data can only identify households where the main source of income is either (1) a government pension or allowance; or (2) child support of maintenance; or (3) no income.
	L12	Number of households where the main source of income is known. The figure does not refer to household composition.
Vic	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. This resulted in a significant proportion of households being excluded from the calculation and results should be interpreted with caution.
WA	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded. This resulted in a significant proportion of households being excluded from the calculation and results should be interpreted with caution.
SA	L11	Share households with two people were treated as a couple to determine low income status. For some households with unknown income details, income was calculated as weekly rent paid multiplied by four in line with rent policy.
	L12	For some households with unknown income details, income was calculated as weekly rent paid multiplied by four in line with rent policy.
Tas	P4	Excludes data from four community housing organisations with missing information.
ACT	P4	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. This resulted in a significant proportion of households being excluded from the calculation and results should be interpreted with caution.

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:

$$\frac{\text{Total number of new households with special needs for year ending 30 June 2006 (SN1) x 100}}{\text{Total number of new households for year ending 30 June 2006 for whom details of whether or not they had special needs are known (SN2)}}$$

Special need² is defined as low income households:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where the principal tenant is aged 24 years or under; or
- where the principal tenant is aged 75 years or more (AIHW 2006a).

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
2. Data for Western Australia are not comparable to that from previous years because of changes in the survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2005–06 are based on a different methodology from that used in 2004–05. A direct comparison of 2005–06 with the previous year for Tasmania may not be made.

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2. The definition of 'Special need' in the CSHA state owned and managed Indigenous housing data collection is different from that used in mainstream CSHA data collections. Special need is defined in the CSHA state owned and managed Indigenous housing data collection as low income households:
 - that have a household member with a disability; or
 - where a principal tenant is aged 24 years or under; or
 - where a principal tenant is aged 50 years or more.

Table 4.2.5: CSHA community housing: P5 Special needs, 2005–06

Data item	Special needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2006										
SN1	Total number of new households with special needs for year ending 30 June 2006	1,717	530	662	250	293	33	93	n.a.	3,578
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2006	2,301	841	925	397	465	38	263	n.a.	5,230
P5	The proportion of new tenancies allocated to households with special needs (%)	74.6	63.0	71.6	63.0	63.0	86.8	35.4	n.a.	68.4

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P5	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3. New South Wales definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2005–06 are based on a different methodology from that used in 2004–05. A direct comparison of 2005–06 with the previous year for Tasmania may not be made. For details of the variation, see the Tasmania footnote below.
NSW	SN1, SN2	May include households previously housed by another community housing provider. Household types reported with special needs include (1) Indigenous households; (2) non-English speaking households; (3) disability households; (4) households with support needs; (5) older person households (principal resident over 75 years); (6) young person households (principal resident less than 24 years old); (7) newly arrived migrants, refugees or asylum seekers; and (8) other special needs.
	SN1	Disability is defined in the NSW Community Housing data collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes; intellectual, physical, sensory and psychiatric disabilities.
Vic	SN1, SN2, P5	Does not include households under the Common Equity Rental Cooperative program (107 providers, and 36% of current long-term community housing tenancies in Victoria as at 30 June 2006) due to data limitations.
Tas	SN1, SN2	In 2005–06, organisations provided special need details for 33 households out of a total of 38 where they were known. In 2004–05, due to data quality issues, the total number of new allocations was used to derive P5, with special need details being provided for only 7 of 43 new households.
	P5	Excludes data from one community housing organisations with missing information.
ACT	SN1, SN2, P5	Two special needs providers have not been included. An Indigenous provider funded under the CSHA mainstream Community Housing program is included in the Indigenous Community Housing collection. A disability provider did not participate in the survey.

4.2.6 P6 Priority access to those in greatest need

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

It is calculated as:

$$\frac{\text{Total number of new greatest need households for year ending 30 June 2006 (PA1)} \times 100}{\text{Total number of new households for year ending 30 June 2006 (PA2)}}$$

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

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

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

Data qualifications

1. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
2. Data for Western Australia are not comparable to that from previous years because of changes in the survey methodology. A direct comparison of 2005–06 with the previous year for Tasmania may not be made due to data quality issues.

Table 4.2.6: CSHA community housing: P6 Priority access to those in greatest need, 2005–06

Data item	Priority access to those in greatest need	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2006										
PA1	Total number of new greatest need allocations for year ending 30 June 2006	1,773	665	1,230	217	419	17	289	n.a.	4,610
PA2	Total number of new households for year ending 30 June 2006	2,518	893	1,637	487	594	59	301	n.a.	6,489
P6	The proportion of new allocations to those in greatest need (%)	70.4	74.5	75.1	44.6	70.5	28.8	96.0	n.a.	71.0

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P6	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
		Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3. A direct comparison of 2005–06 with the previous year for Tasmania may not be made. For details of the variation, see the Tasmania footnote below.
NSW	PA1, PA2 PA1	May include households previously housed by another community housing provider. Includes needy households who were imminently homeless or living in crisis accommodation
Vic	PA1, PA2, P6	Does not include allocations to properties under the Common Equity Rental Cooperative program (107 providers, and 36% of current long-term community housing tenancies in Victoria as at 30 June 2006) due to data limitations.
Tas	PA1	Significant data quality issues have impacted on the P6 result. Organisations provided greatest need details for only 17 of the 59 households allocated a community housing home during 2005–06, compared to 28 out of 43 for the previous year.

4.2.7 P7 Customer satisfaction

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

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

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

The level of overall satisfaction is calculated as:

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

For reporting, overall satisfaction is disaggregated into:

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

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

Data qualifications

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

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

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

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

Notes

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

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

Calculations are based on weighted figures.

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

Source: TNS Social Research 2005.

4.2.8 P8 Direct costs per unit

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

Direct costs are divided into costs borne by:

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

These are calculated as:

$$\text{P8a} = \frac{\text{Provider direct costs for year ending 30 June 2005 (DC1)}}{\text{Total number of tenancy (rental) units at 30 June 2005 (DC4)}}$$

$$\text{P8b} = \frac{\text{Administrator direct costs for year ending 30 June 2005 (DC2)}}{\text{Total number of tenancy (rental) units at 30 June 2005 (DC4)}}$$


$$\text{P8c} = \frac{\text{Total direct costs for year ending 30 June 2005 (DC3)}}{\text{Total number of tenancy (rental) units at 30 June 2005 (DC4)}}$$


Data qualifications

1. The 2005–06 community housing data collection reports on 2004–05, not 2005–06, direct costs. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households.
2. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, there may be variation in the costs that are included because of the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs.
3. Data for Western Australia are not comparable to that from previous years because of changes in the survey methodology. A direct comparison of 2005–06 with the previous year for New South Wales, South Australia and Tasmania may not be made.

Table 4.2.8: CSHA community housing: P8 Direct costs per unit, 2004–05

Data item	Direct costs per unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
DC1	Provider direct costs for year ending 30 June 2005 (\$'000)	86,192.2	14,385.1	27,858.0	21,220.0	14,685.0	3,590.6	1,479.1	n.a.	169,410.0
DC2	Administrator direct costs for year ending 30 June 2005 (\$'000)	4,314.3	6,348.0	1,260.0	638.9	15,423.0	1,796.0	na	n.a.	29,780.1
DC3	Total direct costs for year ending 30 June 2005 (\$'000)	90,506.5	20,733.1	29,118.0	21,858.9	30,108.0	5,386.6	na	n.a.	197,711.1
DC4	Total number of tenancy (rental) units at 30 June 2005	9,628	3,110	5,286	2,728	4,304	474	565	115	26,210
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	8,952	4,625	5,270	7,779	3,412	7,575	2,618	n.a.	6,492
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	448	2,041	238	234	3,583	3,789	na	n.a.	1,166
P8c	The average cost of providing assistance (excluding capital) per dwelling (\$)	9,400	6,667	5,509	8,013	6,995	11,365	na	n.a.	7,744

 Denotes results pertaining to administrative data.

 Denotes results pertaining to survey data.

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

Notes

- All P8 Data for the 2004–05 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households.
- Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, there may be variation in the costs that are included because of the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs.
- Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3. A direct comparison of 2005–06 with the previous year for New South Wales, South Australia and Tasmania may not be made. For details of the variation, see the New South Wales, South Australia and Tasmania footnotes below.
- NSW DC1 This item includes leasing payments to landlords for leasehold properties. In 2004–05, 45% of NSW community housing properties were leasehold, which represents more than 65% of the national leasehold portfolio. Leasing costs therefore comprise a significant component of the direct costs to providers in NSW. The increase reported for this item largely arises from increases in three key areas: (1) increase in leasing payments due to market conditions and additional leases (40% of the total increase); (2) increase in amount allocated for capital provision to ensure adequate funds are set aside by providers to meet future repairs and maintenance liabilities (25% of the total increase); (3) increase in salaries due to an increase in the Supported Accommodation and Crisis Services award (10% of the total increase). The figure reported is also exclusive of GST, which was included in the 2004–05 collection.
- The methodology was revised for the 2005–06 collection to exclude GST as housing providers can claim back the GST component of their expenditure as a not for profit entity. The comparable provider direct cost reported in 2004–05 is \$79,749,240 for the financial year of 2003–04.
- DC2 The increase in administrator costs is mostly attributable to the Performance Based Registration System, and the implementation of a new information and reporting system (which was introduced in 2003–04 and fully implemented in 2004–05). These resulted in additional costs for the Office of Community Housing, but enable more accurate and reliable assessments of provider performance. The new information system also streamlines reporting for providers. In addition, the proportion of administration costs related to asset maintenance for CSHA properties has been reviewed. After review, the proportion was increased from 10% to 25% to better reflect the current operating environment.

	DC4	Number of properties in programs for which detailed provider costs are available.
	P8a, P8c	The increase in provider cost per dwelling from 2003–04 is 2% and is in line with the CPI.
Vic	DC1, P8	Incomplete information from some providers as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.
	DC1	Provider direct costs (\$9,167,599) sourced from survey data represented 1,982 dwellings at 30 June 2005. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4.
	P8a	The reported results for this indicator are based on survey responses from organisations which provided data on both provider direct costs for year ending 30 June 2005 and total number of tenancy (rental) units at 30 June 2005. As a result, 4 community housing organisations with missing information have been excluded.
	DC2, P8	Direct administrator costs in Victoria are derived from administrative data and include maintenance, rates, grants, services and charges and tenant utilities and other operating expenses.
	P8	Does not include properties under the Common Equity Rental Cooperative program (107 providers, and 36% of current long-term community housing tenancies in Victoria as at 30 June 2006) due to data limitations.
Qld	DC1	The provider direct costs (\$23,995,165) are sourced from the CSHA data collection survey 2005–06 and relate to 4,553 tenancy (rental) units at 30 June 2005. These costs have been weighted up to reflect the same number of dwellings as reported against DC4.
	DC2	These costs are sourced from the department's financial information system.
	P8a, P8b	P8a is sourced from the CSHA data collection survey 2005–06 and weighted up as indicated at the footnote for DC1, whereas P8b is sourced from the CSHA data collection administrative file 2005–06.
WA	DC1, P8a	The reported results for this indicator are based on survey responses from organisations which provided data on both provider direct costs for year ending 30 June 2005 and total number of tenancy (rental) units at 30 June 2005. For some organisations, provider costs may include other non-housing costs.
	DC2	Administrative direct costs (\$863,000) sourced from administrative data represented 3,685 dwellings. These costs have been weighted down to reflect the same dwelling numbers as reported against DC4.
SA	DC1	Includes \$905,000 of grant funding provided by the South Australian Community Housing Authority.
	P8b	Significantly higher than the previous year's data as figures supplied in the 2004–05 data collection were incorrect. Figures for the 2003–04 period reported in the 2004–05 data collection were based on operating costs alone and did not include finance costs such as interest on loans.
Tas	DC1	Provider direct costs (\$2,333,161) sourced from survey data represented 308 dwellings at 30 June 2005. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4. Data for these items are from a survey of community housing providers. Overall results against these indicators are influenced by data quality issues. Results should be interpreted with caution.
	P8a	Excludes data from eight community housing organisations with missing information.
ACT	DC2, DC3, P8b, P8c	It is not possible to report administrator costs as community housing was not separately identified in accounts.
Total	P8a	National total excludes NT (DC4) as they were not able to provide a complete data set for P8a.
	P8b	National total excludes ACT and NT (DC4) as they were not able to provide a complete data set for P8b.
	P8c	National total excludes 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:

$$\frac{\text{Total number of occupied tenancy (rental) units at 30 June 2006 (OR1)} \times 100}{\text{Total number of tenancy (rental) units at 30 June 2006 (OR2)}}$$

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

Data qualifications

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

Table 4.2.9: CSHA community housing: P9 Occupancy rates, 2005–06

Data item	Occupancy rates	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2006										
OR1	Total number of occupied tenancy (rental) units at 30 June 2006	11,358	4,176	5,292	2,800	3,817	467	687	87	28,684
OR2	Total number of tenancy (rental) units at 30 June 2006	11,544	4,458	5,442	2,974	3,955	468	765	87	29,693
P9	The occupancy rate of rental housing stock (%)	98.4	93.7	97.2	94.1	96.5	99.8	89.8	100.0	96.6

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

Notes

All	P9	Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3.
Vic	OR1, P9	Vacancy rates in some community housing programs such as Group Housing for people with disabilities may be affected by the program model, which provides multiple tenancy arrangements in the same dwelling. In these cases, the agency is required to match disabled clients in shared accommodation, which can increase the number of vacancy units at a point in time and turnaround times.
Qld	OR1	Sources: CSHA data collection administrative file 2005–06 and CSHA data collection survey 2005–06 The survey responses were used to calculate the percentage of occupied tenancy (rental) units (97.24%). The number of occupied dwellings was then estimated based on the total number of dwellings in the administrative file (5,442). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
Tas	P9	Data are from a survey of community housing providers. The total number of dwellings reported here may differ from numbers reported from jurisdiction administrative data. Due to the response rate and data quality issues, results should be interpreted with caution.
NT	P9	It is assumed that all dwellings are occupied because of many organisations turning away people seeking accommodation.

4.2.10 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:

$$\frac{\text{Total rent collected from tenants for year ending 30 June 2005 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2005 (RA2)}}$$

Data qualifications

1. The 2005–06 community housing data collection reports on 2004–05, not 2005–06, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households.
2. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
3. Data for Western Australia are not comparable to that from previous years because of changes in the survey methodology.

Table 4.2.10: CSHA community housing: P11 Rent arrears, 2004–05

Data item	Rent arrears	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2005										
RA1	Total rent collected from tenants for year ending 30 June 2005 (\$'000)	46,684.9	10,749.7	21,266.9	11,821.9	17,523.9	2,067.6	986.1	n.a.	111,101.0
RA2	Total rent charged to tenants for year ending 30 June 2005 (\$'000)	46,926.3	11,165.9	21,625.6	11,519.7	17,916.1	2,058.4	983.6	n.a.	112,195.6
P11	Total rent actually collected as a percentage of total rent charged (%)	99.5	96.3	98.3	102.6	97.8	100.4	100.3	n.a.	99.0

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

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

Notes

All	P11	Data for the 2004–05 financial year are reported to provide additional time to collate financial data. These data therefore relate to a different number of providers and tenant households. Data within a jurisdiction may not be comparable to that from previous years because of variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. Data for Western Australia are not comparable to previous years' due to changes in the survey methodology. For details of the variation, refer to Section 3.3.
NSW	RA1, RA2	Rent charged and collected for 2004–05 comes from the previous year's data collection, i.e. 2004–05, not the current 2005–06 collection. Therefore it relates to a different number of providers and tenant households.
Vic	RA1, RA2, P11	The reported results for this indicator are based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2005. As a result, 1 organisation with missing information has been excluded from the calculation of P11. Does not include households under the Common Equity Rental Cooperative program (107 providers, and 36% of current long-term community housing tenancies in Victoria as at 30 June 2006) due to data limitations.
Qld	RA1, RA2	Sourced from the CSHA data collection survey 2005–06, so does not include the rent collected and charged by organisations who did not respond to the survey.
WA	P11	The reported results for this indicator are based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2005.
SA	RA1, RA2	Significantly higher than the previous year's data as figures supplied in the 2004–05 data collection were incorrect. Please note the correct figures for 2004–05 are: RA1 \$17,458,000 and RA2 \$17,801,000.

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