

**Commonwealth–State Housing
Agreement national data
reports 2002–03
Public rental 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 public rental housing data collection. The specifications for each performance indicator are briefly examined with the data. The public rental housing data manual is available at http://www.aihw.gov.au/housing/assistance/data_collections/index.html.

2 Background

The 2002–03 public rental housing data collection is the fourth and final collection to occur under the 1999 CSHA National Performance Indicator Framework. Figure 2.1 outlines the eleven indicators contained within 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 public rental housing data collection.

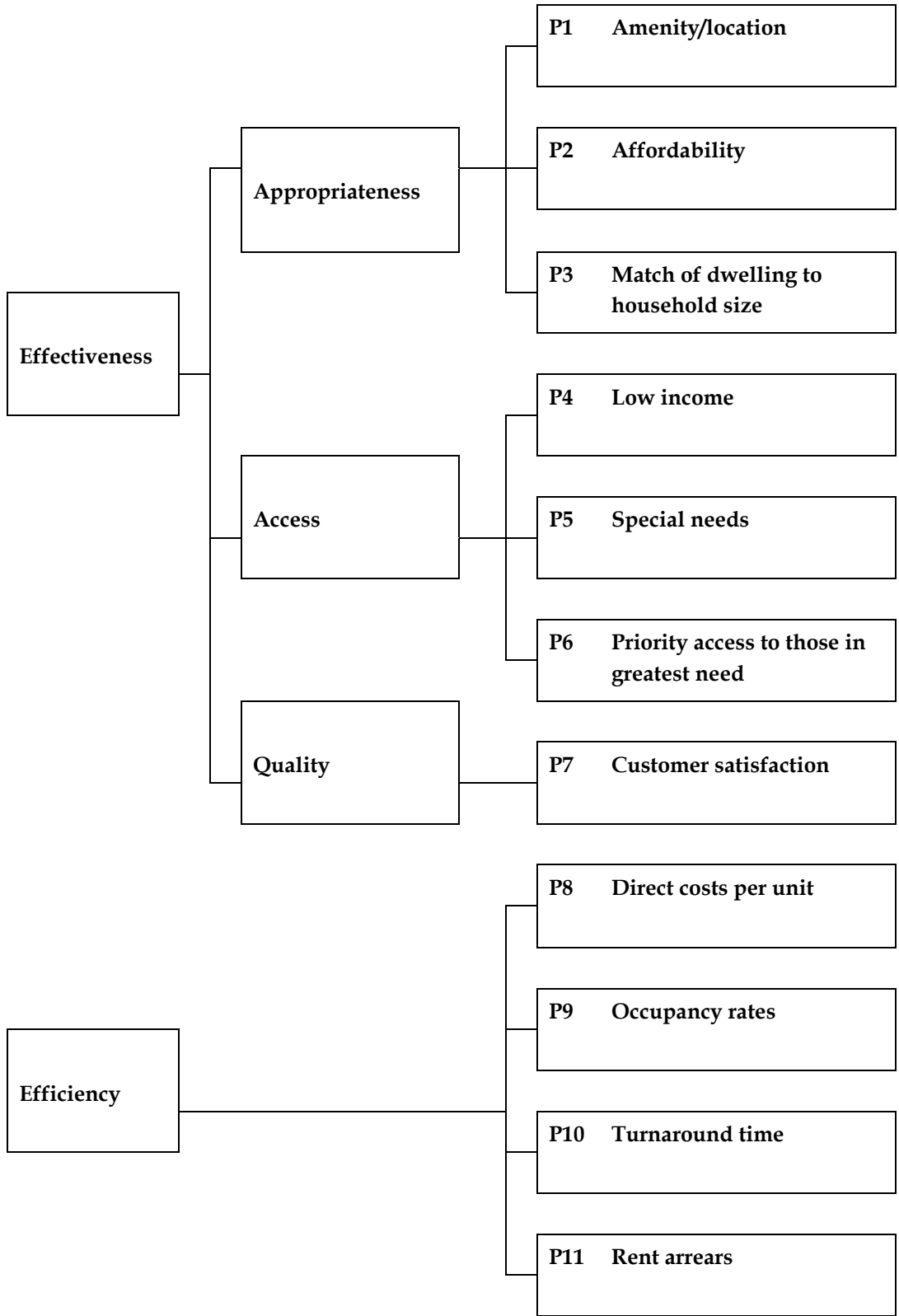


Figure 2.1: 1999 CSHA National Performance Indicator Framework

2.1 Changes to the 2002–03 data collection

2.1.1 Modified data items

S1 number of rebated households: due to data reliability issues, S1 was amended from a year ending to a point in time measure (i.e. at 30 June). As such, data are not comparable to previous years.

S17–S22: 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, S23 is no longer reported. Data for S17–S22 are not comparable to previous years.

2.1.2 Clarified counting rules

S2: the counting rules for S2 have been clarified such that all new households, regardless of whether they subsequently transferred in the financial year, should be included. As such, data may not be comparable to previous years.

S4: the counting rules for S4 have been clarified such that:

- all transfer households are counted regardless of whether they were also a new household in the financial year; and
- households with multiple transfers in the financial year are counted only once.

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

Data in this manual should be read in conjunction with the *Public Rental Housing Data Manual 2002–03* which can be downloaded from

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

3.1 Symbols

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

3.2 Scope

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

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

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

Properties no longer under the administration of the property manager/agency at 30 June 2003, including properties demolished, sold or disposed of, and properties not yet available to the property manager/agency at 30 June 2003 (such as those still under construction or being purchased), are also excluded.

3.3 Coverage

States and territories were able to provide most of the data requested for this collection in keeping with the definitions of the *National Housing Assistance Data Dictionary* version 2. Exceptions to this are footnoted.

3.4 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 and territories where complete information is available and valid (i.e. both numerator and denominator are available and valid).
2. The National Housing Assistance Data Repository was used to collect all public rental housing administrative data (excluding financial data {P8 & P11} and National Social Housing Survey data {P1 & P7}) for all jurisdictions. Due to difficulties in reconciling data, some data items reported under P4 Low income for Queensland and the Australian Capital Territory were not calculated via the data repository. These are footnoted at the relevant items.
3. Multiple family households are excluded from some performance indicator calculations as the household composition for these households can not be determined. These exclusions are footnoted at the relevant indicator.

3.5 Terminology used

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.

Ongoing household

For the purpose of this collection, an *ongoing household* is one which is valid at 30 June 2003, including those who terminated their tenancy on 30 June 2003.

4 CSHA 2002–03 public 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, S6 and S7 add context when analysing data for P6 Priority access to those in greatest need;
- S4 also adds context for P5 Special needs; and
- S8 and S9 add context when analysing data for P9 Occupancy rates.

However, some summary data are independent of performance indicators and provide additional information about public rental housing that is not collected via the performance indicators.

Data qualifications

1. Due to data reliability issues, S1 was amended from a year ending to a point in time measure (i.e. at 30 June). As such, data are not comparable to previous years.
2. The counting rules for S2 have been clarified such that all new households, regardless of whether they subsequently transferred in the financial year, should be included. As such, data may not be comparable to previous years.
3. The counting rules for S4 have been clarified such that: all transfer households are counted regardless of whether they were also a new household in the financial year; and households with multiple transfers in the financial year are counted only once. As such, data may not be comparable to previous years.
4. 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, S23 is no longer reported. Data for S17–S22 are not comparable to previous years.

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

Summary data		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S1	Total number of all households assisted with rebated public rental housing at 30 June 2003	no.	111,481	55,626	42,542	27,675	38,793	10,034	8,990	4,865	300,006
S2	Total number of new households assisted for year ending 30 June 2003	no.	10,129	6,670	5,251	4,411	3,776	1,355	946	827	33,365
S3	Total number of new Indigenous households assisted for year ending 30 June 2003	no.	888	221	737	822	321	114	49	405	3,557
S4	Total number of households who relocated from one public rental dwelling to another public rental dwelling for year ending 30 June 2003 (transfers)	no.	4,379	2,408	1,309	1,624	1,774	408	231	318	12,451
S5	Total number of Indigenous households at 30 June 2003	no.	8,700	1,006	2,491	2,363	1,118	447	185	1,451	17,761
S6	Total number of 'greatest need' applicants on waiting list at 30 June 2003	no.	1,613	4,576	154	597	847	1,547	1,515	49	10,898
S7	Total number of applicants on waiting list at 30 June 2003	no.	84,954	39,739	32,316	13,356	29,557	2,740	3,471	1,923	208,056
S8	Total number of tenable dwellings at 30 June 2003	no.	125,116	63,068	48,816	30,737	46,316	11,845	10,942	5,720	342,560
S9	Total number of untenable dwellings at 30 June 2003	no.	100	1,781	763	983	1,456	159	101	109	5,452
S10	Number of rebated households paying 20% or less of assessable income in rent at 30 June 2003	no.	30,883	15,037	9,790	9,332	10,039	191	1,246	1,678	78,196
S11	Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2003	no.	79,838	40,340	32,295	15,952	28,223	7,237	7,593	1,819	213,297
S12	Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2003	no.	0	49	227	1,996	60	2,169	43	904	5,448
S13	Number of rebated households paying more than 30% of assessable income in rent at 30 June 2003	no.	0	43	205	108	47	419	75	458	1,355
S14	Total number of rebated households occupying public housing at 30 June 2003 for whom income details are known	no.	110,721	55,469	42,517	27,388	38,369	10,016	8,957	4,859	298,296
S15	Number of households with moderate overcrowding at 30 June 2003	no.	7,656	4,375	4,143	1,406	1,057	657	337	425	20,056
S16	Number of households with under utilisation at 30 June 2003	no.	10,050	5,141	4,175	3,036	11,365	1,260	1,025	208	36,260
S17	Total number of dwellings in Major Cities of Australia at 30 June 2003	no.	100,441	46,544	30,696	22,239	36,634	0	11,035	0	247,589
S18	Total number of dwellings in Inner Regional Australia at 30 June 2003	no.	19,335	14,677	9,469	3,066	3,227	8,768	8	0	58,550
S19	Total number of dwellings in Outer Regional Australia at 30 June 2003	no.	4,974	3,603	8,246	3,127	6,990	3,134	0	4,014	34,088

Summary data cont.		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
S20	Total number of dwellings in Remote Australia at 30 June 2003	no.	387	25	882	2,255	825	71	0	1,565	6,010
S21	Total number of dwellings in Very Remote Australia at 30 June 2003	no.	77	0	286	1,032	96	31	0	250	1,772
S22	Total number of dwellings in Migratory areas at 30 June 2003	no.	0	0	0	0	0	0	0	0	0

(a) S1-S22 May not represent national total due to data not being available from all jurisdictions.

Notes

All S1 Counting rule changed. Is not comparable to previous years' data.

S2, S4 Counting rules clarified. May not be comparable to previous years' data.

S10-S13 All income ranges include a rounding of approximately 0.5%.

S12, S13 Under the 1999 CSHA, jurisdictions agreed to limit rent to 25% of income. Households in these categories are the result of rent and/or income details having not been updated or minor jurisdictional policy variations.

S15-S16	Excludes	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	6,972	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3,672	372	..

S17-S22 Not comparable to previous years' data as ASGC classification used instead of RRMA.

NSW S5 Estimate based on Census 2001, adjusted for Census undercounting of public housing households.

S8 & S9 Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme (around 2,200 in total) have been excluded. Not comparable to the previous years' data.

S10 & S11 There was a rent increase for all rebated tenants from 23% to 24% of the tenants' income.

S12-S14 Excluding 551 households that have a rent to income ratio greater than 25% due to data errors.

Vic	S3 & S5	The increase is due to identification of additional Indigenous households through use of individual client data.
	S7	Excludes 1,025 applications eligible for both STOMIH and public rental (counted under STOMIH data collection).
	S8 & S9	Property data for this collection are unreconciled and may not match published annual data.
Qld	S3, S5	May be under-reported due to Indigenous self-identification and as mandatory reporting was only introduced from October 1997.
	S6	Data represents applicants who satisfied stringent priority housing criteria, but do not include clients in similar circumstances who were housed through Queensland's standard wait turn criteria.
	S10, S11, S12, S13	Not comparable to 1999–2000 due to changed methodology.
WA	S1	Only those households receiving a rental subsidy have been included.
	S8 & S9	400 properties leased to other organisations have been excluded. Not comparable to the previous years' data.
SA	S3 & S5	Indigenous information is self-identified and not mandatory. Prior to 2002–03, Indigenous data were only extracted for the head of the household. This was rectified in 2002–03 and special needs and Indigenous details are now extracted for all household members.
ACT	S3, S5	May represent an undercount as ethnicity is a self-identified field.

4.2 Performance indicators

4.2.1 P1 Amenity/location

This indicator assesses the amenity and location of dwellings, as assessed by public rental 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) for public housing.

1. P1(a) Amenity

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

Question 29 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 the neighbourhood

2. P1(b) Location

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

Question 30 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>>.

Table 4.2.1.1: CSHA public rental housing at April/May 2003: P1(a) Amenity (per cent)

Amenity aspect	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Size	77	83	83	82	85	83	77	82	81
Storage	56	66	63	68	65	64	59	64	62
Modifications	74	75	78	82	79	79	79	74	77
Access	89	90	90	91	91	90	90	93	90
Carpark	76	78	78	81	86	84	79	79	79
Yardspace	89	84	87	85	89	90	85	88	87
Fencing	66	68	76	80	74	72	71	66	71
Privacy	80	76	77	78	77	76	79	71	78
Safety	71	72	74	70	68	74	66	61	71
Sample size (number)	811	1,016	2,918	523	1,400	1,216	566	553	9,003
Average	75	77	78	79	79	79	76	75	77

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

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

Table 4.2.1.2: CSHA public rental housing at April/May 2003: P1(b) Location (per cent)

Location aspect	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Shops	87	90	93	88	91	92	94	90	90
Public transport	89	90	91	89	93	93	95	92	90
Parks	90	89	91	89	92	86	93	86	90
Emergency services	88	85	90	85	90	88	89	81	88
Medical services	89	85	88	83	89	89	89	78	87
Childcare	81	82	89	80	81	83	85	86	83
Schools	94	85	89	85	90	91	90	94	90
Welfare services	88	87	86	83	88	87	88	88	87
Support & community services	83	83	86	81	85	83	85	82	84
Employment & training	84	76	79	76	83	77	78	80	81
Safety of neighbourhood	68	76	81	76	74	77	75	69	74
Sample size (number)	811	1,016	2,918	523	1,400	1,216	566	553	9,003
Average	86	84	88	83	87	86	87	84	86

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

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

Data for the previous (2001) NSHS for public rental housing can be found in Appendix 1.

4.2.2 P2 Affordability

This indicator assesses the level of housing affordability within public rental housing. It measures the rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance). This is calculated as:

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

Data qualifications

1. For New South Wales and the Australian Capital Territory, P2 excludes non-rebated, ongoing households and multiple family, rebated, ongoing households. For New South Wales, the definition of multiple family households has changed in 2002-03 and where these households are excluded from the calculation, data are not comparable to previous years.
2. For Western Australia, South Australia, Tasmania and the Northern Territory, P2 excludes multiple family, ongoing households.

Table 4.2.2: CSHA public housing: P2 Affordability, 2002-03

Data Item	Affordability	Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
	For week of 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	7,787.6	4,889.7	3,609.4	2,124.8	3,398.6	741.8	656.8	413.0	23,621.7
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2003	\$'000	18,383.2	9,445.0	6,059.8	3,785.1	5,807.4	1,151.2	1,620.6	800.0	47,052.4
AF3	Total value of Commonwealth rent assistance entitlements for households where a rent was charged for week of 30 June 2003	\$'000	4,470.5	2,130.8	1,951.4	1,133.2	1,655.1	362.2	339.0	184.0	12,226.3
P2	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance)	%	56.0	66.9	87.9	80.1	81.9	94.0	51.3	67.0	67.8

(a) AF1-P2 May not represent national total due to data not being available from all jurisdictions.

Notes

All P2 The methodology used for calculations has changed and now uses more complex modelling developed in CRA modelling for CSHA re-negotiations. Caution should therefore be used comparing results between 2001 and later years.

Data for NSW are not comparable over the 3 years, due to: changes in the way that households are excluded from the computation; and 2001 and 2002 figures are based on 2000 rent valuations, whilst 2003 is based on 2002 valuations. The data are also affected by the 1% rent increase in each of the three years. The data for Queensland are not comparable. Refer to detailed footnotes below.

P2	Excludes	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3,672	372	..

NSW AF1-AF3, P2 Affected by both the rent increase from 23% to 24% of tenants' income and the exclusion of 12.4% of non-rebated or multiple family households. Not comparable to the previous years' data.

- Qld AF2 Market rents were not adjusted for a number of years, leading to an increase in the proportion of tenants paying market rent. Following a market rent review conducted in 2002, rent increases have been progressively applied since April 2003.
- AF3 Note that methodology for calculating AF3 has changed from 1999–2000 and again from 2001–02.

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:

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

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.

Data qualifications

1. For New South Wales, Victoria and the Australian Capital Territory, P3 excludes non-rebated, ongoing households. New South Wales and the Australian Capital Territory also exclude multiple family, rebated, ongoing households. For New South Wales, the definition of multiple family households changed in 2002-03 and where these households are excluded from the calculation, data are not comparable to previous years.
2. For Western Australia, South Australia, Tasmania and the Northern Territory, P3 excludes multiple family, ongoing households.

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

Data Item	Match of dwelling to household size	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
HS1	Total number of households with overcrowding at 30 June 2003	no.	688	502	596	103	132	74	21	59	2,175
HS2	Total number of households occupying public housing for which household groups and dwelling details are known at 30 June 2003	no.	107,714	55,617	48,579	29,857	44,695	11,359	8,985	5,001	311,807
P3	The proportion of households where dwelling size is not appropriate due to overcrowding	%	0.6	0.9	1.2	0.3	0.3	0.7	0.2	1.2	0.7

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

Notes

All P3 Includes rebated and non-rebated tenants where household composition is known. Changes in data collection methods between years may affect results for some jurisdictions.

Data for NSW and WA 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 NSW and WA cannot be made. For details of these changes see Table 4.3.1 NSW General footnote and AIHW (2003)a table 4.2.2 WA note.

Data for Vic for 2002–03 and 2001–02 are not comparable to data for 2000–01.

P3	Excludes:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	6972	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3672	372	..

4.2.4 P4 Low income

This indicator assesses the low income need status of all households receiving assistance. It measures three low income components:

- (a) the number of new low income households as a proportion of all new households;
- (b) the number of new low income households plus special needs (not low income) households as a proportion of all new households; and,
- (c) the number of all households either paying less than market rent or special needs households paying market rent as a proportion of all households (new and existing).

The first two low income components (a and b) are split into two categories:

- (a) 'low income A' captures households where all members receive an income equivalent to or below 100% of the government income support benefits at the pensioner rate;¹ and,
- (b) 'low income B' captures households with an income above 100% of the government income support benefits at the pensioner rate, but below the effective cut-off for receiving any government support benefits. It includes:
 - adult (single or couple) pension rate;
 - where eligible, family tax benefit part A (up to the full rate);
 - income free areas for both adults and children; and
 - pharmaceutical allowance.

These indicators are calculated as:

$$P4(a)a = \frac{\text{Number of new households with 'low income A' for year ending 30 June 2003 (LI1a)} \times 100}{\text{Total number of new households for year ending 30 June 2003 where income and household groups details are known (LI3)}}$$

$$P4(a)b = \frac{\text{Number of new households with 'low income B' for year ending 30 June 2003 (LI1b)} \times 100}{\text{Total number of new households for year ending 30 June 2003 where income and household groups details are known (LI3)}}$$

¹ The pensioner (single & couple) benefit rate has been selected as the 'low income A' household cut-off measure as pension rates are higher than other allowance rates (e.g. unemployment benefits). The selection of the higher benefit rate allows all persons receiving up to or equivalent to 100% government income support benefits (eg. pensioners, unemployed, youth allowance, etc) to be captured within the 'low income A' household cut-off measure. It should be noted that this group might include some income earners, provided their total income is not greater than 100% of the pensioner rate of government income support benefits.

$$P4(b)a = \frac{\text{Total number of new households with 'low income A' (LI1a) + Total number of new households with special needs but not on 'low income A' for year ending 30 June 2003 (LI2a)}{\text{Total number of new households for year ending 30 June 2003 where income; household groups; and special needs details are known (LI4)}} \times 100$$

$$P4(b)b = \frac{\text{Total number of new households with 'low income A' for year ending 30 June 2003 (LI1a) + Total number of new households with 'low income B' for year ending 30 June 2003 (LI1b) + Total number of new households with special needs but not on low income A or B for year ending 30 June 2003 (LI2b)}{\text{Total number of new households assisted for year ending 30 June 2003 (S2)}} \times 100$$

$$P4(c) = \frac{\text{Total number of all rebated households for year ending 30 June 2003 (LI5) + Total number of all special needs households paying market rent at 30 June 2003 (LI6)}{\text{Total number of all households at 30 June 2003 (LI8) - Total number of households paying market rent where special needs details are not known at 30 June 2003 (LI7)}} \times 100$$

Data qualifications

1. For New South Wales and the Australian Capital Territory, P4 excludes non-rebated, ongoing households. New South Wales also excludes multiple family, rebated, ongoing households. For New South Wales, the definition of multiple family households has changed in 2002-03 and where these households are excluded from the calculation, data are not comparable to previous years.
2. For Western Australia, South Australia, Tasmania and the Northern Territory, P4 excludes multiple family, ongoing households.
3. Households where the household's income is zero or unknown and/or the household's personal information is unknown are excluded from P4.

Table 4.2.4: CSHA public housing: P4 Low income, 2003-03

Data Item	Low income	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
L11a	Total number of new households with low income A for year ending 30 June 2003	no.	8,222	5,563	4,741	3,745	3,211	1,165	760	640	28,047
L11b	Total number of new households with low income B for year ending 30 June 2003	no.	620	536	493	540	327	119	94	90	2,819
L12a	Total number of new households with special needs but not on low income A for year ending 30 June 2003	no.	259	222	160	219	161	47	35	34	1,137
L12b	Total number of new households with special needs but not on low income A or B for year ending 30 June 2003	no.	3	10	5	12	14	0	0	2	46
L13	Total number of new households where income and household groups details are known for year ending 30 June 2003	no.	8,848	6,152	5,251	4,314	3,584	1,286	855	732	31,022
L14	Total number of new households where income; household groups; and special needs details are known for year ending 30 June 2003	no.	8,823	6,152	5,251	4,314	3,584	1,286	946	732	31,088
S2	Total number of new households assisted for year ending 30 June 2003	no.	10,129	6,670	5,251	4,411	3,776	1,355	946	827	33,365
	At 30 June 2003										
L15	Total number of all rebated households at 30 June 2003	no.	111,481	55,626	42,542	27,675	38,793	10,034	8,990	4,865	300,006
L16	Total number of all special needs households paying market rent at 30 June 2003	no.	766	1,221	1,192	767	1,435	286	0	144	5,811
L17	Total number of households paying market rent where special needs details are not known at 30 June 2003	no.	9,686	389	0	1,978	2,437	879	1,906	466	17,741
L18	Total number of all households at 30 June 2003	no.	123,088	62,598	48,582	30,420	45,351	11,624	10,896	5,476	338,035
	For year ending 30 June 2003										
P4(a)a	The number of new low income households as a proportion of all new households. Low income A	%	92.9	90.4	90.3	86.8	89.6	90.6	88.9	87.4	90.4
P4(a)b	The number of new low income households as a proportion of all new households. Low income B	%	7.0	8.7	9.4	12.5	9.1	9.3	11.0	12.3	9.1

Table 4.2.4 (continued): CSHA public housing: P4 Low income, 2002–03

P4(b)a	The number of new low income households plus new special needs (not low income) households as a proportion of all new households. Low income A	%	96.1	94.0	93.3	91.9	94.1	94.2	84.0	92.1	93.9
P4(b)b	The number of new low income households plus new special needs (not low income) households as a proportion of all new households. Low income A and B	%	87.3	91.6	99.8	97.4	94.1	94.8	90.3	88.5	92.6
P4c	The number of all rebated households and special needs households paying market rent as a proportion of all households (new and existing).	%	99.0	91.4	90.0	100.0	93.7	96.0	100.0	100.0	95.5

(a) LI1a–P4c May not represent national total due to data not being available from all jurisdictions.

Notes

All P4 Data for NSW and Vic 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 NSW and Vic cannot be made. Data for NSW on special need are only available for households that were housed after November 1999. For details of other changes see table 4.3.1 NSW General footnote and Vic footnote below.

Data for SA, WA and ACT are based on different methodology from the other data presented and should be interpreted with caution. Data for SA 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 SA cannot be made. For details of these variations see SA, WA and ACT footnotes below.

LI1a–LI4	Excludes	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	1,103
	Multiple family, ongoing households	90	83	22	..	91
	Multiple family, rebated, ongoing households	116

Vic LI4 LI3 reported due to unavailability of details for new households who were no longer tenants at 30 June 2003.

P4 Increase in special needs numbers partially due to identification of additional Indigenous and disability households through use of individual client data.

Qld LI1a, LI1b, LI3, LI4 Not calculated via the data repository. Refugee and immigrant households with no income are included in the calculation.

LI2a, LI2b, LI6 & LI7 Disability is calculated from a flag used for assessment of new tenancies and may underestimate the count for ongoing households.

LI5, LI6, LI7 See note AF2.

WA	LI4	Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special need status. The LI3 result is reported which may overstate the result.
SA	P4	Special needs and Indigenous information is self-identified and not mandatory. Prior to 2002–03, special needs and Indigenous data were only extracted for the head of the household. This was rectified in 2002–03 and special needs and Indigenous details are now extracted for all household members.
Tas, NT	LI4	The LI3 result is reported due to missing special needs data. This may overstate the result.
ACT	LI1a–LI7	Not calculated via the data repository.
	LI4	S2 result used due to a high number of new households where special needs details are not known.
	LI6, LI7, P4c	Special needs details are not known for non-rebated households, thus these households are excluded. 82.5% of all households at 30 June 2003 were receiving rental rebate assistance.
	P4(b)a	Due to a relatively low number of new households where special needs details are known, this PI returns an unrepresentative result. Using S2 as the divisor returns a value of 83.8%.

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. This is calculated as:

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

Special need² is defined as low income households³:

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

Data qualifications

1. For Queensland, Western Australia, South Australia, Tasmania, and the Australian Capital Territory, household special need status was derived via the person file in the data repository. Where Indigenous or disability status was missing it was assumed to be unknown and was excluded from the calculation.
2. For Western Australia and the Northern Territory, special needs are only recorded where they are known to exist – no record is maintained if a household has no special need status.

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- 2 Special Need definition in the state/territory owned and managed Indigenous housing data collection is different to that used in mainstream CSHA data collections. Special need is defined in the CSHA 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.
 - 3 A low income household for the CSHA special need definition is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

Table 4.2.5: CSHA public 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		
SN1	Total number of new households with special needs for year ending 30 June 2003	no.	5,289	2,504	2,045	1,973	2,228	626	334	519	15,518
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2003	no.	10,100	5,726	5,251	4,411	3,776	1,254	946	827	32,291
P5	The proportion of new tenancies that are allocated to households with special needs	%	52.4	43.7	38.9	44.7	59.0	49.9	35.3	62.8	48.1

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

Notes

- All P5 Data for Vic and SA 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 Vic and SA cannot be made. For details of these changes, see Vic and SA footnotes below.
- Data for WA and ACT are based on different methodology from the other data presented and should be interpreted with caution. For details of these variations, see WA and ACT footnotes below.
- Vic P5 Increase in Special needs numbers partially due to identification of additional Indigenous and Disability households through use of individual client data.
- WA & SN2
NT Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special need status. All new households are therefore included, overstating the result.
- P5 Figure may represent an undercount.
- SA P5 See note P4.
- ACT SN2 See note LI4.
- P5 Due to a relatively low number of new households where special needs details are known, this PI returns an unrepresentative result. Using S2 as the divisor returns a value of 35.8%.
- NT SN1 Excludes households with a disability as NT does not have a disability identifier in its information management system.

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 allocations to those in greatest need in six time-to-allocation groups:

- (a) under 3 months;
- (b) 3–6 months;
- (c) 6–12 months;
- (d) 1–2 years;
- (e) 2 or more years; and
- (f) total.

The indicators are calculated as:

$$P6(a) = \frac{\text{Total number of greatest need allocations with time-to-allocation under 3 months for year ending 30 June 2003 (PA1)} \times 100}{\text{Total number of new allocations with time-to-allocation under 3 months for year ending 30 June 2003 (PA7)}}$$

$$P6(b) = \frac{\text{Total number of greatest need allocations with time-to-allocation 3 months to under 6 months for year ending 30 June 2003 (PA2)} \times 100}{\text{Total number of new allocations with time-to-allocation 3 months to under 6 months for year ending 30 June 2003 (PA8)}}$$

$$P6(c) = \frac{\text{Total number of greatest need allocations with time-to-allocation 6 months to under 1 year for year ending 30 June 2003 (PA3)} \times 100}{\text{Total number of new allocations with time-to-allocation 6 months to under 1 year for year ending 30 June 2003 (PA9)}}$$

$$P6(d) = \frac{\text{Total number of greatest need allocations with time-to-allocation 1 year to less than 2 years for year ending 30 June 2003 (PA4)} \times 100}{\text{Total number of new allocations with time-to-allocation 1 year to less than 2 years for year ending 30 June 2003 (PA10)}}$$

$$P6(e) = \frac{\text{Total number of greatest need allocations with time-to-allocation 2 years or more for year ending 30 June 2003 (PA5)} \times 100}{\text{Total number of new allocations with time-to-allocation 2 years or more for year ending 30 June 2003 (PA11)}}$$

$$P6(f) = \frac{\text{Total number of greatest need allocations for year ending 30 June 2003 (PA6)} \times 100}{\text{Total number of allocations for year ending 30 June 2003 (PA12)}}$$

Greatest need households are defined as low income households⁴ that at the time of allocation were subject to one or more of the following circumstances:

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

Data qualifications

1. The waitlist time for calculating PA1 to PA6 refers to the period of time from the date the applicant was eligible for 'greatest need' assistance to the date assistance commenced. If an applicant transfers between wait list categories, only the time spent on the waiting list from when the applicant met the greatest need definition was counted. Exceptions to this rule are footnoted.
2. PA6 excludes waitlist applicants who have missing greatest need and/or waitlist details (including application date). These waitlist applicants were included in 2001-02, influencing the change in results.
3. PA12 excludes waitlist applicants who have missing waitlist details (including application date). These waitlist applicants were included in 2001-02, influencing the change in results.

⁴ A low income household for the CSHA greatest need definition is a household that satisfies an eligibility test to receive CSHA-funded program assistance.

4. The determination of households in greatest need was based on waiting list priority reason data codes for all jurisdictions except the Northern Territory. The following priority wait list data codes have been excluded in the calculation of P6:
- NSW: HPRF (Priority Refugees) and HPTR (Priority Tenancy Reinstatement)
 - Vic: SUP (Supported Housing and 10 related codes to this category – MOD {Major/Full Modifications} were included) and HASP (Housing and Support)
 - Qld: CGRS (Cultural Grounds), EEND (Employment/Educational Needs), PIAL (Previous Inappropriate Allocation) and WITP (Witness Protection)
 - WA: LS (Large to Small), NL (New Living Priority) and RD (Redevelopment)
 - SA: DT (Difficult and Disruptive Tenancies), H (Homeless/ At Risk), HTT (Homeless/ At Risk and Trust Tenancy Issues), ID (Incorrect Date Entered), IS (Industrial Special), NE (No longer eligible for A category), R (Redevelopment), REP (Relocation – Property Issues)
 - ACT: 6MTHRES (6 months Resident), OTHACCOM (Other accommodation), SUPPORT (Social Support), SPECIAL (Special Needs/Disabilities), ELIGOVERRIDE (List eligibility override), PRIORITYCAT (Priority category) and PRIORITYDT (Priority Date).

Table 4.2.6: CSHA public 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 households who have been allocated housing within less than 3 months for year ending 30 June 2003	no.	1,693	2,147	221	659	896	746	378	87	6,827
PA2	Total number of new greatest need households who have been allocated housing within 3 months to less than 6 months for year ending 30 June 2003	no.	553	853	88	268	276	186	208	30	2,462
PA3	Total number of new greatest need households who have been allocated housing within 6 months to less than 1 year for year ending 30 June 2003	no.	419	878	75	83	261	108	149	34	2,007
PA4	Total number of new greatest need households who have been allocated housing within 1 year to less than 2 years for year ending 30 June 2003	no.	188	502	60	2	154	46	59	10	1,021
PA5	Total number of new greatest need households who have been allocated housing within two years or more for year ending 30 June 2003	no.	85	81	33	0	8	9	30	4	250
PA6	Total number of new greatest need households who have been allocated housing for year ending 30 June 2003	no.	2,938	4,461	477	1,012	1,595	1,095	824	165	12,567
PA7	Total number of new households allocated housing within less than 3 months for year ending 30 June 2003	no.	2,870	2,823	1,059	1,772	1,587	837	405	311	11,664
PA8	Total number of new households allocated housing within 3 months to less than 6 months for year ending 30 June 2003	no.	1,012	1,217	510	510	474	217	231	183	4,354
PA9	Total number of new households allocated housing within 6 months to less than 1 year for year ending 30 June 2003	no.	1,205	1,191	910	551	459	133	181	187	4,817
PA10	Total number of new households allocated housing within 1 year to less than 2 years for year ending 30 June 2003	no.	1,052	823	1,335	569	435	61	80	107	4,462
PA11	Total number of new households allocated housing within 2 years or more for year ending 30 June 2003	no.	3,886	616	1,437	1,009	821	9	49	39	7,866
PA12	Total number of new households allocated housing for year ending 30 June 2003	no.	10,025	6,670	5,251	4,411	3,776	1,257	946	827	33,163

Data item	Priority access to those in greatest need cont.	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
P6a	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Under 3 months	%	59.0	76.1	20.9	37.2	56.5	89.1	93.3	28.0	58.5
P6b	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 3 months to under 6 months	%	54.6	70.1	17.3	52.5	58.2	85.7	90.0	16.4	56.5
P6c	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 6 months to under 1 year	%	34.8	73.7	8.2	15.1	56.9	81.2	82.3	18.2	41.7
P6d	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 1 year to less than 2 years	%	17.9	61.0	4.5	0.4	35.4	75.4	73.8	9.3	22.9
P6e	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 2 years or more	%	2.2	13.1	2.3	0.0	1.0	100.0	61.2	10.3	3.2
P6f	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Total	%	29.3	66.9	9.1	22.9	42.2	87.1	87.1	20.0	37.9

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

Notes

- All P6 The results for Queensland are not comparable with other jurisdictions. Data represents applicants who satisfied stringent priority housing criteria, but does not include clients in similar circumstances who were housed through Queensland standard wait turn criteria.
- NSW P6 Excludes those who had very high rental housing costs.
- SA PA1-PA6 May be an undercount as some priority applicants may bypass the priority process in low wait time areas.
- NT PA1-PA6 May be overcounted as priority date is not updated when households transfer to the priority category after initial waitlist application.

4.2.7 P7 Customer satisfaction

This indicator assesses the level of satisfaction expressed by tenants with regard to the service provided by public rental housing agencies. Data for this performance indicator is collected via the National Social Housing Survey for public rental 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 state/territory housing authority 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

Table 4.2.7: CSHA public housing at April–May 2003: P7 Customer satisfaction (per cent)

	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(b)
Number of households in sample	811	1,016	2,918	523	1,400	1,216	566	553	9,003
Percentage of tenants reporting overall satisfaction									
Very satisfied	24	21	31	27	28	26	18	24	25
Satisfied	43	43	43	41	45	44	41	44	43
Subtotal: Satisfied or Very satisfied	67	63	74	68	74	70	59	68	68

(a) For NSW face-to-face interviews were conducted with mail out forms being used for all other jurisdictions.

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

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

4.2.8 P8 Direct costs per unit

This indicator assesses the cost of public housing provision by measuring the average cost of providing assistance (excluding capital) per dwelling. It is calculated as:

$$\frac{\text{Total direct costs for year ending 30 June 2003 (DC1)}}{\text{Total number of dwellings at 30 June 2003 (DC2)}}$$

Table 4.2.8: CSHA public housing: P8 Direct costs per unit, 2003-03

Data item	Direct costs per unit	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
DC1	Total direct costs for year ending 30 June 2003	\$'000	567,418.0	210,562.8	206,624.0	135,063.3	216,787.0	76,734.9	70,394.1	54,123.0	1,537,707.1
	At 30 June 2003										
DC2	Total number of dwellings at 30 June 2003	no.	125,216	64,849	49,579	31,720	47,772	12,004	11,043	5,829	348,012
P8	The average cost of providing assistance (excluding capital) per dwelling	\$	4,532	3,247	4,168	4,258	4,538	6,392	6,375	9,285	4,405

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

Notes

NSW DC1 Includes the costs for those dwellings (around 2,200) that are excluded in the total number of dwellings.

DC2 See note S8 & S9.

P8 The increase is mainly attributable to an 8% increase in property maintenance in line with the Department's strategy to bring properties up to a maintained standard. In addition, P8 is overestimated because the costs include costs for the 2,200 dwellings excluded from the denominator (DC2). When these dwellings are included in the denominator, the average cost becomes \$4,453.

Vic DC2 See note S8 & S9.

Qld P8 Capital works in progress are excluded.

4.2.9 P9 Occupancy rates

This indicator assesses the utilisation of public rental housing stock by measuring the occupancy rate of rental housing stock. It 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 tenable dwellings occupied by tenants who have a public housing tenancy agreement with the relevant state housing authority.

Table 4.2.9: CSHA public housing: P9 Occupancy rates, 2002-03

Data item	Occupancy rates	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
OR1	Total number of occupied dwellings at 30 June 2003	no.	123,087	62,598	48,562	30,366	45,351	11,624	10,895	5,476	337,959
OR2	Total number of dwellings at 30 June 2003	no.	125,216	64,849	49,579	31,720	47,772	12,004	11,043	5,829	348,012
P9	The occupancy rate of rental housing stock	%	98.3	96.5	97.9	95.7	94.9	96.8	98.7	93.9	97.1

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

Notes

- All P9 Data for NSW for 2002-03 are based on different methodology from previous years and should be interpreted with caution. For details of these variations, see NSW footnote below.
- NSW OR1, OR2 See note S8 & S9.
- Vic OR2 See note S8 & S9.

4.2.10 P10 Turnaround time

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

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

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.
2. Where a dwelling is vacated and subsequently tenanted on the same day, the days vacant (turnaround time) for that dwelling is zero days.
3. Dwellings undergoing major redevelopment work are excluded from this performance indicator.

Table 4.2.10: CSHA public 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 dwellings vacated are vacant for year ending 30 June 2003	no.	455,050	332,611	202,204	243,723	228,657	70,949	43,768	69,084	1,646,046
TT2	Total number of vacancy episodes for year ending 30 June 2003	no.	13,900	8,660	6,940	5,535	5,349	1,806	1,128	1,153	44,471
P10	The average time taken for occupancy of vacant stock	Days	33	38	29	44	43	39	39	60	37

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

Notes

- All P10 Data for Vic and SA for 2002-03 are based on different methodology from previous years and should be interpreted with caution. For details of these variations see Vic footnote below, AIHW (2003)a, (2002) table 4.2.8 SA footnotes.
- Data for Tas 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 Tas cannot be made. For details of these changes see Tas footnote below.
- TT1 & P10 Counting rules clarified. May not be comparable to previous years' data.
- NSW TT1 & TT2, P10 See note S8 & S9. Also the vacancy specification has been refined, resulting in one extra day being counted for each vacancy episode. Not comparable to the previous years' data. The P10 figure for 2001-02 derived using the same methodology as for 2002-03 is 31.
- Vic TT1 & TT2 The increase in turnaround time is largely due to the use of the legal tenancy start date (system date - from which rent is paid) as the vacancy end date. In practice tenants may sign tenancy agreements and receive keys several days earlier—this date was used in 2002 calculations.
- Qld TT1, TT2 The data item is derived from tenancy information and does not distinguish between the different types of vacancy, nor does it contain information about the lead time for new dwellings to be occupied. Calculations using alternative data sources indicate that the data limitations have only a minimal impact on the performance indicator P10. Note that the data source for calculating TT1 and TT2 has changed from 1999-2000.
- Tas P10 Direct Tenancies have been included this year, for the first time. Under this program, homes are allocated by community based organisations, therefore the time taken to re-tenant vacant properties is not within the immediate control of Housing Tasmania. They are included in the public housing data collection as tenancies are managed by Housing Tasmania once the allocation has occurred.

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:

$$\frac{\text{Total rent collected from tenants for year ending 30 June 2003 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2003 (RA2)}}$$

Data qualifications

1. In some jurisdictions, the rent collected from tenants for the year ending 30 June 2003 may be higher than the rent charged to tenants for the year ending 30 June 2003. This occurs where either rent arrears from a previous financial year or pre-paid rent for 2002-03 financial year is collected in the year ending 30 June 2003.

Table 4.2.11: CSHA public housing: P11 Rent arrears 2002-03

Data item	Rent arrears	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
RA1	Total rent collected from tenants for year ending 30 June 2003	\$'000	485,898.0	248,143.7	184,984.0	113,470.3	178,482.0	40,343.4	54,387.4	24,380.0	1,330,088.9
RA2	Total rent charged to tenants for year ending 30 June 2003	\$'000	483,465.0	248,734.8	186,379.0	112,340.8	181,580.0	40,457.8	54,432.3	25,004.0	1,332,393.7
P11	Total rent actually collected as a percentage of total rent charged	%	100.5	99.8	99.3	101.0	98.3	99.7	99.9	97.5	99.8

(a) 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.

4.3 National data

Table 4.3.1: CSHA public housing 2002-03: Compilation of performance indicators

Descriptors		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Summary data			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
S1	Total number of all households assisted with rebated public rental housing at 30 June 2003	no.	111,481	55,626	42,542	27,675	38,793	10,034	8,990	4,865	300,006
S2	Total number of new households assisted for year ending 30 June 2003	no.	10,129	6,670	5,251	4,411	3,776	1,355	946	827	33,365
S3	Total number of new Indigenous households assisted for year ending 30 June 2003	no.	888	221	737	822	321	114	49	405	3,557
S4	Total number of households who relocated from one public rental dwelling to another public rental dwelling for year ending 30 June 2003 (transfers)	No.	4,379	2,408	1,309	1,624	1,774	408	231	318	12,451
S5	Total number of Indigenous households at 30 June 2003	No.	8,700	1,006	2,491	2,363	1,118	447	185	1,451	17,761
S6	Total number of 'greatest need' applicants on waiting list at 30 June 2003	No.	1,613	4,576	154	597	847	1,547	1,515	49	10,898
S7	Total number of applicants on waiting list at 30 June 2003	No.	84,954	39,739	32,316	13,356	29,557	2,740	3,471	1,923	208,056
S8	Total number of tenable dwellings at 30 June 2003	No.	125,116	63,068	48,816	30,737	46,316	11,845	10,942	5,720	342,560
S9	Total number of untenable dwellings at 30 June 2003	No.	100	1,781	763	983	1,456	159	101	109	5,452
S10	Number of rebated households paying 20% or less of assessable income in rent at 30 June 2003	no.	30,883	15,037	9,790	9,332	10,039	191	1,246	1,678	78,196
S11	Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2003	no.	79,838	40,340	32,295	15,952	28,223	7,237	7,593	1,819	213,297
S12	Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2003	no.	0	49	227	1,996	60	2,169	43	904	5,448
S13	Number of rebated households paying more than 30% of assessable income in rent at 30 June 2003	no.	0	43	205	108	47	419	75	458	1,355
S14	Total number of rebated households occupying public housing at 30 June 2003 for whom income details are known	no.	110,721	55,469	42,517	27,388	38,369	10,016	8,957	4,859	298,296
S15	Number of households with moderate overcrowding at 30 June 2003	no.	7,656	4,375	4,143	1,406	1,057	657	337	425	20,056

DESCRIPTORS		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Summary data cont.			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
At 30 June 2003											
S16	Number of households with under utilisation at 30 June 2003	no.	10,050	5,141	4,175	3,036	11,365	1,260	1,025	208	36,260
S17	Total number of dwellings in Major Cities of Australia at 30 June 2003	no.	100,441	46,544	30,696	22,239	36,634	0	11,035	0	247,589
S18	Total number of dwellings in Inner Regional Australia at 30 June 2003	no.	19,335	14,677	9,469	3,066	3,227	8,768	8	0	58,550
S19	Total number of dwellings in Outer Regional Australia at 30 June 2003	no.	4,974	3,603	8,246	3,127	6,990	3,134	0	4,014	34,088
S20	Total number of dwellings in Remote Australia at 30 June 2003	no.	387	25	882	2,255	825	71	0	1,565	6,010
S21	Total number of dwellings in Very Remote Australia at 30 June 2003	no.	77	0	286	1,032	96	31	0	250	1,772
S22	Total number of dwellings in Migratory areas at 30 June 2003	no.	0	0	0	0	0	0	0	0	0
P2 Affordability											
At 30 June 2003											
AF1	Total rents charged for week of 30 June 2003	\$'000	7,787.6	4,889.7	3,609.4	2,124.8	3,398.6	741.8	656.8	413.0	23,621.7
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2003	\$'000	18,383.2	9,445.0	6,059.8	3,785.1	5,807.4	1,151.2	1,620.6	800.0	47,052.4
AF3	Total value of Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2003	\$'000	4,470.5	2,130.8	1,951.4	1,133.2	1,655.1	362.2	339.0	184.0	12,226.3
P3 Match of dwelling to household size											
At 30 June 2003											
HS1	Total number of households with overcrowding at 30 June 2003	no.	688	502	596	103	132	74	21	59	2,175
HS2	Total number of households occupying public housing for which household groups and dwelling details are known at 30 June 2003	no.	107,714	55,617	48,579	29,857	44,695	11,359	8,985	5,001	311,807

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
For year ending 30 June 2003											
L11a	Total number of new households with low income A for year ending 30 June 2003	no.	8,222	5,563	4,741	3,745	3,211	1,165	760	640	28,047
L11b	Total number of new households with low income B for year ending 30 June 2003	no.	620	536	493	540	327	119	94	90	2,819
L12a	Total number of new households with special needs but not on low income A for year ending 30 June 2003	no.	259	222	160	219	161	47	35	34	1,137
L12b	Total number of new households with special needs but not on low income A or B for year ending 30 June 2003	no.	3	10	5	12	14	0	0	2	46
L13	Total number of new households where income and household groups details are known for year ending 30 June 2003	no.	8,848	6,152	5,251	4,314	3,584	1,286	855	732	31,022
L14	Total number of new households where income; household groups; and special needs details are known for year ending 30 June 2003	no.	8,823	6,152	5,251	4,314	3,584	1,286	946	732	31,088
At 30 June 2003											
L15	Total number of all rebated households at 30 June 2003	no.	111,481	55,626	42,542	27,675	38,793	10,034	8,990	4,865	300,006
L16	Total number of all special needs households paying market rent at 30 June 2003	no.	766	1,221	1,192	767	1,435	286	0	144	5,811
L17	Total number of households paying market rent where special needs details are not known at 30 June 2003	no.	9,686	389	0	1,978	2,437	879	1,906	466	17,741
L18	Total number of all households at 30 June 2003	no.	123,088	62,598	48,582	30,420	45,351	11,624	10,896	5,476	338,035
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.	5,289	2,504	2,045	1,973	2,228	626	334	519	15,518
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2003	no.	10,100	5,726	5,251	4,411	3,776	1,254	946	827	32,291

DESCRIPTORS		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P6 Priority access to those in greatest need			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
For year ending 30 June 2003											
PA1	Total number of new greatest need households who have been allocated housing within less than 3 months for year ending 30 June 2003	no.	1,693	2,147	221	659	896	746	378	87	6,827
PA2	Total number of new greatest need households who have been allocated housing within 3 months to less than 6 months for year ending 30 June 2003	no.	553	853	88	268	276	186	208	30	2,462
PA3	Total number of new greatest need households who have been allocated housing within 6 months to less than 1 year for year ending 30 June 2003	no.	419	878	75	83	261	108	149	34	2,007
PA4	Total number of new greatest need households who have been allocated housing within 1 year to less than 2 years for year ending 30 June 2003	no.	188	502	60	2	154	46	59	10	1,021
PA5	Total number of new greatest need households who have been allocated housing within 2 years or more for year ending 30 June 2003	no.	85	81	33	0	8	9	30	4	250
PA6	Total number of new greatest need households who have been allocated housing for year ending 30 June 2003	no.	2,938	4,461	477	1,012	1,595	1,095	824	165	12,567
PA7	Total number of new households allocated housing within less than 3 months for year ending 30 June 2003	no.	2,870	2,823	1,059	1,772	1,587	837	405	311	11,664
PA8	Total number of new households allocated housing within 3 months to less than 6 months for year ending 30 June 2003	no.	1,012	1,217	510	510	474	217	231	183	4,354
PA9	Total number of new households allocated housing within 6 months to less than 1 year for year ending 30 June 2003	no.	1,205	1,191	910	551	459	133	181	187	4,817
PA10	Total number of new households allocated housing 1 year to less than 2 years for year ending 30 June 2003	no.	1,052	823	1,335	569	435	61	80	107	4,462
PA11	Total number of new households allocated housing within 2 years or more for year ending 30 June 2003	no.	3,886	616	1,437	1,009	821	9	49	39	7,866
PA12	Total number of new households allocated housing for year ending 30 June 2003	no.	10,025	6,670	5,251	4,411	3,776	1,257	946	827	33,163

DESCRIPTORS		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P8 Direct costs per unit			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
For year ending 30 June 2003											
DC1	Total direct costs for year ending 30 June 2003	\$'000	567,418.0	210,562.8	206,624.0	135,063.3	216,787.0	76,734.9	70,394.1	54,123.0	1,537,707.1
At 30 June 2003											
DC2	Total number of dwellings at 30 June 2003	no.	125,216	64,849	49,579	31,720	47,772	12,004	11,043	5,829	348,012
P9 Occupancy rates											
At 30 June 2003											
OR1	Total number of occupied dwellings at 30 June 2003	no.	123,087	62,598	48,562	30,366	45,351	11,624	10,895	5,476	337,959
OR2	Total number of dwellings at 30 June 2003	no.	125,216	64,849	49,579	31,720	47,772	12,004	11,043	5,829	348,012
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.	455,050	332,611	202,204	243,723	228,657	70,949	43,768	69,084	1,646,046
TT2	Total number of vacancy episodes for year ending 30 June 2003	no.	13,900	8,660	6,940	5,535	5,349	1,806	1,128	1,153	44,471
P11 Rent arrears											
For year ending 30 June 2003											
RA1	Total rent collected from tenants for year ending 30 June 2003	\$'000	485,898.0	248,143.7	184,984.0	113,470.3	178,482.0	40,343.4	54,387.4	24,380.0	1,330,088.9
RA2	Total rent charged to tenants for year ending 30 June 2003	\$'000	483,465.0	248,734.8	186,379.0	112,340.8	181,580.0	40,457.8	54,432.3	25,004.0	1,332,393.7

Performance indicators		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P1 Amenity/location			2003	2003	2003	2003	2003	2003	2003	2003	2003
Amenity:	Size of dwelling	%	77	83	83	82	85	83	77	82	81
	Cupboards and storage	%	56	66	63	68	65	64	59	64	62
	Modifications for special need	%	74	75	78	82	79	79	79	74	77
	Ease of access	%	89	90	90	91	91	90	90	93	90
	Car parking	%	76	78	78	81	86	84	79	79	79
	Yard space	%	89	84	87	85	89	90	85	88	87
	Fencing	%	66	68	76	80	74	72	71	66	71
	Privacy	%	80	76	77	78	77	76	79	71	78
	Safety	%	71	72	74	70	68	74	66	61	71
	Average	%	75	77	78	79	79	79	76	75	77
Location:	Shops	%	87	90	93	88	91	92	94	90	90
	Public transport	%	89	90	91	89	93	93	95	92	90
	Parks/recreational	%	90	89	91	89	92	86	93	86	90
	Emergency services	%	88	85	90	85	90	88	89	81	88
	Medical services	%	89	85	88	83	89	89	89	78	87
	Childcare	%	81	82	89	80	81	83	85	86	83
	Schools	%	94	85	89	85	90	91	90	94	90
	Welfare services	%	88	87	86	83	88	87	88	88	87
	Support & community services	%	83	83	86	81	85	83	85	82	84
	Employment & training	%	84	76	79	76	83	77	78	80	81
	Safety of neighbourhood	%	68	76	81	76	74	77	75	69	74
	Average	%	86	84	88	83	87	86	87	84	86

Performance indicators cont.		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P7 Customer satisfaction			2003	2003	2003	2003	2003	2003	2003	2003	2003
	Very satisfied	%	24	21	31	27	28	26	18	24	25
	Satisfied	%	43	43	43	41	45	44	41	44	43
	Sub total: Satisfied or Very satisfied	%	67	63	74	68	74	70	59	68	68
At 30 June 2003			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
P2	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance)	%	56.0	66.9	87.9	80.1	81.9	94.0	51.3	67.0	67.8
P3	The proportion of households where dwelling size is not appropriate due to overcrowding	%	0.6	0.9	1.2	0.3	0.3	0.7	0.2	1.2	0.7
P4c	The number of all rebated households and special needs households paying market rent as a proportion of all households (new and existing).	%	99.0	91.4	90.0	100.0	93.7	96.0	100.0	100.0	95.5
P9	The occupancy rate of rental housing stock	%	98.3	96.5	97.9	95.7	94.9	96.8	98.7	93.9	97.1
P4(a)a	The number of new low income households as a proportion of all new households. Low income A	%	92.9	90.4	90.3	86.8	89.6	90.6	88.9	87.4	90.4
P4(a)b	The number of new low income households as a proportion of all new households. Low income B	%	7.0	8.7	9.4	12.5	9.1	9.3	11.0	12.3	9.1
P4(b)a	The number of new low income households plus new special needs (not low income) households as a proportion of all new households. Low income A	%	96.1	94.0	93.3	91.9	94.1	94.2	84.0	92.1	93.9
P4(b)b	The number of new low income households plus new special needs (not low income) households as a proportion of all new households. Low-income A and B	%	87.3	91.6	99.8	97.4	94.1	94.8	90.3	88.5	92.6
P5	The proportion of new tenancies that are allocated to households with special needs	%	52.4	43.7	38.9	44.7	59.0	49.9	35.3	62.8	48.1
P6a	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Under 3 months	%	59.0	76.1	20.9	37.2	56.5	89.1	93.3	28.0	58.5
P6b	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 3 months to under 6 months	%	54.6	70.1	17.3	52.5	58.2	85.7	90.0	16.4	56.5
P6c	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 6 months to under 1 year	%	34.8	73.7	8.2	15.1	56.9	81.2	82.3	18.2	41.7

DESCRIPTORS		Units	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Performance indicators cont.			2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03	2002-03
At 30 June 2003											
P6d	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 1 year to less than 2 years	%	17.9	61.0	4.5	0.4	35.4	75.4	73.8	9.3	22.9
P6e	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 2 years or more	%	2.2	13.1	2.3	0.0	1.0	100.0	61.2	10.3	3.2
P6f	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Total	%	29.3	66.9	9.1	22.9	42.2	87.1	87.1	20.0	37.9
P8	The average cost of providing assistance (excluding capital) per dwelling	\$	4,532	3,247	4,168	4,258	4,538	6,392	6,375	9,285	4,419
P10	The average time taken for occupancy of vacant stock	Days	33	38	29	44	43	39	39	60	37
P11	Total rent actually collected as a percentage of total rent charged	%	100.5	99.8	99.3	101.0	98.3	99.7	99.9	97.5	99.8

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

Notes—General

All	General	The Public Housing Administrative Data Repository was used to collect all administrative data (excluding financial data {P8 & P11} and National Social Housing Survey Data {P1 & P7}) for all jurisdictions.
	National totals	Due to rounding, the national total may not always equal the sum of jurisdictions' data items.
NSW	General	Multiple family households are defined as those households where there is one or more children plus another adult member who is not a son or daughter of the household head. Where these households are excluded from the calculation, data are not comparable to previous years.

Notes—Summary data

All	S1	Counting rule changed. Is not comparable to previous years' data.
	S2, S4	Counting rules clarified. May not be comparable to previous years' data.
	S10–S13	All income ranges include a rounding of approximately 0.5%.
	S12, S13	Under the 1999 CSHA, jurisdictions agreed to limit rent to 25% of income. Households in these categories are the result of rent and/or income details having not been updated or minor jurisdictional policy variations.

S15–S16	Excludes:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	6,972	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3,672	372	..

	S17-S22	Not comparable to previous years' data as ASGC classification used instead of RRMA.
NSW	S5	Estimate based on Census 2001, adjusted for Census undercounting of public housing households.
	S8 & S9	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme (around 2,200 in total) have been excluded. Not comparable to the previous years' data.
	S10 & S11	There was a rent increase for all rebated tenants from 23% to 24% of the tenants' income.
	S12–S14	Excluding 551 households that have a rent to income ratio greater than 25% due to data errors.
Vic	S3 & S5	The increase is due to identification of additional Indigenous households through use of individual client data.
	S7	Excludes 1,025 applications eligible for both STOMIH and public rental (counted under STOMIH data collection).
	S8 & S9	Property data for this collection is unreconciled and may not match published annual data.
Qld	S3, S5	May be under-reported due to Indigenous self-identification and as mandatory reporting was only introduced from October 1997.
	S6	Data represent applicants who satisfied stringent priority housing criteria, but do not include clients in similar circumstances who were housed through Queensland's standard wait turn criteria.

	S10, S11, S12, S13	Not comparable to 1999–2000 due to changed methodology.
WA	S1	Only those households receiving a rental subsidy have been included.
	S8 & S9	400 properties leased to other organisations have been excluded. Not comparable to the previous years' data.
SA	S3 & S5	Indigenous information is self-identified and not mandatory. Prior to 2002–03, Indigenous data were only extracted for the head of the household. This was rectified in 2002–03 and special needs and Indigenous details are now extracted for all household members.
ACT	S3, S5	May represent an undercount as ethnicity is a self identified field.

Notes—P1

All	P1	Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.
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Notes—P2

All	P2	The methodology used for calculations has changed and now uses more complex modelling developed in CRA modelling for CSHA re-negotiations. Caution should therefore be used comparing results between 2001 and later years.
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Data for NSW are not comparable over the three years, due to: changes in the way that households are excluded from the computation; and 2001 and 2002 figures are based on 2000 rent valuations, whilst 2003 is based on 2002 valuations. The data are also affected by the 1% rent increase in each of the three years. The data for Queensland are not comparable. Refer to detailed footnotes below.

P2	Excludes:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3672	372	..

NSW	AF1–AF3, P2	Affected by both the rent increase from 23% to 24% of tenants' income and the exclusion of 12.4% of non-rebated or multiple family households. Not comparable to the previous years' data.
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Qld	AF2	Market rents were not adjusted for a number of years, leading to an increase in the proportion of tenants paying market rent. Following a market rent review conducted in 2002, rent increases have been progressively applied since April 2003.
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	AF3	Note that methodology for calculating AF3 has changed from 1999–2000 and again from 2001–02.
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Notes—P3

All	P3	Includes rebated and non-rebated tenants where household composition is known. Changes in data collection methods between years may affect results for some jurisdictions.
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Data for NSW and WA 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 NSW and WA cannot be made. For details of these changes see 4.3.1 NSW General footnote and AIHW (2003)a table 4.2.2 WA note.

Data for Vic for 2002–03 and 2001–02 are not comparable to data for 2000–01.

P3	Excludes:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	11,607	6972	1,906	..
	Multiple family, ongoing households	531	656	265	..	474
	Multiple family, rebated, ongoing households	3,672	372	..

Notes —P4

All P4 Data for NSW and Vic 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 NSW and Vic cannot be made. Data for NSW on special needs are only available for households that were housed after November 1999. For details of other changes see table 4.3.1 NSW General footnote and Vic footnote below.

Data for SA, WA and ACT are based on different methodology from the other data presented and should be interpreted with caution. Data for SA 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 SA cannot be made. For details of these variations see SA, WA and ACT footnotes below.

LI1a–LI4	Excludes:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
	Non-rebated, ongoing households	1,103
	Multiple family, ongoing households	90	83	22	..	91
	Multiple family, rebated, ongoing households	116

Vic LI4 LI3 reported due to unavailability of details for new households who were no longer tenants at 30 June 2003.

P4 Increase in Special Needs numbers partially due to identification of additional Indigenous and Disability households through use of individual client data.

Qld LI1a, LI1b, LI3, LI4 Not calculated via the data repository. Refugee and immigrant households with no income are included in the calculation.

LI2a, LI2b, LI6 & LI7 Disability is calculated from a flag used for assessment of new tenancies and may underestimate the count for ongoing households.

LI5, LI6, LI7 See note AF2.

WA LI4 Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special need status. The LI3 result is reported which may overstate the result.

SA P4 Special needs and Indigenous information is self-identified and not mandatory. Prior to 2002–03, special needs and Indigenous data were only extracted for the head of the household. This was rectified in 2002–03 and special needs and Indigenous details are now extracted for all household members.

Tas, NT LI4 The LI3 result is reported due to missing special need data. This may overstate the result.

ACT LI1a–LI7 Not calculated via the data repository.

LI4 S2 result used due to a high number of new households where special needs details are not known.

LI6, LI7, P4c Special needs details are not known for non-rebated households, thus these households are excluded. 82.5% of all households at 30 June 2003 were receiving rental rebate assistance.

P4(b)a Due to a relatively low number of new households where special needs details are known, this PI returns an unrepresentative result. Using S2 as the divisor returns a value of 83.8%.

Notes—P5

All P5 Data for Vic and SA 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 Vic and SA cannot be made. For details of these changes see Vic and SA footnotes below.

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

Vic P5 Increase in Special Needs numbers partially due to identification of additional Indigenous and Disability households through use of individual client data.

WA & SN2 Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special need status. All new households are therefore included, overstating the result.

NT P5 Figure may represent an undercount.

SA P5 See note P4.

ACT SN2 See note LI4.

P5 Due to a relatively low number of new households where special needs details are known, this PI returns an unrepresentative result. Using S2 as the divisor returns a value of 35.8%.

NT SN1 Excludes households with a disability as NT does not have a disability identifier in their information management system.

Notes—P6

All P6 The results for Queensland are not comparable with other jurisdictions. Data represents applicants who satisfied stringent priority housing criteria, but does not include clients in similar circumstances who were housed through Queensland standard wait turn criteria

NSW P6 Excludes those who had very high rental housing costs.

SA PA1–PA6 May be an undercount as some priority applicants may bypass the priority process in low wait time areas.

NT PA1–PA6 May be overcounted as priority date is not updated when households transfer to the priority category after initial waitlist application.

Notes—P7

All P7 For NSW face-to-face interviews were conducted, with mail-out forms being used for all other jurisdictions. Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Notes—P8

NSW DC1 Includes the costs for those dwellings (around 2,200) that are excluded in the total number of dwellings.

DC2 See note S8 & S9.

P8 The increase is mainly attributable to an 8% increase in property maintenance in line with the Department's strategy to bring properties up to a maintained standard. In addition, P8 is overestimated because the costs include costs for the 2,200 dwellings excluded from the denominator (DC2). When these dwellings are included in the denominator, the average cost becomes \$4,453.

Vic DC2 See note S8 & S9.

Qld P8 Capital works in progress are excluded.

Notes—P9

All	P9	Data for NSW for 2002–03 are based on different methodology from previous years and should be interpreted with caution. For details of these variations see NSW footnote below.
NSW	OR1, OR2	See note S8 & S9.
Vic	OR2	See note S8 & S9.

Notes—P10

All	P10	Data for Vic and SA for 2002–03 are based on different methodology from previous years and should be interpreted with caution. For details of these variations see Vic footnote below, AIHW (2003)a, (2002) table 4.2.8 SA footnotes. Data for Tas 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 Tas cannot be made. For details of these changes see Tas footnote below.
	TT1 & P10	Counting rules clarified. May not be comparable to previous years' data.
NSW	TT1 & TT2, P10	See note S8 & S9. Also the vacancy specification has been refined, resulting in one extra day being counted for each vacancy episode. Not comparable to the previous years' data. The P10 figure for 2001–02 derived using the same methodology as for 2002–03 is 31.
Vic	TT1 & TT2	The increase in turnaround time is largely due to the use of the legal tenancy start date (system date—from which rent is paid) as the vacancy end date. In practice tenants may sign tenancy agreements and receive keys several days earlier—this date was used in 2002 calculations.
Qld	TT1, TT2	The data item is derived from tenancy information and does not distinguish between the different types of vacancy, nor does it contain information about the lead time for new dwellings to be occupied. Calculations using alternative data sources indicate that the data limitations have only a minimal impact on the performance indicator P10. Note that the data source for calculating TT1 and TT2 has changed from 1999–2000.
Tas	P10	Direct Tenancies have been included this year, for the first time. Under this program, homes are allocated by community based organisations, therefore the time taken to re-tenant vacant properties is not within the immediate control of Housing Tasmania. They are included in the public housing data collection as tenancies are managed by Housing Tasmania once the allocation has occurred.

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.
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Appendix 1: P1 and P7 results for 2001

Table A1: CSHA public housing at November 2000: P1(a) Amenity (per cent)

Amenity aspect:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
Size of dwelling	78	76	79	80	84	83	80	81	79
Cupboards and storage	55	60	57	66	63	58	59	62	58
Modifications for special need	67	75	78	85	77	78	79	75	74
Ease of access	86	90	91	95	91	91	90	88	89
Car parking	75	83	77	82	85	86	81	80	79
Yard space	86	87	91	89	88	90	89	89	87
Fencing	67	66	74	81	75	74	75	63	70
Privacy	80	76	74	79	75	77	79	71	78
Safety	75	65	60	64	60	68	65	48	68
Sample size (number)	815	506	2,601	1,563	1,552	1,159	565	499	9,260
Average (per cent)	74	75	75	79	77	77	77	72	76

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

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

Source: Donovan Research 2000, National Social Housing Survey with public housing, November 2000, Perth.

Table A2: CSHA public housing at November 2000: P1(b) Location (per cent)

Location aspect:	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
Shops	87	90	92	92	91	93	96	93	90
Public transport	91	90	88	89	92	92	95	94	91
Parks/recreational	81	88	89	93	91	81	92	86	86
Emergency services	91	88	92	89	92	88	94	89	91
Medical services	89	87	90	89	91	85	91	78	89
Childcare	87	88	89	82	85	83	81	92	87
Schools	94	90	92	89	92	93	93	95	92
Welfare services ^(b)	80	81	85	82	86	81	87	86	82
Support & community services ^(c)	86	82	88	86	88	86	90	89	86
Employment & training	75	75	78	80	79	72	83	82	77
Safety of neighborhood	72	75	76	74	74	75	78	65	73
Sample size (number)	815	506	2,601	1,563	1,552	1,159	565	499	9,260
Average (per cent)	84	83	86	85	87	83	89	86	84

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

(b) Welfare services includes services for seniors, community and support services, Centrelink offices and the local housing authority office.

(c) Support and community services includes banking services, entertainment, restaurants, 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: Donovan Research 2000, National Social Housing Survey with public housing, November 2000, Perth.

Table A3: CSHA public housing at November 2000: P7 Customer satisfaction (per cent).

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
Number of households in sample	815	506	2,601	1,563	1,552	1,159	565	499	9,260
Percentage of tenants reporting overall satisfaction									
Very satisfied	25	21	28	28	28	26	18	23	25
Satisfied	47	41	44	46	47	45	41	46	45
Sub total: Satisfied or Very satisfied	72	62	72	74	75	71	59	69	70

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

Notes

1. Caution should be used when interpreting small differences in the results, which are affected by sample and estimate size.
2. Data for Australia calculated as simple numerical average due to a lack of raw data.

Source: Donovan Research 2000, the National Social Housing Survey with public housing, November 2000, Perth.

Reference list

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