



Australian Government

**Australian Institute of
Health and Welfare**

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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

Community housing 2009–10

January 2011

Australian Institute of Health and Welfare
Canberra

Cat. no. HOU 235

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is *better information and statistics for better health and wellbeing.*

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This publication is part of the Australian Institute of Health and Welfare's Housing assistance data development series. A complete list of the Institute's publications is available from the Institute's website <www.aihw.gov.au>.

ISBN 978-1-74249-122-6

Suggested citation

Australian Institute of Health and Welfare 2011. Community housing 2009–10. Cat. no. HOU 235. Canberra: AIHW. <www.aihw.gov.au/housing/assistance>.

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Published by the Australian Institute of Health and Welfare

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

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Symbols

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

Overview

At 30 June 2010 there were 959 mainstream community housing organisations that managed nearly 46,000 dwellings funded under the National Affordable Housing Agreement (NAHA) and associated National Partnership Agreements. Most organisations (88%) manage less than 50 dwellings each, whilst just over 5% manage 200 or more dwellings (Table 1.1).

Table 1.1: Community housing organisations and total dwellings, 30 June 2010

	NSW	Vic	Qld	WA ^(a)	SA	Tas ^(b)	ACT	NT	Total
Total community housing providers	154	119	281	189	94	89	5	28	959
Total dwellings	18,005	8,465	7,197	5,878	4,544	1,103	638	145	45,975

Notes

- (a) Dwelling counts include four dwellings under state management at 30 June 2010.
- (b) Properties managed under the Community Tenancy Program were included this year for the first time. Coherence over time has been affected by this change in scope.

Given the varied level of community housing organisation survey response rates, coverage of household-level data is not comprehensive. Organisation response rates were low in some states, but due to an overrepresentation of larger organisations, the survey still obtained good overall coverage of the dwelling portfolio for most jurisdictions (Table 1.2).

Table 1.2: Survey response rates, 2009–10 (per cent)

	NSW ^(a)	Vic	Qld ^{(a)(b)}	WA	SA	Tas	ACT	NT
Organisation response rate	23	64	52	24	93	45	80	..
Dwelling portfolio coverage	95	96	78	63	98	43	73	..

Notes

- (a) The resulting raw figures are adjusted to account for non-response
- (b) Response rates were supplied by the jurisdiction rather than calculated from unit record data.

There were over 42,000 households identified through the annual data collection at 30 June 2010, occupying 96% of tenantable community housing stock. Around 7% identified as Indigenous households. Nearly 13,000 households were newly allocated a community housing dwelling during 2009–10 with over one-quarter of these households homeless at the time of allocation (Table 1.3, Table 2.1).

Table 1.3: Total Indigenous and new households and occupancy rate, 2009–10^(a)

	NSW	Vic	Qld	WA ^{(b)(c)}	SA ^(d)	Tas	ACT	NT ^(e)	Total
Total households at 30 June 2010	18,233	8,262	6,855	3,561	4,464	589	450	n.a.	42,414
Total Indigenous households at 30 June 2010	1,394	854	542	238	96	5	24	n.a.	3,153
Total new households assisted for year ending 30 June 2010	4,728	3,769	2,162	1,568	276	98	233	n.a.	12,834
Occupancy rate of rental housing stock at 30 June 2010 (%)	98.7	93.5	95.2	92.3	94.3	95.3	95.7	100.0	96.0

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (b) Includes one occupied tenancy (rental) unit used to provide additional housing support.
- (c) The number of households at 30 June 2010 may be overstated due to underlying data quality issues. This may also result in a higher rate of occupancy.
- (d) The number of households at 30 June 2010 may be understated whilst the number of tenancy (rental) units may be overstated due to underlying data quality issues. This may also result in a lower rate of occupancy.
- (e) It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

In 2009–10, the Canadian National Occupancy Standard (CNOS) was used to calculate the required bedrooms for each household, meaning that results are not comparable with previous years where the Proxy Occupancy Standard was used. Furthermore, the use of the CNOS and the change in definition of overcrowding as ‘requiring one or more additional bedrooms’ has resulted in an increase of the estimation of overcrowding and under-utilisation in 2009–10.

At 30 June 2010, 3% of all households and 4% of Indigenous households were defined to be overcrowded. Over one-quarter of all households were living in dwellings that were under-utilised (Table 1.4).

Table 1.4: Match of dwelling to household size, 30 June 2010 (per cent)^(a)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Proportion of households with overcrowding	2.5	3.3	n.a.	1.9	2.7	0.5	1.4	n.a.	2.6
Proportion of Indigenous households with overcrowding	n.a.	3.8	n.a.	6.0	5.7	0.0	4.8	n.a.	4.4
Proportion of households with under utilisation	10.8	31.6	n.a.	42.8	73.2	34.4	9.5	n.a.	27.1

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- Households for which relevant details could not be determined are excluded, however some assumptions have been made where only partial household information is known, including:
- all single or couple-only households and any unmatched single persons in a household each require their own bedroom
 - each person in a household that is classified as a ‘group of unrelated adults’ each require their own bedroom.

For the year ending 30 June 2010, 60% of newly assisted households were special needs¹ households (Table 1.5). In 2009–10, 63% of newly assisted households across Australia were to those in greatest need². Households can be correctly classified by jurisdictions as being in greatest need at time of allocation as well as a special needs household.

Table 1.5: Proportion of new allocations to households with special needs and in greatest need, 2009–10 (per cent) ^{(a) (b) (c)}

	NSW ^{(d) (e)}	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Proportion of new allocations to those with special needs (%)	76.3	48.8	55.5	46.6	59.6	71.4	49.4	n.a.	60.2
Total new allocations to households with special needs	3,458	1,794	1,079	689	143	60	115	n.a.	7,338
Proportion of new allocations to those in greatest need (%)	70.0	55.1	50.5	75.1	60.1	79.6	88.0	n.a.	63.1
Total new greatest need allocations	3,310	2,075	1,092	1,177	166	78	205	n.a.	8,103

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (b) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded.
- (c) Households for whom criteria required to determine special need status (that is Indigenous or disability household status, or the age of the main tenant) are unknown, have been excluded from this indicator.
- (d) Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.
- (e) Data are sourced from a multi response survey question and a new household may fall into more than one 'special needs' category. Data has been adjusted for duplicates to ensure that the 'total new households with special needs' corresponds with 'total new households'.

During 2009–10, nearly 13,000 new households were assisted, and of these 8,000 were allocated to those in greatest need (Table 1.5). There were still almost 37,000 applicants on the waiting list at 30 June 2010, with nearly 60% of these in greatest need (Table 1.6). Comparisons between the number of newly assisted households and the number of new applicants that are waiting and in greatest need at 30 June 2010 are difficult given the absence of waitlist figures for NSW during their transition to a centralised waiting list.

¹ Special needs households are low income households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years and over, or one or more Indigenous members.

² Greatest need households are defined as low income households that at the time of allocation were either homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

Table 1.6: Number of households on the waiting list, total and in greatest need, 2009–10^(a) ^(b)

	NSW ^(c)	Vic	Qld ^{(d)(e)}	WA	SA	Tas	ACT	NT	Total
Total applicants on waiting list	n.a.	12,562	19,958	1,899	1,573	535	162	n.a.	36,689
Total new applicants on waiting list who have a 'greatest need'	n.a.	5,611	14,440	495	755	398	161	n.a.	21,860

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (b) Applicants may appear on waiting lists of more than one community housing organisation, with the exception of Queensland and South Australia where consolidated waiting lists are in operation.
- (c) Systems to capture waiting list information via a common application process for public and community housing are currently being developed, resulting in data not being available for all community housing providers at 30 June 2010.
- (d) Queensland have one waiting list for all social housing. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.
- (e) Coherence over time of the measurement of new applicants on the waiting list in 'greatest need' has been affected by a change in methodology.

Low income households³ accounted for 93% of all households in community housing. On average, 75% of income is available to households after rent is paid. At 30 June 2010 however, 18% of all low income households and 18% of low income Indigenous households were in rental stress, defined as paying more than 30% of their gross income in rent (Table 1.7). These figures should be interpreted with caution as there is some uncertainty about the treatment of Commonwealth Rent Assistance (CRA) by organisations. While the CRA amount should be excluded from rent charged and household income, some organisations have incorrectly included CRA which may result in a higher estimation of rental stress.

³ A low income household is defined as a household in the bottom two quintiles of equivalised gross household income, excluding Commonwealth Rent Assistance.

Table 1.7: Affordability for low income households in community housing, 2009–10 (per cent)^{(a)(b)(c)}

	NSW ^(d)	Vic ^(e)	Qld	WA ^(e)	SA ^(e)	Tas ^{(e)(f)}	ACT ^(e)	NT	Total
Low income households as a proportion of all households	92.1	93.4	n.a.	97.8	91.3	88.9	99.7	n.a.	92.9
Proportion of household income left after rent	74.8	77.8	77.1	68.2	75.0	74.2	73.2	n.a.	75.0
Proportion of low income households paying more than 30% of their gross income in rent	12.9	20.3	n.a.	59.7	7.1	28.0	23.6	n.a.	18.4
Proportion of low income Indigenous households paying more than 30% of their gross income in rent	n.a.	7.0	n.a.	63.2	9.2	0.0	14.3	n.a.	17.5

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (b) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded.
- (c) Measurement of low income cannot be compared with previous years due to a change in methodology.
- (d) Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.
- (e) Households have been excluded from affordability calculations where:
 - Rent charged or household assessable income are unknown
 - Rent charged or household assessable income is equal to or less than zero
- (f) Relevant affordability details are known for only 38% of households.

The average cost of providing assistance (excluding capital) for the year ending 30 June 2009 was \$8,289, with total rent collected by community housing organisations as a percentage of total rent charged 98% (Table 1.8). Comparisons to previous years should be made with caution due to changes in jurisdiction calculation methods for these results.

Table 1.8: Average cost of providing assistance and rent collection rate, 2008–09^(a)

	NSW ^(b)	Vic ^{(c)(d)}	Qld	WA ^(e)	SA ^{(f)(g)}	Tas ^(h)	ACT ⁽ⁱ⁾	NT	Total
Average cost of providing assistance (excluding capital) per unit (\$)	9,299	9,008	4,962	7,870	7,294	16,835	7,248	n.a.	8,289
Rent collection rate (%)	96.6	99.1	99.0	98.8	100.3	99.7	95.8	n.a.	98.1

Notes

- (a) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (b) Financial activity data for the year ending 30 June 2009 are sourced from quarterly submissions from providers' administrative data.
- (c) Coherence over time has been affected by an improved methodology that better reflects all jurisdiction costs associated with administering community housing.
- (d) Unadjusted provider net recurrent costs of \$56,483,355 represented 8,221 tenancy (rental) units.
- (e) Unadjusted provider net recurrent costs of \$22,822,806 represented 3,089 tenancy (rental) units.
- (f) Coherence over time has been affected as previous years' costs have not included any jurisdiction costs associated with administering community housing.
- (g) Net recurrent costs and rent collection rate are sourced from jurisdiction administrative systems.
- (h) Some organisations under the Community Tenancy Program may have included staff costs which are otherwise offset by Grant funding, resulting in very high administrative costs overall. Costs for three organisations have been excluded due to erroneous information. The remaining unadjusted provider net recurrent costs of \$4,870,034 represented 367 tenancy (rental) units.
- (i) Grants and subsidies paid to community housing organisations for tenancy management, as part of jurisdiction administrative costs, may also be reported as community housing organisation expenditure. Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector. Unadjusted provider net recurrent costs of \$2,672,408 represented 567 tenancy (rental) units.

General notes

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

- 1) Administrative data – unit record level dwelling and community housing provider information stored in state and territory information systems.
- 2) 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, two jurisdictions (New South Wales and Queensland) undertake the survey at the aggregate level and five jurisdictions (Victoria, Western Australia, South Australia, Tasmania and Australian Capital Territory) undertake the survey at the household level. The Northern Territory does not currently survey its community housing providers.

These data sources are differentiated in the tables in this report. Shaded cells pertain to administrative data and unshaded cells pertain to survey data from the data collection.

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

Jurisdiction	Survey coverage	Comments
NSW	95%	Of the 154 community housing organisations, 35 were selected and responded to the survey accounting for over 95% of the total dwelling portfolio. Data for NSW are weighted to account for non-response.
Vic	96%	Of the 119 community housing organisations, 76 responded to the survey accounting for over 95% of the total dwelling portfolio.
Qld ^(a)	78%	Of the 281 community housing organisations, 147 provided administrative data accounting for 78% of the total dwelling portfolio. Data for Qld are weighted to account for non-response.
WA	63%	Of the 189 community housing organisations, 45 responded to the survey accounting for 63% of the total dwelling portfolio.
SA	98%	Of the 94 community housing organisations, 87 responded to the survey accounting for 98% of the total dwelling portfolio.
Tas	43%	Of the 89 community housing organisations, 40 responded to the survey accounting for 43% of the total dwelling portfolio.
ACT	73%	Of the 5 community housing organisations, 4 responded to the survey accounting for 73% of the total dwelling portfolio. One government-funded mainstream community housing organisation providing housing for Indigenous households is reported separately in the Indigenous community housing data collection.
NT	..	The Northern Territory did not survey its community housing sector for 2009–10.

Notes

(a) Response rates were supplied by the jurisdiction rather than calculated from unit record data.

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.

Data for P1 and P7 are sourced from the 2010 community housing National Social Housing Survey (NSHS). This survey of community housing tenants was undertaken in 2010 by the Social Research Centre for the Housing Ministers' Advisory Committee.

Data for P8 and P11 are sourced from the 2009-10 data collection survey of community housing organisations but reference the 2008-09 financial year. This allows sufficient time for auditing of financial data prior to reporting.

Data qualifications

In addition to qualifications detailed in the footnotes, the following qualifications apply to the survey and administrative data:

- 1) Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations which respond to the survey.
- 2) National performance data were calculated only where complete data were available and valid.
- 3) SA: The number of newly assisted households may be understated by up to 600 new households due to unknown data.
- 4) Tasmania: Properties managed under the Tasmanian Community Tenancy Program were included this year for the first time. Coherence over time has been affected by this change in scope.
- 5) The number of households assisted in 'greatest need' is reported as a proxy for those who are homeless or at risk of homelessness.
- 6) A higher proportion of low income households may appear to be in rental stress as Commonwealth Rent Assistance (CRA) may not have been fully excluded from the survey data.
- 7) Households for which relevant details could not be determined are excluded, however some assumptions have been made where only partial household information is known, including:
 - all single or couple-only households and any unmatched single persons in a household each require their own bedroom
 - each person in a household that is classified as a 'group of unrelated adults' each require their own bedroom.

National Social Housing Survey data

- The Social Research Centre (SRC) was engaged by the AIHW to conduct the 2010 NSHS. Data were collected via postal and online questionnaires from a randomly selected sample of Public and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions, except those in the ACT, who completed a survey administered by that jurisdiction.
- ACT data are sourced from 2010 Customer Satisfaction Survey (conducted by TNS Social Research on behalf of the jurisdiction). Results for the ACT should be treated with caution as data accuracy and survey methodology differs from the NSHS.
- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.

- Survey weights are applied to when calculating outputs and performance indicators.
- The Australia level response rate for the community housing component of the NSHS is 36%. Response rates across the jurisdictions vary from 31% to 49%.

Summary data items

Table 2.1: Summary data items, 2009–10

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
For year ending 30 June 2010										
S1	Total new households assisted	4,728	3,769	2,162	1,568	276	98	233	n.a.	12,834
S2	Total new Indigenous households assisted	392	362	214	148	14	1	12	n.a.	1,143
S3	Total households assisted that were homeless at the time of allocation	1,206	583	999	433	62	17	112	n.a.	3,412
At 30 June 2010										
S4	Total households	18,233	8,262	6,855	3,561	4,464	589	450	n.a.	42,414
S5	Total Indigenous households	1,394	854	542	238	96	5	24	n.a.	3,153
S6	Total disability households	5,634	2,726	1,626	1,575	1,830	233	202	n.a.	13,826
S7	Total households from a non-English-speaking background	3,603	618	212	191	527	22	55	n.a.	5,228
S8	Total households with a principal tenant aged 24 years or under	1,314	396	420	178	258	32	49	n.a.	2,647
S9	Total households with a principal tenant aged 75 years or over	2,239	544	353	329	381	35	4	n.a.	3,885
S10	Total new applicants on waiting list who have a 'greatest need'	n.a.	5,611	14,440	495	755	398	161	n.a.	21,860
S11	Total applicants on waiting list	n.a.	12,562	19,958	1,899	1,573	535	162	n.a.	36,689
S12	Total tenable tenancy (rental) units	17,744	8,473	7,095	3,756	4,651	610	468	145	42,942
S13	Total untenable tenancy (rental) units	154	368	102	103	81	8	2	0	818
S14	Total low income households paying 20% or less of their gross income in rent	4,464	2,496	n.a.	453	412	112	54	n.a.	7,991
S15	Total low income households paying >20% but not more than 25% of their gross income in rent	8,088	2,349	n.a.	330	2,578	15	172	n.a.	13,532
S16	Total low income households paying >25% but not more than 30% of their gross income in rent	1,112	808	n.a.	289	401	17	59	n.a.	2,686
S20	Total households with under-utilisation	1,823	2,320	n.a.	1,473	3,083	196	42	n.a.	8,937
S21	Total tenancy (rental) units in Major cities of Australia	12,044	6,868	3,385	4,009	4,123	..	680	..	31,109
S22	Total tenancy (rental) units in Inner regional Australia	4,482	1,986	1,604	716	404	828	2	..	10,022
S23	Total tenancy (rental) units in Outer regional Australia	1,446	345	1,538	740	222	372	..	85	4,748

(continued)

Table 2.1: Summary data items, 2009–10 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	
S24	Total tenancy (rental) units in Remote Australia	28	15	272	441	60	19	..	55	890
S25	Total tenancy (rental) units in Very remote Australia	5	..	399	135	4	0	..	5	548
S26	Total tenancy (rental) units in Migratory areas	0	0	0	0	0	0	0	0	0
S27	Total head-leased dwellings (private)	5,578	2,625	1,347	1,222	1,321	21	8	0	12,122
S28a	Total boarding/rooming/ lodging house buildings	n.a.	146	n.a.	202	0	1	0	0	349
S28b	Total boarding/rooming/ lodging house units	n.a.	473	n.a.	12	4	0	0	0	489
S28c	Total boarding/rooming/ lodging house rooms	n.a.	1,349	n.a.	1,092	13	39	0	0	2,493
S29	Total community housing providers	154	119	281	189	94	89	5	28	959
S30	Total housing associations	27	14	46	102	39	9	3	0	240
S31	Total housing cooperatives	3	8	4	2	52	7	1	0	77
S32	Total other community service organisations	124	54	0	84	1	73	0	28	364
S33	Total community housing providers that were able to offer daily living support to households	n.a.	30	n.a.	12	5	20	0	n.a.	67
S34	Total community housing providers that were able to offer personal support to households	n.a.	28	n.a.	15	11	21	0	n.a.	75
S35	Total community housing providers that were able to offer community living support to households	n.a.	27	n.a.	14	6	21	1	n.a.	69
S36	Total community housing providers that were able to offer support for children, families and carers	n.a.	12	n.a.	5	5	5	0	n.a.	27
S37	Total community housing providers that were able to offer training and employment support to households	n.a.	12	n.a.	6	3	4	0	n.a.	25
S38	Total community housing providers that were able to offer financial and material assistance to households	n.a.	19	n.a.	9	5	9	0	n.a.	42
S39	Total community housing providers that were able to offer information, advice and referral to households	n.a.	42	n.a.	14	14	20	3	n.a.	93
S40	Total community housing providers that were able to offer support service(s)	n.a.	51	281	21	18	27	3	n.a.	401

(continued)

Table 2.1: Summary data items, 2009–10 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	
S41a	Total community housing providers managing 200 or more dwellings	20	11	7	5	7	0	2	0	52
S41b	Total community housing providers managing 100–199 dwellings	2	5	6	4	5	2	0	0	24
S41c	Total community housing providers managing 50–99 dwellings	4	8	10	6	5	1	0	0	34
S41d	Total community housing providers managing 20–49 dwellings	10	26	48	37	24	9	2	1	157
S41e	Total community housing providers managing less than 20 dwellings	118	69	210	137	53	77	1	27	692
S42	Total dwellings	18,005	8,465	7,197	5,878	4,544	1,103	638	145	45,975
S43a	Total long-term community housing program dwellings	17,976	4,690	4,917	1,844	4,289	1,044	468	145	35,373
S43b	Total short- to medium- term community housing program dwellings	0	259	1,689	59	185	5	168	0	2,365
S43c	Total boarding/rooming house program dwellings	0	1,939	591	490	0	22	0	0	3,042
S43d	Total joint venture program dwellings	29	167	0	606	8	0	0	0	810
S43e	Total other community housing program dwellings	0	968	0	652	30	32	2	0	1,684
S43f	Total NRAS housing program dwellings	0	130	0	23	32	0	0	0	185
S44a	Total dwellings containing one bedroom	3,568	3,643	3,632	1,849	420	418	445	14	13,989
S44b	Total dwellings containing two bedrooms	6,843	2,107	1,931	1,410	1,491	310	94	49	14,235
S44c	Total dwellings containing three bedrooms	6,102	1,795	1,219	838	2,451	254	83	54	12,796
S44d	Total dwellings containing four bedrooms	1,346	501	358	302	159	96	14	19	2,795
S44e	Total dwellings containing five or more bedrooms	146	119	57	115	23	25	2	9	496
S44f	Average bedrooms per dwelling	2.3	2.0	1.8	2.1	2.5	2.1	1.5	2.7	2.2
S45a	Total separate house dwellings	6,660	2,977	1,571	864	2,618	390	105	82	15,267
S45b	Total semi-detached, row or terrace house, townhouse, etc. dwellings	3,578	790	1,004	1,283	1,499	216	31	24	8,425
S45c	Total flat, unit or apartment dwellings	7,642	1,855	3,974	1,539	394	386	197	39	16,026
S45d	Total boarding/rooming house unit dwellings	125	2,525	648	821	14	110	305	0	4,548
S45e	Total other dwellings	0	18	0	10	19	1	0	0	48

(continued)

Table 2.1: Summary data items, 2009–10 (continued)

Source: National housing assistance data repository, community housing 2009–10 [Figures in italics denote results pertaining to administrative data; Figures not in italics denotes results pertaining to survey data]

Notes

All Australian totals may not represent national totals because complete data were not available for all jurisdictions.
Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations which respond to the survey.

NSW

S11 Systems to capture waiting list information via a common application process for public and community housing are currently being developed, resulting in data not being available for all community housing providers at 30 June 2010.

S14, S15, S16 Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.

Qld

S11 Queensland have one waiting list for all social housing. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.

SA

S8, S9 May be undercounted due to missing information for main tenant date of birth.

S10 New waitlisted households in greatest need exclude those households that have been earmarked allocation to a Nation Building dwelling with a support package and would not have otherwise been waitlisted.

NT

S12, S13 It is assumed that all dwellings are tenantable.

Performance indicator specifications

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'.

P1(a) Amenity

Amenity measures the proportion of tenants rating amenity aspects as important and meeting their needs. The amenity aspects in scope are:

- size of home (dwelling)
- modifications for special needs
- ease of access and entry
- car parking
- yard space and fencing
- privacy of home
- safety/security of home
- safety/security of neighbourhood

This performance indicator is calculated as:

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

P1(b) Location

Location measures the proportion of tenants rating location aspects as important and meeting their needs. The NSHS asks tenants about the location of their dwelling in relation to the following facilities and services:

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

This performance indicator is calculated as:

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

P2 Affordability

This indicator assesses the level of housing affordability within the community housing sector. It measures the proportion of low income households paying more than 30% of their gross equivalised income in rental expenses. This performance indicator is calculated separately for all households and Indigenous households as:

$$P2(a) = \frac{[AL1 \times 100]}{[AL2]}$$

$$P2(b) = \frac{[(AL3 \times 100)]}{[AL4]}$$

AL1 Total low income households paying more than 30% of equivalised gross income in rent at 30 June 2010

AL2 Total number of low income households for whom details are known at 30 June 2010

Low income households in 2009-10 are defined as those households in the bottom 40% of the equivalised disposable household income distribution (ABS definition).

Low income summary items and performance indicators sourced from the AIHW's National Housing Assistance Data Repository and presented here use a modified definition of low income to that used by the ABS. Here low income households are defined as those in the bottom 40% of equivalised gross household income. Household income is gross household income excluding Commonwealth Rent Assistance (CRA) while rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance.

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 because of overcrowding. This performance indicator is calculated as:

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

HS1 Total number of households with overcrowding at 30 June 2010

HS2 Total number of households occupying community housing at 30 June 2010 for which household composition and tenancy (rental) unit details are known

To derive the number of households with overcrowding, every household is assigned an occupancy status based on the following Canadian National Occupancy Standard (CNOS):

- There should be no more than 2 persons per bedroom
- Children less than 5 years old of different sexes may reasonably share a bedroom
- Children less than 18 years old of the same sex may reasonably share a bedroom
- Single household members 18 and over should have a separate bedroom, as should parents or couples.

Overcrowding occurs where one or more additional bedrooms are required to meet the CNOS.

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.

This performance indicator is calculated as:

$$P4 = (LI1 \times 100) / (LI2)$$

LI1 Total number of all low income households at 30 June 2010

LI2 Total number of all households at 30 June 2010 for which income and household composition details are known

P5 Special needs

This indicator assesses the special needs status of all households receiving assistance. Specifically, this is the proportion of new tenancies that are allocated to low income households that meet either of the following criteria:

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

This performance indicator is calculated as follows:

$$P5 = (SN1 \times 100) / SN2$$

SN1 Total number of new households with special needs for year ending 30 June 2010

SN2 Total number of new households assisted for year ending 30 June 2010 for which special needs details are known

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.

This performance indicator is calculated as:

$$P6 = (PA1 \times 100) / (PA2)$$

PA1 Total number of new greatest need households for year ending 30 June 2010

PA2 Total number of new households for year ending 30 June 2010

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

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 on only the total greatest need allocations for the financial year.

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. This performance indicator is calculated as:

$$P7 = \frac{[\text{Weighted number of tenants who were satisfied (very and satisfied)} \times 100]}{[\text{Weighted number of tenants who gave a valid answer to the satisfaction question}]}$$

For reporting, overall satisfaction is disaggregated into:

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

The weighted number of tenants is the scaled number of tenants in the population of tenants calculated from the number of responses to the survey.

P8 Net recurrent costs per unit

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

Net recurrent costs are divided into costs borne by:

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

These performance indicators are calculated as:

$$P8a = DC1 / DC4$$

$$P8b = DC2 / DC4$$

$$P8c = DC3 / DC4$$

DC1 Provider net recurrent costs for year ending 30 June 2009

DC2 Administrator net recurrent costs for year ending 30 June 2009

DC3 Total net recurrent costs for year ending 30 June 2009

DC4 Total number of tenancy (rental) units at 30 June 2009

P9 Occupancy rates

This indicator assesses use of community housing stock by measuring the occupancy rate of rental housing stock. This performance indicator is calculated as:

$$P9 = (OR1 \times 100) / (OR2)$$

OR1 Total number of occupied tenancy (rental) units at 30 June 2010

OR2 Total number of tenancy (rental) units at 30 June 2010

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

P10 Turnaround time

Collection of this indicator was discontinued from the 2005-06 collection onwards. This was due to reporting issues associated with the complex and diverse nature of tenant allocation processes for community housing.

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. This performance indicator is calculated as:

$$P11 = (RA1 \times 100) / RA2$$

RA1 Total rent collected from tenants for year ending 30 June 2009

RA2 Total rent charged to tenants for year ending 30 June 2009

Performance indicators

Table 2.2: P1 (a) Amenity, proportion of tenants rating amenity aspects as important and meeting needs, August-September 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Size of dwelling	88.4	83.7	82.0	86.0	87.2	94.5	88.0	n.a.	86.4
Modifications for special needs	73.0	77.9	83.2	77.9	81.6	90.2	100.0	n.a.	80.1
Ease of access and entry	88.4	92.7	92.4	91.3	94.1	93.6	99.0	n.a.	90.8
Car parking	83.7	85.1	75.3	87.0	90.2	91.1	86.0	n.a.	84.1
Yard space and fencing	81.2	85.7	81.7	88.1	84.9	82.7	96.0	n.a.	83.2
Privacy of home	84.4	87.2	82.0	83.4	87.1	92.8	80.0	n.a.	85.1
Safety/security of home	83.2	84.2	84.8	80.9	82.8	92.3	73.0	n.a.	83.6
P1 (a) Amenity	83.2	85.2	83.1	84.9	86.9	91.0	88.9	n.a.	84.7

Source: AIHW analysis of 2010 National Social Housing survey of mainstream community housing tenants.

Table 2.3: P1 (b) Location, proportion of tenants rating location aspects as important and meeting needs, August-September 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Shops and banking	91.8	94.5	90.3	90.4	93.2	95.7	100.0	n.a.	92.3
Public transport	90.7	90.6	88.2	93.0	85.8	92.1	100.0	n.a.	90.4
Parks and recreational facilities	90.8	93.6	90.8	91.9	89.7	94.9	100.0	n.a.	91.5
Emergency services, medical services, hospitals	89.6	91.6	90.2	86.3	91.8	94.9	100.0	n.a.	90.3
Child care facilities	88.3	83.8	87.7	88.6	88.4	100.0	100.0	n.a.	87.3
Education/training facilities	87.2	88.0	87.5	82.0	87.9	96.6	94.0	n.a.	87.4
Employment/place of work	84.3	88.2	82.7	86.0	84.3	95.5	94.0	n.a.	85.3
Community and support services	86.1	91.7	87.6	89.3	90.1	94.7	100.0	n.a.	88.4
Family and friends	85.4	88.0	86.2	87.0	88.0	93.0	84.0	n.a.	86.6
Safety/security of neighbourhood	82.1	87.3	81.2	81.3	86.1	87.6	73.0	n.a.	83.6
P1 (b) Location	87.6	89.7	87.2	87.6	88.5	94.5	94.5	n.a.	88.3

Source: AIHW analysis of 2010 National Social Housing survey of mainstream community housing tenants.

Table 2.4: P2 Affordability, 2009–10, week of 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
AF1	Total rents charged (\$'000)	2,408.2	797.3	205.0	382.9	471.7	25.7	34.6	7.9	4,333.3
AF2	Total household assessable income (\$'000)	9,537.7	3,590.9	894.0	1,203.9	1,884.3	99.7	128.8	n.a.	17,339.2
P2	Proportion of household income left after rent (%)	74.8	77.8	77.1	68.2	75.0	74.2	73.2	n.a.	75.0
AL1	Total number of low income households paying more than 30% of their gross income in rent	2,019	1,441	n.a.	1,589	260	56	88	n.a.	5,453
AL2	Total number of low income households for which gross income and rent details are known	15,683	7,095	n.a.	2,661	3,651	200	373	n.a.	29,663
P2a	Proportion of low income households paying more than 30% of their gross income in rent (%)	12.9	20.3	n.a.	59.7	7.1	28.0	23.6	n.a.	18.4
AL3	Total number of low income Indigenous households paying more than 30% of their gross income in rent	n.a.	56	n.a.	129	8	0	3	n.a.	196
AL4	Total number of low income Indigenous households for which gross income and rent details are known	n.a.	805	n.a.	204	87	3	21	n.a.	1,120
P2b	Proportion of low income Indigenous households paying more than 30% of their gross income in rent (%)	n.a.	7.0	n.a.	63.2	9.2	0.0	14.3	n.a.	17.5

(continued)

Table 2.4: P2 Affordability, 2009–10, week of 30 June 2010 (continued)

Source: National housing assistance data repository, community housing 2009–10

Notes

All	Australian totals may not represent national totals because complete data were not available for all jurisdictions. Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded. Coherence over time has been affected by changes in the methodology. Measurement of low income cannot be compared with previous years due to a change in methodology.
NSW	Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.
Vic, WA, SA, Tas and ACT	Households have been excluded from affordability calculations where: Rent charged or household assessable income are unknown Rent charged or household assessable income is equal to or less than zero
Tas	Relevant affordability details are known for only 38% of households.

Table 2.5: P3 Match of dwelling to household size, 2009–10, at 30 June 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
HS1 Total households with overcrowding	427	246	n.a.	64	113	3	6	n.a.	859
HS2 Total households occupying community housing for which household and tenancy (rental) unit details are known	16,943	7,345	n.a.	3,442	4,209	569	440	n.a.	32,948
P3 Proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	2.5	3.3	n.a.	1.9	2.7	0.5	1.4	n.a.	2.6

Source: National housing assistance data repository, community housing 2009–10

Notes

All	Australian totals may not represent national totals because complete data were not available for all jurisdictions. Households for which relevant details could not be determined are excluded, however some assumptions have been made where only partial household information is known, including: <ul style="list-style-type: none"> • all single or couple-only households and any unmatched single persons in a household each require their own bedroom • each person in a household that is classified as a 'group of unrelated adults' each require their own bedroom.. Coherence over time has been affected by changes in the methodology. Measurement of low income cannot be compared with previous years due to a change in methodology.
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Table 2.6: P4 Low income, 2009–10, at 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
LI1	Total all low income households	16,104	7,117	n.a.	2,867	3,672	200	373	n.a.	30,333
LI2	Total all households for which income and household details are known	17,485	7,623	n.a.	2,931	4,020	225	374	n.a.	32,658
P4	Low income households as a proportion of all households	92.1	93.4	n.a.	97.8	91.3	88.9	99.7	n.a.	92.9

Source: National housing assistance data repository, community housing 2009–10

Notes

- All Australian totals may not represent national totals because complete data were not available for all jurisdictions. Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded. Coherence over time has been affected by changes in the methodology. Measurement of low income cannot be compared with previous years due to a change in methodology.
- NSW Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.
- Vic, WA, SA, Tas and ACT Households have been excluded from affordability calculations where: Rent charged or household assessable income are unknown Rent charged or household assessable income is equal to or less than zero.
- Tas Relevant affordability details are known for only 38% of households.

Table 2.7: P5 Special needs, 2009–10, for year ending 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
SN1	Total new households with special needs	3,458	1,794	1,079	689	143	60	115	<i>n.a.</i>	7,338
SN2	Total new households for whom details of whether or not they have special needs are known	4,531	3,673	1,943	1,478	240	84	233	<i>n.a.</i>	12,182
P5	Proportion of new tenancies allocated to households with special needs (%)	76.3	48.8	55.5	46.6	59.6	71.4	49.4	<i>n.a.</i>	60.2

Source: National housing assistance data repository, community housing 2009–10

Notes

- All Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded.
- Coherence over time has been affected by changes in the methodology. Measurement of low income cannot be compared with previous years due to a change in methodology.
- Households for which Indigenous or disability household status, or the age of the main tenant are unknown and where a 'special needs' household could not be determined are excluded from this indicator.
- NSW Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.
- Data are sourced from a multi response survey question and a new household may fall into more than one 'special needs' category. Data has been adjusted for duplicates to ensure that the 'total new households with special needs' corresponds with 'total new households'

Table 2.8: P6 Priority access to those in greatest need, 2009–10, for year ending 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
PA1	Total new greatest need allocations	3,310	2,075	1,092	1,177	166	78	205	<i>n.a.</i>	8,103
PA2	Total new households	4,728	3,769	2,162	1,568	276	98	233	<i>n.a.</i>	12,834
P6	Proportion of new allocations to those in greatest need (%)	70.0	55.1	50.5	75.1	60.1	79.6	88.0	<i>n.a.</i>	63.1

Source: National housing assistance data repository, community housing 2009–10

Notes

- All Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded.
- Coherence over time has been affected by changes in the methodology. Measurement of low income cannot be compared with previous years due to a change in methodology.
- NSW Affordability measures are captured via the NSW survey for all households. To provide an estimate for low income households and the affordability for low income households, the proportion of low income households based on those in receipt of Centrelink benefits as their main source of income have been applied to survey responses.

Table 2.9: P7 Customer satisfaction, August–September 2010

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Sample size	912	484	1,415	507	446	228	103	n.a.	3,992
Satisfied (%)	42.4	39.9	41.7	38.7	37.2	42.1	28.0	n.a.	41.0
Very satisfied (%)	34.3	39.3	39.7	40.0	47.1	48.3	50.0	n.a.	38.1
P7 Customer satisfaction	76.7	79.1	81.4	78.7	84.3	90.4	78.0	n.a.	79.0

Source: AIHW analysis of 2010 National Social Housing survey of mainstream community housing tenants.

Table 2.10: P8 Net recurrent cost per unit, 2008–09, for year ending 30 June 2009

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
DC1 Provider net recurrent costs (\$'000)	144,242.5	57,349.1	30,632.0	41,759.3	27,583.6	14,795.9	3,167.3	n.a.	319,529.6
DC2 Administrator net recurrent costs (\$'000)	4,881.8	17,841.5	5,365.0	2,720.5	5,467.0	3,975.5	1,703.4	n.a.	41,954.6
DC3 Total net recurrent costs (\$'000)	149,124.3	75,190.6	35,997.0	44,479.8	33,050.6	18,771.4	4,870.7	n.a.	361,484.2
DC4 Total tenancy (rental) units	16,037	8,347	7,254	5,652	4,531	1,115	672	131	43,739
P8a Provider cost of providing assistance (excluding capital) per unit (\$)	8,994	6,871	4,223	7,388	6,088	13,270	4,713	n.a.	7,327
P8b Administrator cost of providing assistance (excluding capital) per unit (\$)	304	2,137	740	481	1,207	3,565	2,535	n.a.	962
P8c Average cost of providing assistance (excluding capital) per unit (\$)	9,299	9,008	4,962	7,870	7,294	16,835	7,248	n.a.	8,289

Source: National housing assistance data repository, community housing 2009–10 (for 2008-09 reference year)

Notes

- All Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- Vic Coherence over time has been affected by an improved methodology that better reflects all jurisdiction costs associated with administering community housing.
Unadjusted provider net recurrent costs of \$56,483,355 represented 8,221 tenancy (rental) units.
- WA Unadjusted provider net recurrent costs of \$22,822,806 represented 3,089 tenancy (rental) units.
- SA Coherence over time has been affected as previous years' costs have not included any jurisdiction costs associated with administering community housing.
Net recurrent costs are sourced from jurisdiction administrative systems.
- Tas Some organisations under the Community Tenancy Program may have included staff costs which are otherwise offset by Grant funding, resulting in very high administrative costs overall. Costs for three organisations have been excluded due to erroneous information. The remaining unadjusted provider net recurrent costs of \$4,870,034 represented 367 tenancy (rental) units.
- ACT Grants and subsidies paid to community housing organisations for tenancy management, as part of jurisdiction administrative costs, may also be reported as community housing organisation expenditure. Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector. Unadjusted provider net recurrent costs of \$2,672,408 represented 567 tenancy (rental) units.

Table 2.11: P9 Occupancy rate, 2009–10, at 30 June 2010

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
OR1	Total occupied tenancy (rental) units	18,233	8,262	6,855	3,561	4,464	589	450	145	42,559
OR2	Total tenancy (rental) units	18,466	8,841	7,197	3,859	4,732	618	470	145	44,328
P9	Occupancy rate of rental housing stock (%)	98.7	93.5	95.2	92.3	94.3	95.3	95.7	100.0	96.0

Source: National housing assistance data repository, community housing 2009–10

Notes

All Australian totals may not represent national totals because complete data were not available for all jurisdictions.

WA Includes one occupied tenancy (rental) unit used to provide additional housing support.

The number of households at 30 June may be overstated due to underlying data quality issues. This may also result in a higher rate of occupancy.

SA The number of households at 30 June may be understated whilst the number of tenancy (rental) units may be overstated due to underlying data quality issues. This may also result in a lower rate of occupancy.

NT It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

Table 2.12: P11 Rent collection rate, 2008–09, for year ending 30 June 2009

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
RA1	Total rent collected from tenants (\$'000)	95,157.0	51,030.3	31,818.5	16,334.8	26,713.6	2,522.7	2,528.0	n.a.	226,104.9
RA2	Total rent charged to tenants (\$'000)	98,552.6	51,470.9	32,144.9	16,535.4	26,640.4	2,529.0	2,637.5	n.a.	230,510.7
P11	Total rent collected as a percentage of rent charged (%)	96.6	99.1	99.0	98.8	100.3	99.7	95.8	n.a.	98.1

Source: National housing assistance data repository, community housing 2009–10 (for 2008-09 reference year)

Notes

All Australian totals may not represent national totals because complete data were not available for all jurisdictions.

NSW Financial activity data for the year ending 30 June 2009 are sourced from quarterly submissions from providers' administrative data.

Data for NSW are weighted to correspond with the total dwelling portfolio to account for non-response.

SA Rent collection rate is sourced from jurisdiction administrative systems.