

**Commonwealth–State Housing
Agreement national data
reports 2003–04**

Public rental housing

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

HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

Commonwealth–State Housing Agreement national data reports 2003–04

Public rental housing

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Australian Institute of Health and Welfare
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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 2003 Commonwealth–State Housing Agreement (CSHA). These are:

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

This document reports on the data collected under the 2003–04 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 2003–04 public rental housing data collection is the first to occur under the 2003 CSHA. The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. Figure 2.1 outlines the eleven indicators contained within the National Performance Indicator Framework.

This document examines the summary and performance indicator data collected in the 2003–04 public rental housing data collection.

2.1 Changes to the 2003–04 data collection

2.1.1 Modified data items

No data items were modified for the 2003–04 public rental housing data collection.

2.1.2 Clarified counting rules

The following clarifications were made to the 2003–04 data manual. These counting rules were implemented in the 2002–03 data collection and therefore do not affect comparability with last year's data.

General: Point-in-time measures include households where housing assistance ended on 30 June 2004.

S6: The title was changed to 'Total number of **new** applicants who have a greatest need at 30 June'.

S10–S13: Amounts of up to but excluding 0.5% above the cut-off for a category are included in that category.

Households for which rent charged **or** income details are not known are excluded.

Households for which rent charged is greater than assessable income are excluded.

LI4: Includes households where all special needs details are known (i.e. households assigned a 'yes' or 'no' value for both Indigenous status and disability status and have a valid date of birth for a principal tenant) or any of the special needs criteria have been met (i.e. households assigned a 'yes' value for disability status or Indigenous status or the age of a principal tenant is 24 years and under or 75 years and over).

Excludes households where special needs details are unknown. These are households where special needs details are a combination of 'no' or 'unknown' values with at least one 'unknown'.

LI7: Includes households that pay a rent equivalent to the market rent value of the dwelling and have unknown special needs details. These are households where special needs details are a combination of 'no' or 'unknown' values with at least one 'unknown' value.

Excludes households where all special needs details are known (i.e. households assigned a 'yes' or 'no' value for both Indigenous status and disability status and have a valid

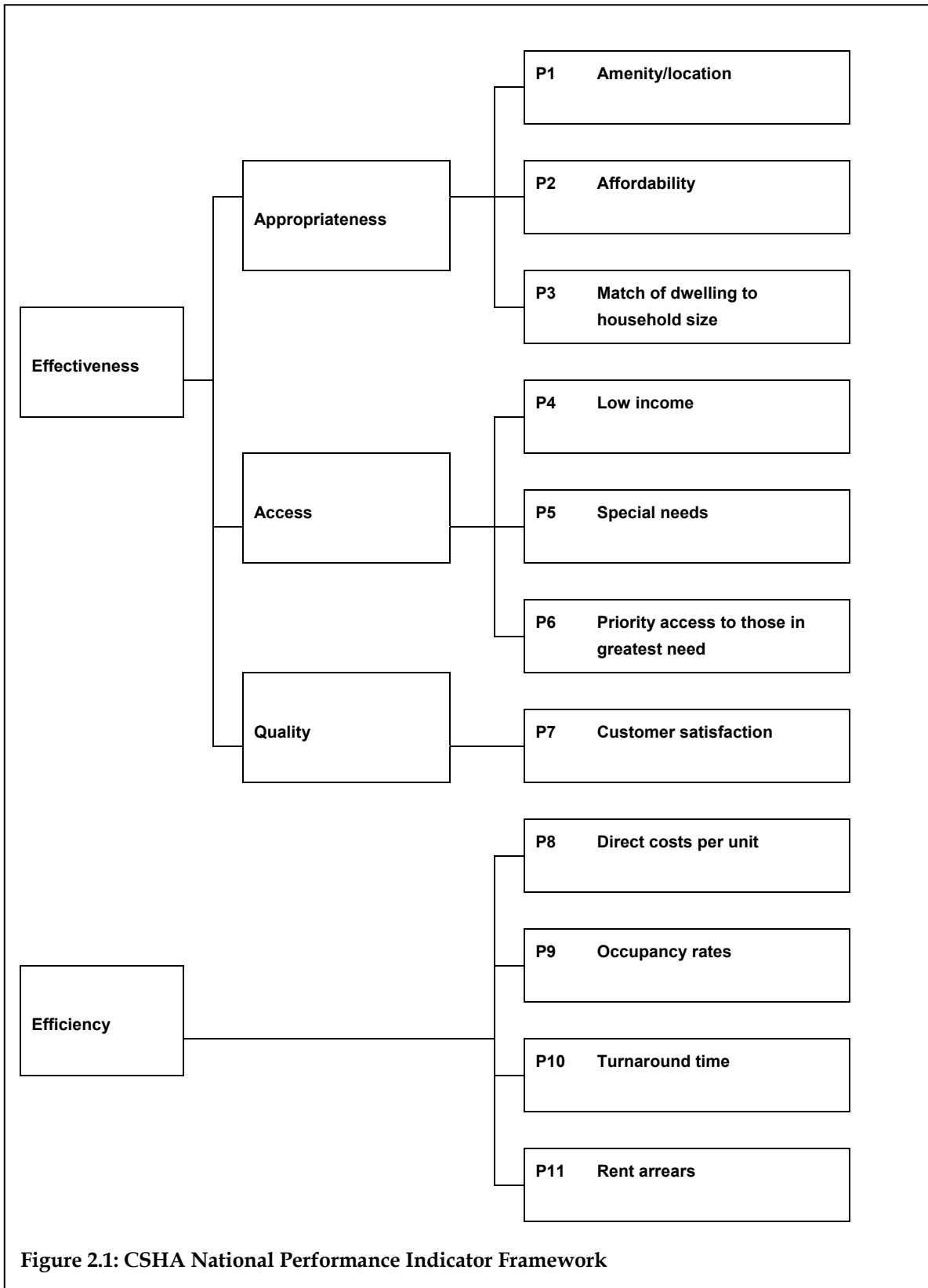
date of birth for a principal tenant) or any of the special needs criteria have been met (i.e. households assigned a 'yes' value for disability status or Indigenous status or the age of a principal tenant is 24 years and under or 75 years and over).

PA1-PA6: Excludes households where waiting list details are not known (i.e. households with missing ID, missing application date and/or missing greatest need date).

PA7-PA12: Where a household attains a jurisdictional priority status but does not meet the P6 definition of greatest need, the jurisdictional priority date (if available) is used instead of the application date to calculate time to allocation.

2.1.3 Data definitions

The *National Housing Assistance Data Dictionary* version 2 (AIHW 2003) 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 2003–04 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 owned and managed Indigenous housing are excluded from this collection.

Properties no longer under the administration of the property manager/agency at 30 June 2004, including properties demolished, sold or disposed of, and properties not yet available to the property manager/agency at 30 June 2004 (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 (AIHW 2003). Exceptions to this are explained in the footnotes.

3.4 Data qualifications

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

1. The National Housing Assistance Data Repository was used to collect all public rental housing administrative data (excluding financial data {P8 and P11} and National Social Housing Survey of Public Housing Tenants data {P1 and P7}) for all jurisdictions.
2. Due to difficulties in reconciling data, some data items reported under P4 for the Australian Capital Territory were not calculated via the data repository. These are footnoted at the relevant items.
3. Mixed composition households and households for whom household composition cannot be determined are excluded from some performance indicator calculations as there may be insufficient information to calculate these items. In previous data reports mixed composition households were referred to as multiple family households. 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.

Group household

For the purpose of this collection, a *group household* is a household consisting of two or more occupants where all persons are aged 16 years or over. There are no reported couple or parent-child relationships in these households.

Household

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

Indigenous household

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

Mixed composition household

For the purpose of this collection, a *mixed composition household* is one which is neither a single family nor group household. In previous data reports mixed composition households were referred to as multiple family households.

Ongoing household

For the purpose of this collection, an *ongoing household* is one which is valid at 30 June 2004, including those who terminated their tenancy on 30 June 2004.

4 CSHA 2003–04 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. For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions for S15 and S16. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. In previous data reports mixed composition households were referred to as multiple family households.
2. New South Wales, Victoria and the Australian Capital Territory exclude non-rebated households from S15 and S16 because there is insufficient information for these households to accurately determine their composition.
3. Data for Queensland for S12 and S13 is not comparable with 2002–03 data (see Queensland footnote in Table 4.1).
4. In South Australia, the implementation of a new computer system in late 2002 resulted in the loss of information regarding occupants in non-rebated households. The S16 data should therefore be treated with caution.

Table 4.1: CSHA public housing summary data, 2003–04

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2004										
S1	Total number of all households assisted with rebated public rental housing at 30 June 2004	110,835	54,873	40,742	27,022	37,601	9,427	9,204	4,740	294,444
For year ending 30 June 2004										
S2	Total number of new households assisted for year ending 30 June 2004	9,943	5,939	4,590	4,103	3,634	1,170	790	793	30,962
S3	Total number of new Indigenous households assisted for year ending 30 June 2004	877	225	657	1,045	306	96	38	397	3,641
S4	Total number of households who relocated from one public rental dwelling to another public rental dwelling for year ending 30 June 2004 (transfers)	4,085	2,344	1,222	1,632	1,555	342	410	299	11,889
At 30 June 2004										
S5	Total number of Indigenous households at 30 June 2004	8,700	1,078	2,633	4,041	1,171	494	172	1,498	19,787
S6	Total number of 'greatest need' applicants on waiting list at 30 June 2004	1,427	4,727	281	236	826	1,869	1,702	59	11,127
S7	Total number of applicants on waiting list at 30 June 2004	77,984	40,701	35,430	12,732	28,565	3,229	3,730	1,876	204,247
S8	Total number of tenantable dwellings at 30 June 2004	124,601	63,187	48,672	30,336	45,409	11,475	10,873	5,443	339,996
S9	Total number of untenable dwellings at 30 June 2004	134	1,668	472	1,134	1,286	204	266	175	5,339
S10	Number of rebated households paying 20% or less of assessable income in rent at 30 June 2004	28,917	11,556	9,469	8,873	9,567	195	1,227	1,702	71,506
S11	Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2004	81,244	43,052	31,245	15,950	27,516	7,201	7,792	1,832	215,832
S12	Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2004	0	52	6	2,070	141	1,655	43	829	4,796
S13	Number of rebated households paying more than 30% of assessable income in rent at 30 June 2004	0	67	10	129	94	354	84	374	1,112
S14	Total number of rebated households occupying public housing at 30 June 2004 for whom income details are known	110,161	54,727	40,730	27,022	37,318	9,405	9,146	4,737	293,246
S15	Number of households with moderate overcrowding at 30 June 2004	7,055	2,473	3,685	1,390	1,170	663	306	492	17,234
S16	Number of households with under-utilisation at 30 June 2004	10,322	5,198	4,456	2,961	10,056	1,208	1,063	156	35,420

(continued)

Table 4.1 (continued): CSHA public housing summary data, 2003–04

Summary data		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2004										
S17	Total number of dwellings in Major Cities of Australia at 30 June 2004	100,291	46,581	30,298	22,013	35,925	0	11,131	0	246,240
S18	Total number of dwellings in Inner Regional Australia at 30 June 2004	19,159	14,671	9,505	3,033	3,170	8,518	8	0	58,063
S19	Total number of dwellings in Outer Regional Australia at 30 June 2004	4,834	3,572	8,172	3,103	6,703	3,061	0	3,839	33,284
S20	Total number of dwellings in Remote Australia at 30 June 2004	375	27	882	2,274	817	69	0	1,537	5,982
S21	Total number of dwellings in Very Remote Australia at 30 June 2004	76	0	287	1,047	80	31	0	242	1,763
S22	Total number of dwellings in Migratory areas at 30 June 2004	0	0	0	0	0	0	0	0	0

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

Notes

- All S10–S13 Amounts of up to but excluding 0.5% above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20% or less' category.
- 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 For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data.
- New South Wales, Victoria and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269
Excludes:								
Non-rebated households	12,270	7,774	1,619	..
Mixed composition households	5,258	4,601	1,244	592	815	321	467	503
Households for whom composition cannot be determined	135	11	2	3	1	10	131	0
Exclusions as a % of total ongoing households	14.3	19.8	2.6	2.0	1.8	2.9	20.5	9.5

NSW	S5	Estimate based on the 2001 Census of Population and Housing, 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 have been excluded since 2002–03.
Vic	S7	Excludes 1,189 applications eligible for both state owned and managed Indigenous housing and public rental (counted under state owned and managed Indigenous housing data collection).
	S8, S9	Property data for this collection are unreconciled and may not match published jurisdictional 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 does not include clients in similar circumstances who were waiting to be housed through Queensland's standard wait turn criteria.
	S12, S13	Not comparable with 2002–03 data. From February 2004 incremental rent penalties for households not supplying income details were replaced with removal of subsidy.
WA	S8, S9	1,063 properties leased to other organisations have been excluded.
	S10–S13	Results based upon gross income (not assessable income).
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.
	S16	In late 2002, the implementation of a new computer system resulted in the loss of information regarding occupants in non-rebated households. This figure is therefore overstated in 2002–03 and 2003–04.
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 of Public Housing Tenants (NSHS).

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

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

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/aboutfacs/programs/house-national_social_housing_surveys.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 various sampling issues.

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 and community services	83	83	86	81	85	83	85	82	84
Employment and 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 various sampling issues.

Data for the previous National Social Housing Survey of Public Housing Tenants 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 total rent charged as a proportion of total market rent (adjusted for Commonwealth Rent Assistance). This is calculated as:

$$\frac{\text{Total rents charged to tenants for week of 30 June 2004 (AF1)} \times 100}{\text{Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (AF2) - Total value of Commonwealth Rent Assistance entitlements for households where rent was charged for week of 30 June 2004 (AF3)}}$$

Data qualifications

1. For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. In previous data reports mixed composition households were referred to as multiple family households.
2. New South Wales and the Australian Capital Territory exclude non-rebated households because there is insufficient information for these households to accurately determine their composition for this indicator.
3. New South Wales data is not comparable with data from 2002–03 due to a different methodology used to derive *household type*.

Table 4.2.2: CSHA public housing: P2 Affordability, 2003–04

Data Item	Affordability	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For week of 30 June 2004										
AF1	Total rents charged for week of 30 June 2004 (\$'000)	7,521.0	4,419.7	3,709.4	2,187.3	3,494.7	786.0	692.6	399.1	23,209.7
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (\$'000)	18,040.9	8,607.0	5,897.4	3,799.7	5,902.9	1,174.7	1,830.5	789.3	46,042.4
AF3	Total value of Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2004 (\$'000)	5,108.9	2,510.1	1,963.5	1,248.0	1,796.4	371.0	413.8	230.8	13,642.6
P2	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance) (%)	58.2	72.5	94.3	85.7	85.1	97.8	48.9	71.5	71.6

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

Notes

All P2 For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data.
New South Wales and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269
Excludes:								
Non-rebated households	12,270	1,619	..
Mixed composition households	5,258	6,760	1,244	592	815	321	467	503
Households for whom composition cannot be determined	135	12	2	3	1	10	131	0
Exclusions as a % of total ongoing households	14.3	10.8	2.6	2.0	1.8	2.9	20.5	9.5

NSW P2 Not comparable with data from 2002–03 due to different derivation of household type. In previous years' this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.

AF3 Note that the methodology for calculating AF3 has changed from 2002–03. Previous methodology underestimated rent assistance entitlements. Recalculation of this figure for 2002–03 gives a value for AF3 of \$5,017,700, compared with the published value of \$4,407,500. Values for P2 are 58.3% (revised) and 56.0% (published).

Qld AF2 Following a market rent review, decreases were applied in November 2002. Increases were progressively applied from April 2003 using the regular biannual rent review process and concluded in October 2003.

Tas AF1, AF2 Not calculated via the data repository. Figures supplied by Housing Tasmania.

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:

$$\frac{\text{Total number of households with overcrowding at 30 June 2004 (HS1)} \times 100}{\text{Total number of households occupying public housing for which household groups and dwelling details are known at 30 June 2004 (HS2)}}$$

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 comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. In previous data reports mixed composition households were referred to as multiple family households.
2. New South Wales, Victoria and the Australian Capital Territory exclude non-rebated households because there is insufficient information for these households to accurately determine their composition for this indicator.
3. New South Wales data is not fully comparable with data from 2002-03 due to a different derivation of *household type*.
4. In South Australia, the implementation of a new computer system in late 2002 resulted in the loss of information regarding occupants in non-rebated households. Data for P3 should therefore be treated with caution.

Table 4.2.3: CSHA public housing: P3 Match of dwelling to household size, 2003–04

Data Item	Match of dwelling to household size	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
At 30 June 2004										
HS1	Total number of households with overcrowding at 30 June 2004	616	47	339	101	174	78	19	54	1,428
HS2	Total number of households occupying public housing for which household groups and dwelling details are known at 30 June 2004	105,442	50,261	47,244	29,421	43,713	11,044	8,606	4,766	300,497
P3	The proportion of households where dwelling size is not appropriate due to overcrowding (%)	0.6	0.1	0.7	0.3	0.4	0.7	0.2	1.1	0.5
<i>Notes</i>										
All	P3	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data.								
		New South Wales, Victoria and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.								
		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	
	Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269	
	Excludes:									
	Non-rebated households	12,270	7,774	1,619	..	
	Mixed composition households	5,258	4,601	1,244	592	815	321	467	503	
	Households for whom composition cannot be determined	135	11	2	3	1	10	131	0	
	Exclusions as a % of total ongoing households	14.3	19.8	2.6	2.0	1.8	2.9	20.5	9.5	
NSW	P3	Not fully comparable with data from 2002–03 due to different derivation of household type. In previous years this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.								
SA	P3	In late 2002, the implementation of a new computer system resulted in the loss of information regarding occupants in non-rebated households. This figure is therefore understated in 2002–03 and 2003–04.								

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 with special needs and 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.

The 'low income A' and 'low income B' household cut-off measures include:

- 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:

$$P4(a)a = \frac{\text{Number of new households with 'low income A' for year ending 30 June 2004 (LI1a)} \times 100}{\text{Total number of new households for year ending 30 June 2004 where income and household groups details are known (LI3)}}$$

$$P4(a)b = \frac{\text{Number of new households with 'low income B' for year ending 30 June 2004 (LI1b)} \times 100}{\text{Total number of new households for year ending 30 June 2004 where income and household groups details are known (LI3)}}$$

¹ The pensioner (single and couple) benefit rate has been selected as the 'low income A' household cut-off measure as pension rates are higher than 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 (e.g. 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.

$$P4(b)a = \frac{\text{Total number of new households with 'low income A' (LI1a) + Total number of new households with special needs but not on 'low income A' for year ending 30 June 2004 (LI2a)}{\text{Total number of new households for year ending 30 June 2004 where income; household groups; and special needs details are known (LI4)}} \times 100$$

$$P4(b)b = \frac{\text{Total number of new households with 'low income A' for year ending 30 June 2004 (LI1a) + Total number of new households with 'low income B' for year ending 30 June 2004 (LI1b) + Total number of new households with special needs but not on low income A or B for year ending 30 June 2004 (LI2b)}{\text{Total number of new households assisted for year ending 30 June 2004 (S2)}} \times 100$$

$$P4(c) = \frac{\text{Total number of all rebated households for year ending 30 June 2004 (LI5) + Total number of all special needs households paying market rent at 30 June 2004 (LI6)}}{\text{Total number of all households at 30 June 2004 (LI8) - Total number of households paying market rent where special needs details are not known at 30 June 2004 (LI7)}} \times 100$$

Data qualifications

1. For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions for P4. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. In previous data reports mixed composition households were referred to as multiple family households.
2. New South Wales and the Australian Capital Territory exclude non-rebated households because there is insufficient information for these households to accurately determine their composition for this indicator.
3. New South Wales data is not fully comparable with data from 2002-03 due to a different methodology used to derive *household type*.
4. The LI3 figure is reported for LI4 in Victoria, Western Australia and Tasmania (see footnotes in Table 4.2.4). Therefore the P4(b)a result for Victoria, Western Australia and Tasmania should not be directly compared with data from other jurisdictions.
5. For Western Australia, a different methodology was used to derive *special needs status*. As a result P4(c) is not comparable with data from other jurisdictions.
6. Households where the household income is zero or unknown are excluded.

Table 4.2.4: CSHA public housing: P4 Low income, 2003-04

Data Item	Low income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
For year ending 30 June 2004										
L11a	Total number of new households with low income A for year ending 30 June 2004	8,033	4,760	4,050	3,516	3,114	976	592	602	25,643
L11b	Total number of new households with low income B for year ending 30 June 2004	439	388	407	463	410	118	82	73	2,380
L12a	Total number of new households with special needs but not on low income A for year ending 30 June 2004	180	166	177	193	212	59	24	43	1,054
L12b	Total number of new households with special needs but not on low income A or B for year ending 30 June 2004	4	0	6	4	13	2	0	8	37
L13	Total number of new households where income and household groups details are known for year ending 30 June 2004	8,480	5,151	4,475	4,001	3,559	1,096	675	687	28,124
L14	Total number of new households where income; household groups; and special needs details are known for year ending 30 June 2004	8,466	5,151	4,475	4,001	3,557	1,096	675	687	28,108
S2	Total number of new households assisted for year ending 30 June 2004	9,943	5,939	4,590	4,103	3,634	1,170	790	793	30,962
At 30 June 2004										
L15	Total number of all rebated households at 30 June 2004	110,835	54,873	40,742	27,022	37,601	9,427	9,204	4,740	294,444
L16	Total number of all special needs households paying market rent at 30 June 2004	1,535	1,457	2,661	954	1,482	826	0	156	9,071
L17	Total number of households paying market rent where special needs details are not known at 30 June 2004	9,269	483	0	2,040	1,956	738	1,619	373	16,478
L18	Total number of all households at 30 June 2004	123,106	62,647	48,490	30,016	44,529	11,375	10,823	5,269	336,255
For year ending 30 June 2004										
P4(a)a	The number of new low income households as a proportion of all new households. Low income A (%)	94.7	92.4	90.5	87.9	87.5	89.1	87.7	87.6	91.2
P4(a)b	The number of new low income households as a proportion of all new households. Low income B (%)	5.2	7.5	9.1	11.6	11.5	10.8	12.1	10.6	8.5

(continued)

Table 4.2.4 (continued): CSHA public housing: P4 Low income, 2003–04

Data Item	Low income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
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 (%)	97.0	95.6	94.5	92.7	93.5	94.4	91.3	93.9	95.0
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 (%)	85.2	99.6	97.2	97.1	97.3	93.7	85.3	86.1	90.6
P4c	The number of all rebated households and special needs households paying market rent as a proportion of all households (new and existing) (%)	98.7	90.6	89.5	100.0	91.8	96.4	100.0	100.0	94.9
(a)	May not represent national total due to data not being available from all jurisdictions.									
<i>Notes</i>										
All	L11a–L14	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. New South Wales and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.								
		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	
	Total newly allocated households	9,943	5,939	4,590	4,103	3,634	1,170	790	793	
	Excludes newly allocated:									
	Non-rebated households	1,091	60	..	
	Mixed composition households	306	330	98	99	70	30	28	104	
	Households for whom composition cannot be determined	11	438	1	1	0	23	16	0	
	Exclusions as a % of total newly allocated households	14.2	12.9	2.2	2.4	1.9	4.5	13.2	13.1	
	P4(b)b	With the exception of Victoria (see Vic 4(b)b) the numerator excludes mixed composition households whereas the denominator (S2) includes them.								
NSW	P4	Not fully comparable with data from 2002–03 due to different derivation of household type. In previous years this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.								
	L12a, L12b, L14, L16, L17, P4(b)a, P4(b)b, P4c	Not fully comparable with 2002–03 data due to adoption of a methodology that assigns special needs status when either standard AIHW or state criteria for special needs are met.								

Vic	LI2a, LI2b, LI4, P4(b)a, P4(b)b	For 2003–04, new households with a priority reason code of ‘SUP’ (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 89 new special needs households.
	LI4	The LI3 result is reported due to unavailability of details for new households who were no longer tenants at 30 June 2004.
	LI6, LI7, P4c	For 2003–04, ongoing households with a priority reason code of ‘SUP’ (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 359 ongoing special needs households.
	P4(b)b	Not calculated using data repository methodology.
Qld	LI2a, LI2b, LI6, LI7	The number of households with special needs now includes a broader range of data. It incorporates households where at least one member is receiving a discrete disability income from Centrelink, plus households on other incomes who identified as having at least one member with a disability, plus households who do not fall into either category but who required home modifications because of a disability. Although a household may be included in more than one special needs category, to derive the total number of new households with special needs each household is counted once only.
WA	LI4	A different methodology was used by Western Australia to derive special needs status. Households are only recorded with a positive or unknown disability status; there are no households with a negative disability status. Households are only recorded with a positive or negative Indigenous status; there are no households with an unknown Indigenous status. Consequently, for every household the derived special needs status is either positive or unknown. The LI3 result is therefore reported, which may overstate the result.
	LI7, P4c	A different methodology was used by Western Australia to derive special needs status. Households are only recorded with a positive or unknown disability status; there are no households with a negative disability status. Households are only recorded with a positive or negative Indigenous status; there are no households with an unknown Indigenous status. Consequently, for every household the derived special needs status is either positive or unknown.
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	LI4	The LI3 result is reported due to missing special needs data. This may overstate the result.
ACT	LI4	The LI3 result is reported due to a high number of new households where special needs details are not known.
	LI6, LI7	Not calculated via the data repository. Figures supplied by Australian Capital Territory Department of Disability, Housing and Community Services.
	LI6, LI7, P4c	Special needs details are not known for non-rebated households, thus these households are excluded. At 30 June 2004, 85% of all households 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 uses LI3 in place of LI4 as a divisor.
NT	LI4	The LI3 result is reported due to missing special needs data. This may overstate the result.

4.2.5 P5 Special needs

This indicator assesses the special needs 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:

$$\frac{\text{Total number of new households with special needs for year ending 30 June 2004 (SN1)} \times 100}{\text{Total number of new households for year ending 30 June 2004 for whom details of whether or not they have special needs are known (SN2)}}$$

Special needs² is defined as low income households³:

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

Data qualifications

1. Data for New South Wales and Western Australia is not fully comparable with 2002–03 data due to different methodologies used to derive *special needs status*.
2. Data for Victoria and Queensland are not directly comparable with the 2002–2003 data and any comparison should be done with caution. For details of these changes see Victoria and Queensland footnotes in Table 4.2.5.
3. Data for Western Australia, the Australian Capital Territory and the Northern Territory should not be directly compared with other jurisdictions' data (see Western Australia, Australian Capital Territory and Northern Territory footnotes in Table 4.2.5).

² Special needs definition in the state owned and managed Indigenous housing data collection is different to that used in mainstream CSHA data collections. Special needs is defined in the CSHA state owned and managed Indigenous housing data collection as low income households:

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

³ A low income household for the CSHA special needs 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, 2003–04

Data item	Special needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
SN1	Total number of new households with special needs for year ending 30 June 2004	5,316	2,404	2,671	2,046	2,139	715	261	579	16,131
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2004	9,920	5,234	4,589	4,103	3,631	1,088	790	793	30,148
P5	The proportion of new tenancies that are allocated to households with special needs (%)	53.6	45.9	58.2	49.9	58.9	65.7	33.0	73.0	53.5

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

Notes

NSW	SN1, SN2, P5	Not fully comparable with 2002–03 data due to adoption of a methodology that assigns special needs status when either standard AIHW or state criteria for special needs are met.								
Vic	SN1, SN2, P5	For 2003–04, new households with a priority reason code of 'SUP' (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 89 new special needs households.								
Qld	SN1	The total number of new households with special needs now includes a broader range of data. It incorporates households where at least one member is receiving a discrete disability income from Centrelink, plus households on other incomes who identified as having at least one member with a disability, plus households who do not fall into either category but who required home modifications because of a disability. Although a household may be included in more than one special needs category, to derive the total number of new households with special needs each household is counted once only.								
WA	SN2	A different methodology was used by Western Australia to derive special needs status. Households with a negative special needs status are included in the number for whom special needs status could not be determined, and therefore excluded from the number of households for whom special needs details are known. Therefore the S2 result is reported, which may overstate the result.								
	P5	Figure may represent an undercount. See SN2 footnote above.								
SA	P5	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.								
ACT	SN2	The S2 result is reported due to a high number of new households where special needs details are not known.								
	P5	Due to a relatively low number of new households where special needs details are known, this performance indicator returns an unrepresentative result.								
NT	SN1	Excludes households with a disability as Northern Territory does not have a disability identifier in their information management system.								
	SN2	Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special needs status. All new households are therefore included, which may represent an overcount.								
	P5	Figure may represent an undercount. See SN2 footnote above.								

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 months to less than 6 months;
- (c) 6 months to less than 1 year;
- (d) 1 year to less than 2 years;
- (e) 2 years or more; and
- (f) total.

The indicators are calculated as:

$$P6(a) = \frac{\text{Total number of greatest need allocations with time-to-allocation under 3 months for year ending 30 June 2004 (PA1)} \times 100}{\text{Total number of new allocations with time-to-allocation under 3 months for year ending 30 June 2004 (PA7)}}$$

$$P6(b) = \frac{\text{Total number of greatest need allocations with time-to-allocation 3 months to under 6 months for year ending 30 June 2004 (PA2)} \times 100}{\text{Total number of new allocations with time-to-allocation 3 months to under 6 months for year ending 30 June 2004 (PA8)}}$$

$$P6(c) = \frac{\text{Total number of greatest need allocations with time-to-allocation 6 months to under 1 year for year ending 30 June 2004 (PA3)} \times 100}{\text{Total number of new allocations with time-to-allocation 6 months to under 1 year for year ending 30 June 2004 (PA9)}}$$

$$P6(d) = \frac{\text{Total number of greatest need allocations with time-to-allocation 1 year to less than 2 years for year ending 30 June 2004 (PA4)} \times 100}{\text{Total number of new allocations with time-to-allocation 1 year to less than 2 years for year ending 30 June 2004 (PA10)}}$$

$$P6(e) = \frac{\text{Total number of greatest need allocations with time-to-allocation 2 years or more for year ending 30 June 2004 (PA5)} \times 100}{\text{Total number of new allocations with time-to-allocation 2 years or more for year ending 30 June 2004 (PA11)}}$$

$$P6(f) = \frac{\text{Total number of greatest need allocations for year ending 30 June 2004 (PA6)} \times 100}{\text{Total number of allocations for year ending 30 June 2004 (PA12)}}$$

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;
- 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; or
- they had very high rental housing costs (AIHW 2003).

Data qualifications

1. The wait list time for calculating PA1 to PA6 refers to the period of time from the date the applicant was eligible for 'greatest need' assistance to the date assistance commenced. If an applicant transferred between waiting list categories, only the time spent on the waiting list from when the applicant met the greatest need definition is counted. Exceptions to this rule are footnoted.
2. PA1 to PA6 excludes waiting list applicants who have missing greatest need and/or wait list details.
3. PA7 to PA12 excludes wait list applicants who have missing wait list details.
4. The determination of households in greatest need was based on waiting list priority reason data codes for all jurisdictions except the Northern Territory. Only reasons that meet the nationally agreed definition are included (AIHW 2003).

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.

Table 4.2.6: CSHA public housing: P6 Priority access to those in greatest need, 2003–04

Data item	Priority access to those in greatest need	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
For year ending 30 June 2004										
PA1	Total number of new greatest need households who have been allocated housing within less than 3 months for year ending 30 June 2004	1,361	2,178	284	634	785	562	173	65	6,042
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 2004	410	717	92	291	228	183	240	32	2,193
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 2004	297	617	99	65	284	130	197	22	1,711
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 2004	159	437	63	1	150	67	55	12	944
PA5	Total number of new greatest need households who have been allocated housing within 2 years or more for year ending 30 June 2004	107	113	24	0	10	19	16	4	293
PA6	Total number of new greatest need households who have been allocated housing for year ending 30 June 2004	2,334	4,062	562	991	1,457	961	681	135	11,183
PA7	Total number of new households allocated housing within less than 3 months for year ending 30 June 2004	2,705	2,772	764	1,551	1,436	619	182	315	10,344
PA8	Total number of new households allocated housing within 3 months to less than 6 months for year ending 30 June 2004	905	995	346	584	392	200	261	161	3,844
PA9	Total number of new households allocated housing within 6 months to less than 1 year for year ending 30 June 2004	1,005	825	630	490	526	149	232	145	4,002
PA10	Total number of new households allocated housing within 1 year to less than 2 years for year ending 30 June 2004	1,130	699	1,192	526	433	80	81	81	4,222
PA11	Total number of new households allocated housing within 2 years or more for year ending 30 June 2004	4,122	648	1,658	952	847	23	34	91	8,375
PA12	Total number of new households allocated housing for year ending 30 June 2004	9,867	5,939	4,590	4,103	3,634	1,071	790	793	30,787

(continued)

Table 4.2.6 (continued): CSHA public housing: P6 Priority access to those in greatest need, 2003–04

Data item	Priority access to those in greatest need cont.	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
For year ending 30 June 2004										
P6a	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Under 3 months (%)	50.3	78.6	37.2	40.9	54.7	90.8	95.1	20.6	58.4
P6b	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 3 months to under 6 months (%)	45.3	72.1	26.6	49.8	58.2	91.5	92.0	19.9	57.0
P6c	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 6 months to under 1 year (%)	29.6	74.8	15.7	13.3	54.0	87.2	84.9	15.2	42.8
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 (%)	14.1	62.5	5.3	0.2	34.6	83.8	67.9	14.8	22.4
P6e	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 2 years or more (%)	2.6	17.4	1.4	0.0	1.2	82.6	47.1	4.4	3.5
P6f	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Total (%)	23.7	68.4	12.2	24.2	40.1	89.7	86.2	17.0	36.3

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

Notes

Qld	PA1–PA6	Data represents applicants who satisfied stringent priority housing criteria, but does not include clients in similar circumstances who were waiting to be housed through Queensland's standard wait turn criteria.
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 over-counted as priority date is not updated when households transfer to the priority category after initial waiting list 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 of Public Housing Tenants (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:

$$\frac{\text{Total number of tenants who said they were satisfied (very and satisfied)} \times 100}{\text{Total number of tenants who gave a valid answer to the satisfaction question}}$$

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 New South Wales 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 various sampling issues.

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:

$$\frac{\text{Total direct costs for year ending 30 June 2004 (DC1)}}{\text{Total number of dwellings at 30 June 2004 (DC2)}}$$

Table 4.2.8: CSHA public housing: P8 Direct costs per unit, 2003–04

Data item	Direct costs per unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
DC1	Total direct costs for year ending 30 June 2004 (\$'000)	601,436	227,995	215,933	147,698	215,217	70,315	86,286	56,477	1,621,356
At 30 June 2004										
DC2	Total number of dwellings at 30 June 2004	124,735	64,855	49,144	31,470	46,695	11,679	11,139	5,618	345,335
P8	The average cost of providing assistance (excluding capital) per dwelling (\$)	4,822	3,515	4,394	4,693	4,609	6,021	7,746	10,053	4,695

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

Notes

All	DC1	Not calculated via the data repository. Figures supplied by jurisdictions.
NSW	DC1	Includes the costs for those dwellings (see DC2 footnote) that are excluded in the total number of dwellings.
	DC2	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–2003.
Vic	DC2	Property data for this collection are unreconciled and may not match published jurisdictional annual data.
Qld	DC2	The count of dwellings is based on tenancy (rental) units. This will be greater than the count of dwellings based on superior rental units, due to shared tenancies. Dwellings at 30 June 2004, based on superior rental units was 48,743.
WA	DC1	Includes the costs for those dwellings (around 1,063 leased to other organisations) that are excluded in the total number of dwellings.
	DC2	Data derived through the repository process are unreconciled with jurisdictional data and may not match published jurisdictional annual data. The OR2 result is reported.
Tas	DC2	Data derived through the repository process are unreconciled with jurisdictional data and may not match published jurisdictional annual data. The OR2 result is reported.

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:

$$\frac{\text{Total number of occupied dwellings at 30 June 2004 (OR1)} \times 100}{\text{Total number of dwellings at 30 June 2004 (OR2)}}$$

The term 'occupied dwelling' refers to tenantable dwellings occupied by tenants who have a public housing tenancy agreement with the relevant state housing authority.

Data qualifications

1. The P9 figure for Tasmania is based on the total number of all households at 30 June rather than the total number of occupied dwellings at 30 June. Therefore 2003-04 data for Tasmania are not directly comparable with the previous years' data and any direct comparison of 2003-04 data with previous years' data should be done with caution.
2. Data for Tasmania for 2003-04 are based on different methodology from the other data presented and should be interpreted with caution.

Table 4.2.9: CSHA public housing: P9 Occupancy rates, 2003–04

Data item	Occupancy rates	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2004										
OR1	Total number of occupied dwellings at 30 June 2004	123,106	62,646	48,490	30,000	44,529	11,375	10,823	5,269	336,238
OR2	Total number of dwellings at 30 June 2004	124,735	64,855	49,144	31,470	46,695	11,679	11,139	5,618	345,335
P9	The occupancy rate of rental housing stock (%)	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4

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

Notes

NSW	OR1, OR2	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–2003.
Vic	OR2	Property data for this collection are unreconciled and may not match published jurisdictional annual data.
Qld	OR2	The count of dwellings is based on tenancy (rental) units. This will be greater than the count of dwellings based on superior rental units, due to shared tenancies. Dwellings at 30 June 2004, based on superior rental units was 48,743.
Tas	OR1	The LI8 result is reported due to a number of dwellings that have an occupied status with no tenants. This may overstate the result.
ACT	P9	Figure may represent an undercount, as 106 dwellings vacant at 30 June 2004 were subsequently earmarked for major redevelopment. The P9 result would have been 98.1% had these dwellings been excluded.

4.2.10 P10 Turnaround time

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

$$\frac{\text{Total number of days that dwellings were vacant for year ending 30 June 2004 (TT1)}}{\text{Total number of vacancy episodes for year ending 30 June 2004 (TT2)}}$$

Data qualifications

1. Data for Queensland for 2003-04 are based on different methodology from that used for previous years' data and a direct comparison of 2003-04 data with previous years for Queensland cannot be made (see Queensland footnote in Table 4.2.10).

Table 4.2.10: CSHA public housing: P10 Turnaround time, 2003–04

Data item	Turnaround time	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
TT1	Total number of days that dwellings vacated are vacant for year ending 30 June 2004	411,926	330,620	160,617	249,624	205,698	46,556	51,641	73,773	1,530,455
TT2	Total number of vacancy episodes for year ending 30 June 2004	13,711	7,948	6,134	5,204	4,978	1,270	1,171	1,092	41,508
P10	The average time taken for occupancy of vacant stock (Days)	30	42	26	48	41	37	44	68	37

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

Notes

NSW	TT1, TT2, P10	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–2003.
Vic	P10	The legal tenancy start date (date from which rent is paid) was used as the vacancy end date in this collection. In practice tenants may sign tenancy agreements and receive keys several days earlier.
Qld	TT1, TT2, P10	These data items are derived from tenancy information and do not 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 TT1 is not comparable with the 2002–03 value. In 2003–04 the total days vacant have been adjusted by subtracting days required for major redevelopment work. This adjustment reduced the average turn around time (P10) from 28 days to 26 days.
WA	TT1, TT2	Includes all periods of major redevelopment work.
Tas	P10	Direct tenancies have been included. 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 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:

$$\frac{\text{Total rent collected from tenants for year ending 30 June 2004 (RA1)} \times 100}{\text{Total rent charged to tenants for year ending 30 June 2004 (RA2)}}$$

Data qualifications

1. In some jurisdictions, the rent collected from tenants for the year ending 30 June 2004 may be higher than the rent charged to tenants for the year ending 30 June 2004. This occurs where either rent arrears from a previous financial year or pre-paid rent for the 2004-05 financial year is collected in the year ending 30 June 2004.

Table 4.2.11: CSHA public housing: P11 Rent arrears 2003–04

Data item	Rent arrears	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
RA1	Total rent collected from tenants for year ending 30 June 2004 (\$'000)	521,849.0	265,933.7	194,296.0	118,681.1	189,385.4	41,507.0	56,571.6	24,888.0	1,413,111.9
RA2	Total rent charged to tenants for year ending 30 June 2004 (\$'000)	523,562.0	267,790.0	194,764.0	116,506.8	189,435.4	40,617.0	56,966.4	24,904.0	1,414,545.6
P11	Total rent actually collected as a percentage of total rent charged (%)	99.7	99.3	99.8	101.9	100.0	102.2	99.3	99.9	99.9

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

Notes

All RA1, RA2, P11 Not calculated via the data repository. Figures supplied by jurisdictions.

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 2003–04: Compilation of performance indicators

Descriptors	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
Summary data										
S1	Total number of all households assisted with rebated public rental housing at 30 June 2004	110,835	54,873	40,742	27,022	37,601	9,427	9,204	4,740	294,444
S2	Total number of new households assisted for year ending 30 June 2004	9,943	5,939	4,590	4,103	3,634	1,170	790	793	30,962
S3	Total number of new Indigenous households assisted for year ending 30 June 2004	877	225	657	1,045	306	96	38	397	3,641
S4	Total number of households who relocated from one public rental dwelling to another public rental dwelling for year ending 30 June 2004 (transfers)	4,085	2,344	1,222	1,632	1,555	342	410	299	11,889
S5	Total number of Indigenous households at 30 June 2004	8,700	1,078	2,633	4,041	1,171	494	172	1,498	19,787
S6	Total number of 'greatest need' applicants on waiting list at 30 June 2004	1,427	4,727	281	236	826	1,869	1,702	59	11,127
S7	Total number of applicants on waiting list at 30 June 2004	77,984	40,701	35,430	12,732	28,565	3,229	3,730	1,876	204,247
S8	Total number of tenable dwellings at 30 June 2004	124,601	63,187	48,672	30,336	45,409	11,475	10,873	5,443	339,996
S9	Total number of untenable dwellings at 30 June 2004	134	1,668	472	1,134	1,286	204	266	175	5,339
S10	Number of rebated households paying 20% or less of assessable income in rent at 30 June 2004	28,917	11,556	9,469	8,873	9,567	195	1,227	1,702	71,506
S11	Number of rebated households paying more than 20% but not more than 25% of assessable income in rent at 30 June 2004	81,244	43,052	31,245	15,950	27,516	7,201	7,792	1,832	215,832
S12	Number of rebated households paying more than 25% but not more than 30% of assessable income in rent at 30 June 2004	0	52	6	2,070	141	1,655	43	829	4,796
S13	Number of rebated households paying more than 30% of assessable income in rent at 30 June 2004	0	67	10	129	94	354	84	374	1,112

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Descriptors	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	
Summary data										
At 30 June 2004										
S14	Total number of rebated households occupying public housing at 30 June 2004 for whom income details are known	110,161	54,727	40,730	27,022	37,318	9,405	9,146	4,737	293,246
S15	Number of households with moderate overcrowding at 30 June 2004	7,055	2,473	3,685	1,390	1,170	663	306	492	17,234
S16	Number of households with under-utilisation at 30 June 2004	10,322	5,198	4,456	2,961	10,056	1,208	1,063	156	35,420
S17	Total number of dwellings in Major Cities of Australia at 30 June 2004	100,291	46,581	30,298	22,013	35,925	0	11,131	0	246,240
S18	Total number of dwellings in Inner Regional Australia at 30 June 2004	19,159	14,671	9,505	3,033	3,170	8,518	8	0	58,063
S19	Total number of dwellings in Outer Regional Australia at 30 June 2004	4,834	3,572	8,172	3,103	6,703	3,061	0	3,839	33,284
S20	Total number of dwellings in Remote Australia at 30 June 2004	375	27	882	2,274	817	69	0	1,537	5,982
S21	Total number of dwellings in Very Remote Australia at 30 June 2004	76	0	287	1,047	80	31	0	242	1,763
S22	Total number of dwellings in Migratory areas at 30 June 2004	0	0	0	0	0	0	0	0	0
P2 Affordability										
At 30 June 2004										
AF1	Total rents charged for week of 30 June 2004 (\$'000)	7,521.0	4,419.7	3,709.4	2,187.3	3,494.7	786.0	692.6	399.1	23,209.7
AF2	Total market rent value of dwellings for which a rent was charged for week of 30 June 2004 (\$'000)	18,040.9	8,607.0	5,897.4	3,799.7	5,902.9	1,174.7	1,830.5	789.3	46,042.4
AF3	Total value of Commonwealth Rent Assistance entitlements for households where a rent was charged for week of 30 June 2004 (\$'000)	5,108.9	2,510.1	1,963.5	1,248.0	1,796.4	371.0	413.8	230.8	13,642.6
P3 Match of dwelling to household size										
At 30 June 2004										
HS1	Total number of households with overcrowding at 30 June 2004	616	47	339	101	174	78	19	54	1,428
HS2	Total number of households occupying public housing for which household groups and dwelling details are known at 30 June 2004	105,442	50,261	47,244	29,421	43,713	11,044	8,606	4,766	300,497

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P4 Low income										
For year ending 30 June 2004										
L11a	Total number of new households with low income A for year ending 30 June 2004	8,033	4,760	4,050	3,516	3,114	976	592	602	25,643
L11b	Total number of new households with low income B for year ending 30 June 2004	439	388	407	463	410	118	82	73	2,380
L12a	Total number of new households with special needs but not on low income A for year ending 30 June 2004	180	166	177	193	212	59	24	43	1,054
L12b	Total number of new households with special needs but not on low income A or B for year ending 30 June 2004	4	0	6	4	13	2	0	8	37
L13	Total number of new households where income and household groups details are known for year ending 30 June 2004	8,480	5,151	4,475	4,001	3,559	1,096	675	687	28,124
L14	Total number of new households where income; household groups; and special needs details are known for year ending 30 June 2004	8,466	5,151	4,475	4,001	3,557	1,096	675	687	28,108
At 30 June 2004										
L15	Total number of all rebated households at 30 June 2004	110,835	54,873	40,742	27,022	37,601	9,427	9,204	4,740	294,444
L16	Total number of all special needs households paying market rent at 30 June 2004	1,535	1,457	2,661	954	1,482	826	0	156	9,071
L17	Total number of households paying market rent where special needs details are not known at 30 June 2004	9,269	483	0	2,040	1,956	738	1,619	373	16,478
L18	Total number of all households at 30 June 2004	123,106	62,647	48,490	30,016	44,529	11,375	10,823	5,269	336,255
P5 Special needs										
For year ending 30 June 2004										
SN1	Total number of new households with special needs for year ending 30 June 2004	5,316	2,404	2,671	2,046	2,139	715	261	579	16,131
SN2	Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2004	9,920	5,234	4,589	4,103	3,631	1,088	790	793	30,148

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P6 Priority access to those in greatest need										
For year ending 30 June 2004										
PA1	Total number of new greatest need households who have been allocated housing within less than 3 months for year ending 30 June 2004	1,361	2,178	284	634	785	562	173	65	6,042
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 2004	410	717	92	291	228	183	240	32	2,193
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 2004	297	617	99	65	284	130	197	22	1,711
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 2004	159	437	63	1	150	67	55	12	944
PA5	Total number of new greatest need households who have been allocated housing within 2 years or more for year ending 30 June 2004	107	113	24	0	10	19	16	4	293
PA6	Total number of new greatest need households who have been allocated housing for year ending 30 June 2004	2,334	4,062	562	991	1,457	961	681	135	11,183
PA7	Total number of new households allocated housing within less than 3 months for year ending 30 June 2004	2,705	2,772	764	1,551	1,436	619	182	315	10,344
PA8	Total number of new households allocated housing within 3 months to less than 6 months for year ending 30 June 2004	905	995	346	584	392	200	261	161	3,844
PA9	Total number of new households allocated housing within 6 months to less than 1 year for year ending 30 June 2004	1,005	825	630	490	526	149	232	145	4,002
PA10	Total number of new households allocated housing 1 year to less than 2 years for year ending 30 June 2004	1,130	699	1,192	526	433	80	81	81	4,222
PA11	Total number of new households allocated housing within 2 years or more for year ending 30 June 2004	4,122	648	1,658	952	847	23	34	91	8,375
PA12	Total number of new households allocated housing for year ending 30 June 2004	9,867	5,939	4,590	4,103	3,634	1,071	790	793	30,787

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Descriptors		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P8 Direct costs per unit										
For year ending 30 June 2004										
DC1	Total direct costs for year ending 30 June 2004 (\$'000)	601,436	227,995	215,933	147,698	215,217	70,315	86,286	56,477	1,621,356
At 30 June 2004										
DC2	Total number of dwellings at 30 June 2004	124,735	64,855	49,144	31,470	46,695	11,679	11,139	5,618	345,335
P9 Occupancy rates										
At 30 June 2004										
OR1	Total number of occupied dwellings at 30 June 2004	123,106	62,646	48,490	30,000	44,529	11,375	10,823	5,269	336,238
OR2	Total number of dwellings at 30 June 2004	124,735	64,855	49,144	31,470	46,695	11,679	11,139	5,618	345,335
P10 Turnaround time										
For year ending 30 June 2004										
TT1	Total number of days that vacated dwellings were vacant for year ending 30 June 2004	411,926	330,620	160,617	249,624	205,698	46,556	51,641	73,773	1,530,455
TT2	Total number of vacancy episodes for year ending 30 June 2004	13,711	7,948	6,134	5,204	4,978	1,270	1,171	1,092	41,508
P11 Rent arrears										
For year ending 30 June 2004										
RA1	Total rent collected from tenants for year ending 30 June 2004 (\$'000)	521,849.0	265,933.7	194,296.0	118,681.1	189,385.4	41,507.0	56,571.6	24,888.0	1,413,111.9
RA2	Total rent charged to tenants for year ending 30 June 2004 (\$'000)	523,562.0	267,790.0	194,764.0	116,506.8	189,435.4	40,617.0	56,966.4	24,904.0	1,414,545.6

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Performance indicators	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total^(a)
P1 Amenity/location									
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 and community services (%)	83	83	86	81	85	83	85	82	84
Employment and 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

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
P7 Customer 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
At 30 June 2004										
P2	The rent charged as a proportion of the market rent for each dwelling (adjusted for Commonwealth Rent Assistance) (%)	58.2	72.5	94.3	85.7	85.1	97.8	48.9	71.5	71.6
P3	The proportion of households where dwelling size is not appropriate due to overcrowding (%)	0.6	0.1	0.7	0.3	0.4	0.7	0.2	1.1	0.5
P4c	The number of all rebated households and special needs households paying market rent as a proportion of all households (new and existing) (%)	98.7	90.6	89.5	100.0	91.8	96.4	100.0	100.0	94.9
P9	The occupancy rate of rental housing stock (%)	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4
For year ending 30 June 2004										
P4(a)a	The number of new low income households as a proportion of all new households. Low income A (%)	94.7	92.4	90.5	87.9	87.5	89.1	87.7	87.6	91.2
P4(a)b	The number of new low income households as a proportion of all new households. Low income B (%)	5.2	7.5	9.1	11.6	11.5	10.8	12.1	10.6	8.5
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 (%)	97.0	95.6	94.5	92.7	93.5	94.4	91.3	93.9	95.0
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 (%)	85.2	99.6	97.2	97.1	97.3	93.7	85.3	86.1	90.6
P5	The proportion of new tenancies that are allocated to households with special needs (%)	53.6	45.9	58.2	49.9	58.9	65.7	33.0	73.0	53.5
P6a	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Under 3 months (%)	50.3	78.6	37.2	40.9	54.7	90.8	95.1	20.6	58.4
P6b	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 3 months to under 6 months (%)	45.3	72.1	26.6	49.8	58.2	91.5	92.0	19.9	57.0

(continued)

Table 4.3.1 (continued): CSHA public housing 2003–04: Compilation of performance indicators

Performance indicators		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2004										
P6c	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 6 months to under 1 year	29.6	74.8	15.7	13.3	54.0	87.2	84.9	15.2	42.8
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 (%)	14.1	62.5	5.3	0.2	34.6	83.8	67.9	14.8	22.4
P6e	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: 2 years or more (%)	2.6	17.4	1.4	0.0	1.2	82.6	47.1	4.4	3.5
P6f	The proportion of new allocations to those in greatest need in the following time-to-allocation groups: Total (%)	23.7	68.4	12.2	24.2	40.1	89.7	86.2	17.0	36.3
P8	The average cost of providing assistance (excluding capital) per dwelling (%)	4,822	3,515	4,394	4,693	4,609	6,021	7,746	10,053	4,695
P10	The average time taken for occupancy of vacant stock (%)	30	42	26	48	41	37	44	68	37
P11	Total rent actually collected as a percentage of total rent charged (%)	99.7	99.3	99.8	101.9	100.0	102.2	99.3	99.9	99.9

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

Notes

All	General	The Public Housing Administrative Data Repository was used to collect all administrative data (excluding financial data {P8 and P11} and 2003 National Social Housing Survey of Public Housing Tenants data {P1 and P7}) for all jurisdictions.
	National totals	Due to rounding the national total may not equal the sum of jurisdictions' data items.

Notes—Summary data

All	S10–S13	Amounts of up to but excluding 0.5% above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20% or less' category.
	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	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. New South Wales, Victoria and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269
Excludes:								
Non-rebated households	12,270	7,774	1,619	..
Mixed composition households	5,258	4,601	1,244	592	815	321	467	503
Households for whom composition cannot be determined	135	11	2	3	1	10	131	0
Exclusions as a % of total ongoing households	14.3	19.8	2.6	2.0	1.8	2.9	20.5	9.5

NSW	S5	Estimate based on the 2001 Census of Population and Housing, 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 have been excluded since 2002–03.
Vic	S7	Excludes 1,189 applications eligible for both state owned and managed Indigenous housing and public rental (counted under state owned and managed Indigenous housing data collection).
	S8, S9	Property data for this collection are unreconciled and may not match published jurisdictional 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 does not include clients in similar circumstances who were waiting to be housed through Queensland's standard wait turn criteria.
	S12, S13	Not comparable with 2002–03 data. From February 2004 incremental rent penalties for households not supplying income details were replaced with removal of subsidy.
WA	S8, S9	1,063 properties leased to other organisations have been excluded.
	S10–S13	Results based upon gross income (not assessable income).
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.
	S16	In late 2002, the implementation of a new computer system resulted in the loss of information regarding occupants in non-rebated households. This figure is therefore overstated in 2002–03 and 2003–04.
ACT	S3, S5	May represent an undercount as ethnicity is a self-identified field.
<i>Notes—P1</i>		
All	P1	Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Notes—P2

All	P2	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. New South Wales and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.
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	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269
Excludes:								
Non-rebated households	12,270	1,619	..
Mixed composition households	5,258	6,760	1,244	592	815	321	467	503
Households for whom composition cannot be determined	135	12	2	3	1	10	131	0
Exclusions as a % of total ongoing households	14.3	10.8	2.6	2.0	1.8	2.9	20.5	9.5

NSW	P2	Not comparable with data from 2002–03 due to different derivation of household type. In previous years this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.
	AF3	Note that the methodology for calculating AF3 has changed from 2002–03. Previous methodology underestimated rent assistance entitlements. Recalculation of this figure for 2002–03 gives a value for AF3 of \$5,017,700, compared with the published value of \$4,407,500. Values for P2 are 58.3% (revised) and 56.0% (published).
Qld	AF2	Following a market rent review, decreases were applied in November 2002. Increases were progressively applied from April 2003 using the regular biannual rent review process and concluded in October 2003.
Tas	AF1, AF2	Not calculated via the data repository. Figures supplied by Housing Tasmania.
<i>Notes—P3</i>		
All	P3	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. New South Wales, Victoria and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	123,105	62,647	48,490	30,016	44,529	11,375	10,823	5,269
Excludes:								
Non-rebated households	12,270	7,774	1,619	..
Mixed composition households	5,258	4,601	1,244	592	815	321	467	503
Households for whom composition cannot be determined	135	11	2	3	1	10	131	0
Exclusions as a % of total ongoing households	14.3	19.8	2.6	2.0	1.8	2.9	20.5	9.5

NSW	P3	Not fully comparable with data from 2002–03 due to different derivation of household type. In previous years this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.
SA	P3	In late 2002, the implementation of a new computer system resulted in the loss of information regarding occupants in non-rebated households. This figure is therefore understated in 2002–03 and 2003–04.

Notes—P4

All	L11a–L14	For comparability purposes, mixed composition households and households whose composition cannot be determined are excluded from all jurisdictions. Due to this change Victoria, Queensland and national data are not comparable with previous years' data. New South Wales and the Australian Capital Territory also exclude non-rebated households and this is done before exclusion based on household composition since there is insufficient information for these households to accurately determine their composition for this indicator.
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	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total newly allocated households	9,943	5,939	4,590	4,103	3,634	1,170	790	793
Excludes newly allocated:								
Non-rebated households	1,091	60	..
Mixed composition households	306	330	98	99	70	30	28	104
Households for whom composition cannot be determined	11	438	1	1	0	23	16	
Exclusions as a % of total newly allocated households	14.2	12.9	2.2	2.4	1.9	4.5	13.2	13.1

	P4(b)b	With the exception of Victoria (see Vic 4(b)b) the numerator excludes mixed composition households whereas the denominator (S2) includes them.
NSW	P4	Not fully comparable with data from 2002–03 due to different derivation of household type. In previous years this was based solely on the local variable family type. With improvements in data quality of the relationship to household head variable this year, the derivation of household type is based on the relationship to household head variable in the first instance. In cases where this does not yield a result the derivation reverts to that based on family type.
	L12a, L12b, L14, L16, L17, P4(b)a, P4(b)b, P4c	Not fully comparable with 2002–03 data due to adoption of a methodology that assigns special needs status when either standard AIHW or state criteria for special needs are met.
Vic	L12a, L12b, L14, P4(b)a, P4(b)b	For 2003–04, new households with a priority reason code of 'SUP' (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 89 new special needs households.
	L14	The L13 result is reported due to unavailability of details for new households who were no longer tenants at 30 June 2004.
	L16, L17, P4c	For 2003–04, ongoing households with a priority reason code of 'SUP' (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 359 ongoing special needs households.
	P4(b)b	Not calculated using data repository methodology.

Qld	LI2a, LI2b, LI6, LI7	The number of households with special needs now includes a broader range of data. It incorporates households where at least one member is receiving a discrete disability income from Centrelink, plus households on other incomes who identified as having at least one member with a disability, plus households who do not fall into either category but who required home modifications because of a disability. Although a household may be included in more than one special needs category, to derive the total number of new households with special needs each household is counted once only.
WA	LI4	A different methodology was used by Western Australia to derive special needs status. Households are only recorded with a positive or unknown disability status; there are no households with a negative disability status. Households are only recorded with a positive or negative Indigenous status; there are no households with an unknown Indigenous status. Consequently, for every household the derived special needs status is either positive or unknown. The LI3 result is therefore reported, which may overstate the result.
	LI7, P4c	A different methodology was used by Western Australia to derive special needs status. Households are only recorded with a positive or unknown disability status; there are no households with a negative disability status. Households are only recorded with a positive or negative Indigenous status; there are no households with an unknown Indigenous status. Consequently, for every household the derived special needs status is either positive or unknown.
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	LI4	The LI3 result is reported due to missing special needs data. This may overstate the result.
ACT	LI4	The LI3 result is reported due to a high number of new households where special needs details are not known.
	LI6, LI7	Not calculated via the data repository. Figures supplied by Australian Capital Territory Department of Disability, Housing and Community Services.
	LI6, LI7, P4c	Special needs details are not known for non-rebated households, thus these households are excluded. At 30 June 2004, 85% of all households were receiving rental rebate assistance.
	P4(b)a	Due to a relatively low number of new households where special needs details are known, this performance indicator uses LI3 in place of LI4 as a divisor.
NT	LI4	The LI3 result is reported due to missing special needs data. This may overstate the result.
<i>Notes—P5</i>		
NSW	SN1, SN2, P5	Not fully comparable with 2002–03 data due to adoption of a methodology that assigns special needs status when either standard AIHW or state criteria for special needs are met.
Vic	SN1, SN2, P5	For 2003–04, new households with a priority reason code of ‘SUP’ (Supported Housing) have been flagged as containing at least one occupant with a disability. This results in an additional 89 new special needs households.
Qld	SN1	The total number of new households with special needs now includes a broader range of data. It incorporates households where at least one member is receiving a discrete disability income from Centrelink, plus households on other incomes who identified as having at least one member with a disability, plus households who do not fall into either category but who required home modifications because of a disability. Although a household may be included in more than one special needs category, to derive the total number of new households with special needs each household is counted once only.
WA	SN2	A different methodology was used by Western Australia to derive special needs status. Households with a negative special needs status are included in the number for whom special needs status could not be determined, and therefore excluded from the number of households for whom special needs details are known. Therefore the S2 result is reported, which may overstate the result.
	P5	Figure may represent an undercount. See SN2 footnote above.
SA	P5	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.
ACT	SN2	The S2 result is reported due to a high number of new households where special needs details are not known.
	P5	Due to a relatively low number of new households where special needs details are known, this performance indicator returns an unrepresentative result.

NT	SN1	Excludes households with a disability as Northern Territory does not have a disability identifier in their information management system.
	SN2	Special needs details are only recorded where they are known to exist—no record is maintained if a household has no special needs status. All new households are therefore included, which may represent an overcount.
	P5	Figure may represent an undercount. See SN2 footnote above.

Notes—P6

Qld	PA1–PA6	Data represents applicants who satisfied stringent priority housing criteria, but does not include clients in similar circumstances who were waiting to be housed through Queensland's standard wait turn criteria.
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 over-counted as priority date is not updated when households transfer to the priority category after initial wait list application.

Notes—P7

All	P7	For New South Wales face-to-face interviews were conducted with mail out forms being used for all other jurisdictions.
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Notes—P8

All	DC1	Not calculated via the data repository. Figures supplied by jurisdictions.
NSW	DC1	Includes the costs for those dwellings (referred to at S8 and S9) that are excluded in the total number of dwellings.
	DC2	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–03.
Vic	DC2	Property data for this collection are unreconciled and may not match published jurisdictional annual data.
Qld	DC2	The count of dwellings is based on tenancy (rental) units. This will be greater than the count of dwellings based on superior rental units, due to shared tenancies. Dwellings at 30 June 2004, based on superior rental units was 48,743.
WA	DC1	Includes the costs for those dwellings (around 1,063 referred to at S8 and S9) that are excluded in the total number of dwellings.
	DC2	Data derived through the repository process are unreconciled with jurisdictional data and may not match published jurisdictional annual data. The OR2 result is reported.
Tas	DC2	Data derived through the repository process are unreconciled with jurisdictional data and may not match published jurisdictional annual data. The OR2 result is reported.

Notes—P9

NSW	OR1, OR2	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–03.
Vic	OR2	Property data for this collection are unreconciled and may not match published jurisdictional annual data.
Qld	OR2	The count of dwellings is based on tenancy (rental) units. This will be greater than the count of dwellings based on superior rental units, due to shared tenancies. Dwellings at 30 June 2004, based on superior rental units was 48,743.
Tas	OR1	The LI8 result is reported due to a number of dwellings that have an occupied status with no tenants. This may overstate the result.
ACT	P9	Figure may represent an undercount, as 106 dwellings vacant at 30 June 2004 were subsequently earmarked for major redevelopment. The P9 result would have been 98.1% had these dwellings been excluded.

Notes—P10

NSW	TT1, TT2, P10	Properties leased to community organisations and properties leased to private tenants under the Public Equity Partnership (PEP) scheme have been excluded since 2002–03.
Vic	P10	The legal tenancy start date (date from which rent is paid) was used as the vacancy end date in this collection. In practice tenants may sign tenancy agreements and receive keys several days earlier.
Qld	TT1, TT2, P10	These data items are derived from tenancy information and do not 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 TT1 is not comparable with the 2002–03 value. In 2003–04 the total days vacant have been adjusted by subtracting days required for major redevelopment work. This adjustment reduced the average turn around time (P10) from 28 days to 26 days.
WA	TT1, TT2	Includes all periods of major redevelopment work.
Tas	P10	Direct tenancies have been included. 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 managed by Housing Tasmania once the allocation has occurred.

Notes—P11

All	RA1, RA2, P11	Not calculated via the data repository. Figures supplied by jurisdictions.
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.

Appendix 1: P1 and P7 results for 2000

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.

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

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 and community services ^(c)	86	82	88	86	88	86	90	89	86
Employment and 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 various sampling issues.

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
Subtotal: 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 various sampling issues.

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.

References

Australian Institute of Health and Welfare (AIHW) 2003. National Housing Assistance Data Dictionary version 2. Housing Assistance Data Development Series. AIHW cat. no. HOU 89. Canberra: AIHW.