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**Australian Institute of  
Health and Welfare**

*Better information and statistics  
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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

# **Community housing 2008-09**

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

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### **Australian Institute of Health and Welfare**

Board Chair

Hon. Peter Collins, AM, QC

Director

Penny Allbon

Any enquiries about or comments on this publication should be directed to:

Housing Unit

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Phone: (02) 6244 1267

Email: [housing@aihw.gov.au](mailto:housing@aihw.gov.au)

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**Please note that there is the potential for minor revisions of data in this report.  
Please check the online version at <[www.aihw.gov.au](http://www.aihw.gov.au)> for any amendments.**

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# Summary

The community housing data collection captures data held by state and territory housing authorities on all community housing organisations managing government-funded dwellings. Approximately 930 community housing organisations were managing around 42,000 tenancy (rental) units at 30 June 2009.

In order to capture household level information, the community housing data collection also involves surveying community housing organisations about their organisation, their dwellings and about the tenancies they manage. The survey concluded that nearly 38,000 households were living in community housing in Australia at 30 June 2009 occupying over 96% of tenantable community housing stock. Over 30% of these households contained a member with a disability and 7% identified as Indigenous households.

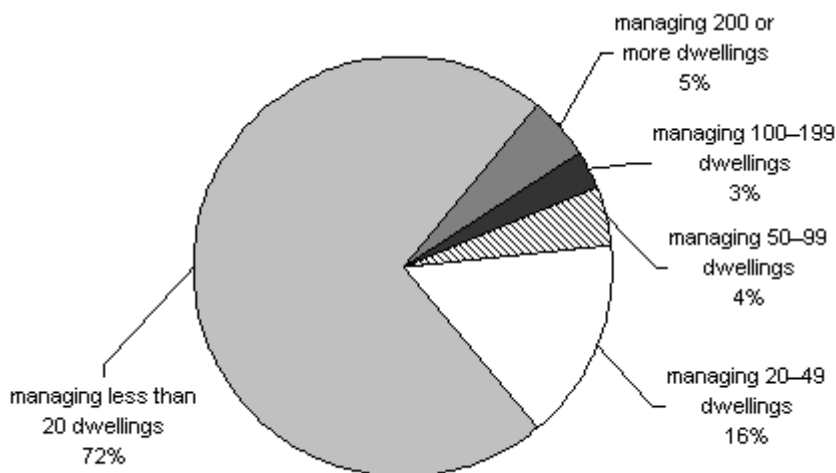
Community housing continues to be a form of social housing in strong demand with nearly 50,000 applicants on community housing organisation waiting lists at 30 June 2009 with 45% of these applicants being in 'greatest need'.<sup>1</sup>

Nearly 10,000 households were newly allocated a community housing dwelling during 2008–09 with over one-third of these households homeless at the time of allocation.

Like all forms of social housing, community housing provides an affordable alternative to private rental. On average, for community housing tenants, nearly 73% of household income is left after paying rent.

Most community housing organisations (88%) each manage less than 50 dwellings, whilst less than 5% of organisations each manage 200 or more dwellings (Figure 1).

**Figure 1: Proportion of community housing organisations by organisation size, 30 June 2009**



Over 40% of community housing organisations were able to offer some form of support service to their tenants including information, advice and referral to other services and daily living support.

# Notes

## **Greatest need**

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

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

# General notes

## Data sources: administrative and survey data

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

- i) Administrative data – unit record level dwelling and community housing provider information stored in state and territory information systems.
- ii) Data collection survey data – information provided by individual community housing providers on their organisation, dwellings managed, tenants assisted and the costs associated with providing community housing. The survey is undertaken at either an aggregate or unit record (i.e. household) level. States and territories are responsible for managing the survey process. Currently, two jurisdictions (New South Wales and Tasmania) undertake the survey at the aggregate level and five jurisdictions (Victoria, Queensland, Western Australia, South Australia and Australian Capital Territory) undertake the survey at the household level. The Northern Territory does not currently survey its community housing providers.
- iii) Community housing National Social Housing Survey (NSHS) data – a survey of community housing tenants that includes information pertaining to tenant satisfaction undertaken in 2007 by Roy Morgan Research for the Housing Ministers' Advisory Committee.

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

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

Survey response rates affect the reliability of the survey data reported. Information about survey response rates is reported below. For survey response rates for the National Social Housing Survey of community housing, see <[www.aihw.gov.au/housing/assistance/nshs/index.cfm](http://www.aihw.gov.au/housing/assistance/nshs/index.cfm)>.

Jurisdiction	Survey coverage	Comments
NSW	97%	Of the 195 providers surveyed, 142 responded (16 were exempted) to the data collection. The response rate is thus 79%. The final data set includes complete and validated data sets only and covers 97% of long term community housing properties funded by Housing NSW.
Vic	93%	Of the 108 providers, 61 responded to the community housing data survey. The NAHA-funded properties managed by the corresponding providers account for 93% of the total portfolio.
Qld	83%	The data coverage of Queensland's community housing data is, overall, that tenancy and financial data is received from organisations for 5,650 rental units out of 7,026 (83%) of rental units in all Community Housing programs.
		· The Long Term Community Housing program had partial coverage, with 55% of providers (131 out of 237) providing data covering 63% of the portfolio (2,102 out of 3,330 rental units).
		· The Community-Managed Housing Studio Units program had partial coverage, with 79% of providers (15 out of 19) providing data covering 81% of the portfolio (896 out of 1,150 rental units).
		· The Community Rent Scheme had complete data coverage (24 providers, managing 1,817 rental units).
		· The Brisbane Housing Company had complete data coverage (a single provider managing 742 rental units).
WA	54%	Of the 190 providers, 20 responded to the community housing data survey. Those properties managed by the corresponding providers account for 54% of the total portfolio.
SA	97%	Of the 99 providers, 89 responded to the community housing data survey. Those properties managed by the corresponding providers account for 97% of the total portfolio.
Tas	68%	Of the 55 providers, 32 responded to the community housing data survey. Those properties managed by the corresponding providers account for 68% of the total portfolio.
ACT	100%	All providers in the ACT responded to the community housing data survey representing 100% of the total portfolio.
NT	..	Only administrative data have been used.

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

## Data qualifications

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

- 1) Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations which respond to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.
- 2) National performance indicator percentages were calculated using only those states and territories where complete information is available and valid (i.e. both numerator and denominator were available and valid).

- 3) Household and dwelling information from community housing providers for whom federal government funds (under the former CSHA) were provided as one-off grants many years ago is generally not available, and therefore may be excluded from reporting.
- 4) For New South Wales, the scope of the data collection this year is extended to include all long term community housing managed by a community housing provider including those directly funded by Housing NSW and those funded by other sources. The final dataset is therefore composed of 90% dwellings directly funded by Housing NSW, and 10% dwellings that are managed by the responding community housing provider that have been funded by other sources. Figures used in this report are adjusted to cover only those funded by Housing NSW based on the extended profile of community housing from the data collection. The figures are therefore not entirely comparable to previous years.
- 5) For Victoria, the survey was distributed for the first time to all providers managing joint venture arrangements.
- 6) Queensland's data combines administrative data, a limited unit record collection for each dwelling, and collections of summary data depending on the capacity of each housing program. Figures for tenancies have not been scaled upwards to reflect any non-response to data collections. Figures for property counts and financial data have been scaled upwards to account for non-response.
- 7) For the Australian Capital Territory, survey data are used to maintain dwelling administrative data on federal government funded dwellings (under the former CSHA) owned by community housing providers.

## Symbols

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

## References

Roy Morgan Research 2007. 2007 National Social Housing Survey community housing national report. Prepared for the AIHW. Melbourne: Roy Morgan Research.



# Summary data items

**Table 1.1: Community housing summary data, 2008–09**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
	<b>For year ending 30 June 2009</b>									
S1	Total new households assisted	3,339	2,169	2,200	1,231	562	115	294	na*	9,910
S2	Total new Indigenous households assisted	267	247	284	98	18	np	6	na*	920
S3	Total households assisted that were homeless at the time of allocation	1,067	556	564	406	543	62	187	na*	3,385
	<b>At 30 June 2009</b>									
S4	Total households	16,639	7,556	5,610	2,650	4,329	406	643	na*	37,833
S5	Total Indigenous households	1,280	486	640	174	66	6	28	na*	2,680
S6	Total disability households	4,188	2,467	1,899	1,144	1,739	83	179	na*	11,699
S7	Total households from a non-English-speaking background	3,329	484	333	124	515	8	175	na*	4,968
S8	Total households with a principal tenant aged 24 years or under	1,045	340	536	119	271	9	107	na*	2,427
S9	Total households with a principal tenant aged 75 years or over	1,487	426	652	281	366	87	5	na*	3,304
S10	Total new applicants on waiting list who have a 'greatest need'	10,220	3,662	5,025	1,781	1,167	293	87	na*	22,235
S11	Total applicants on waiting list	20,504	8,675	11,543	3,158	4,651	475	181	na*	49,187
S12	Total tenable tenancy (rental) units	16,037	7,747	6,972	2,852	4,463	407	661	na*	39,270
S13	Total untenable tenancy (rental) units	104	208	54	98	68	3	12	na*	547
S14	Total households paying 20% or less of assessable income in rent	3,556	781	715	232	237	34	17	na*	5,572
S15	Total households paying >20% but not more than 25% of assessable income in rent	9,360	1,031	2,561	197	1,295	50	321	na*	14,815
S16	Total households paying >25% but not more than 30% of assessable income in rent	1,641	920	809	212	2,411	174	29	na*	6,196
S17	Total households paying more than 30% of assessable income in rent	1,663	4,717	394	1,550	120	69	84	na*	8,597

(continued)

**Table 1.1 (continued): Community housing summary data, 2008-09**

S18	Total households occupying community housing for whom income details are known	16,219	7,449	4,479	2,191	4,063	327	451	na*	35,179
S19	Total households with moderate overcrowding	311	168	112	49	148	3	6	na*	797
S20	Total households with under-utilisation	1,268	411	297	96	1,201	16	5	na*	3,294
S21	Total tenancy (rental) units in Major cities of Australia	10,679*	6,207*	2,942*	3,491*	3,850*	..*	670*	..*	27,839*
S22	Total tenancy (rental) units in Inner regional Australia	3,674*	1,813*	1,608*	632*	409*	382*	2*	..*	8,520*
S23	Total tenancy (rental) units in Outer regional Australia	1,336*	333*	1,798*	674*	206*	212*	..*	84*	4,643*
S24	Total tenancy (rental) units in Remote Australia	28*	13*	224*	423*	62*	9*	..*	42*	801*
S25	Total tenancy (rental) units in Very remote Australia	4*	..*	439*	129*	4*	0*	..*	5*	581*
S26	Total tenancy (rental) units in Migratory areas	0*	0*	0*	0*	0*	0*	0*	0*	0*
S27	Total head-leased dwellings (private)	5,712*	2,488	1,586	191	0	0	267	0*	10,244
S28a	Total boarding/rooming/ lodging house buildings	na*	132	69	52	0	0	6	0*	259
S28b	Total boarding/rooming/ lodging house units	na*	600	1,211	28	0	0	23	0*	1,862
S28c	Total boarding/rooming/ lodging house rooms	na*	1,262	21	449	0	0	279	0*	2,011
S29	Total community housing providers	187*	108*	259*	190*	99*	55*	7*	26*	931*
S30	Total housing associations	30*	16*	101	5	34*	28*	3*	0*	217
S31	Total housing cooperatives	35*	10*	17	0	56*	8*	1*	0*	127
S32	Total other community service organisations	122*	82*	70	14	9*	19*	3*	26*	345
S33	Total community housing providers that were able to offer daily living support to households	na	25	na	11	26	13	1	na*	76
S34	Total community housing providers that were able to offer personal support to households	na	27	na	11	26	13	3	na*	80
S35	Total community housing providers that were able to offer community living support to households	na	23	na	10	23	11	3	na*	70
S36	Total community housing providers that were able to offer support for children, families and carers	na	12	na	6	17	2	0	na*	37

(continued)

**Table 1.1 (continued): Community housing summary data, 2008–09**

S37	Total community housing providers that were able to offer training and employment support to households	na	10	na	4	16	2	2	na*	34
S38	Total community housing providers that were able to offer financial and material assistance to households	na	15	na	7	16	6	1	na*	45
S39	Total community housing providers that were able to offer information, advice and referral to households	na	32	259	12	25	14	6	na*	348
S40	Total community housing providers that were able to offer support service(s)	na	42	259	16	34	21	6	na*	378
S41a	Total community housing providers managing 200 or more dwellings	19*	9*	5*	4*	7*	0*	1*	0*	45*
S41b	Total community housing providers managing 100–199 dwellings	3*	9*	10*	2*	3*	1*	0*	0*	28*
S41c	Total community housing providers managing 50–99 dwellings	7*	4*	12*	9*	7*	0*	1*	0*	40*
S41d	Total community housing providers managing 20–49 dwellings	11*	18*	49*	37*	24*	4*	2*	1*	146*
S41e	Total community housing providers managing less than 20 dwellings	147*	68*	183*	138*	58*	50*	3*	25*	672*
S42	Total dwellings	16,214*	7,477*	7,012*	5,110*	4,531*	603*	640*	131*	41,718*
S43a	Total long-term community housing program dwellings	15,267*	3,789*	4,477*	1,326	4,531*	603*	289*	131*	30,413
S43b	Total short- to medium- term community housing program dwellings	0*	11*	1,816*	120	0*	0*	171*	0*	2,118
S43c	Total boarding/rooming house program dwellings	5*	1,856*	0*	91	0*	0*	178*	0*	2,130
S43d	Total joint venture program dwellings	29*	587*	719*	204	0*	0*	0*	0*	1,539
S43e	Total other community housing program dwellings	457*	1,156*	0*	1,006	0*	0*	2*	0*	2,621
S44a	Total dwellings containing one bedroom	3,095*	2,969*	3,350*	3,095*	447*	244*	464*	14*	13,678*
S44b	Total dwellings containing two bedrooms	5,957*	1,761*	1,910*	924*	1,479*	170*	90*	35*	12,326*
S44c	Total dwellings containing three bedrooms	5,302*	1,690*	1,329*	662*	2,424*	175*	72*	54*	11,708*

(continued)

**Table 1.1 (continued): Community housing summary data, 2008–09**

S44d	Total dwellings containing four bedrooms	1,214*	511*	361*	258*	151*	12*	13*	19*	2,539*
S44e	Total dwellings containing five or more bedrooms	156*	148*	62*	160*	30*	2*	1*	9*	568*
S44f	Average bedrooms per dwelling	2.3*	2.1*	1.8*	1.8*	2.5*	1.9*	1.4*	2.8*	2.1*
S45a	Total separate house dwellings	7,720*	2,552*	1,791*	411	2,293*	195*	99*	82*	15,143
S45b	Total semi-detached, row or terrace house, townhouse, etc. dwellings	1,078*	665*	1,393*	387	1,843*	77*	26*	9*	5,478
S45c	Total flat, unit or apartment dwellings	6,551*	1,691*	3,216*	1,318	395*	295*	208*	40*	13,714
S45d	Total boarding/rooming house unit dwellings	111*	2,169*	612*	631	0*	34*	307*	0*	3,864
S45e	Total other dwellings	0*	2*	0*	0	0*	2*	0*	0*	4

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

*Notes*

**All**

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

**NSW**

S1-S3 May include households previously housed by another community housing provider.

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

S10 Adjusted for number of applicants where greatest need status is unknown.

S11 Including applicants where greatest need status is unknown.

S10, S11 Applicants may appear on waiting lists of more than one community housing provider.

S14-S17 NSW introduced community housing rent reforms in July 2008. These require providers to capture 100% of the Commonwealth Rent Assistance (CRA) received by tenants as part of their rental payment. While the CRA amount should not be included in the rent and household income calculation, it is evident that some providers may have included it due to their previous system settings. As a result, the data of some providers may have been contaminated.

S21-S26 The postcodes for 491 properties are not available and have been excluded.

S32 Includes community housing providers that have a relationship with Housing NSW but may not be currently managing any community housing properties.

**Vic**

S2, S5 Indigenous households generally access long-term accommodation through the General Rental Program of housing, or Indigenous Community Housing managed by Aboriginal Housing Victoria. Some indigenous households may be unreported as data are reliant on Indigenous self-identification.

S15-S17 Rent charged by agencies under the Housing Provider Framework is assessed at 25% of base income, plus 100% of any Commonwealth Rent Assistance (CRA) received by the tenant. This may give the appearance that some community housing tenants pay more than 25% of income in rent. However, 'after-rent' income of community housing tenants is the same as that of public housing tenants, because public housing tenants do not receive CRA. Some providers also include service charges and board with the rent charges.

S28a-S28c These measures may be affected by response rates from rooming house providers, and new approaches to singles accommodation that provide self-contained accommodation that does not meet the definition of boarding/rooming house dwellings.

S28-S32 Figures may not reconcile to published jurisdictional data because of differences in provider type definitions. The total number of providers has decreased as properties managed by agencies not registered under the Housing Provider Framework are being transferred to agencies that are.

S42 These data will not match jurisdiction's published data, as they exclude some long-term community housing from non-responding agencies. Including all programs, there are 8,330 long-term community housing dwellings in Victoria.

S43-S45 These data will not match jurisdiction's published data, as they exclude some long-term community housing from non-responding agencies.

**Qld**

S3, S7, S9 These values are underestimates as one large provider did not provide data. Administrative data for the Community Rent Scheme program do not include data on S9.

S10, S11 These values are overestimates because Queensland has a combined wait list of applicants for all forms of social housing, including community housing. Almost all applicants apply for other forms of social housing, such as public housing, and may be housed by these other programs.

S12, S13 These values have been scaled up, for direct comparability with overall portfolio size. They are based on the total portfolio size for Community Housing (administrative data) and the vacancy rate from all dwellings where the tenanted status is known. Available figures were scaled up 92% to give S12 and S13.

S14-S18 The incomes of households whose only income is a Centrelink benefit have been imputed as the benefit amount, and based on applicable rent setting policies where not available. LI2 does not match S18, as LI2 can be determined for households whose only income is a Centrelink benefit, but where imputing a specific dollar amount is not possible (eg, due to generic benefit type listed or household composition data being available).

S29-S32 Seventy-one organisations had an unknown organisational type and are included in S29 but not in S30-S32.

S33-S38 Information on these types of support is not collected for Queensland organisations.

**WA**

S29-S32 Organisation types were unknown for 171 organisations and were included in S29 but not in S30-S32.

**SA**

S1, S3, S10, S11 Sourced from wait list, received wait list data from 89 out of 98 groups. Data may be understated as wait list data not as robust as data collection data.

S2 Sourced from main data collection representing 90.8% of groups and 95.4% of dwellings.

S3 Apportioned non category responses across the categories. All Category 1 and Category 2 households were assumed to be homeless at time of allocation. More accurate data will be obtained once the Community Housing Customer Register is implemented.

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

S10 Applicants identified as Category 1 applicants

S12, S13 Data sourced from administrative systems.

S14-S18 Where ceiling rent was paid but no actual amount provided, maximum rent data were sourced from the debenture register.

S19, S20 Excludes group households with no additional information.

S30, S31 The number of groups has diminished due to amalgamations between community housing associations, and also associations taking over management of some co-operatives.

**Tas**

S2 Data not published where there were fewer than three households assisted and are excluded from the national total.

S12, S13 Data are from a survey of community housing providers. The total number of dwellings reported here may differ from numbers reported from jurisdictions' administrative data. Because of the response rate and data quality issues, results should be interpreted with caution.

S22 Total stock numbers include one property purchased for redevelopment, but currently leased back to the vendor, i.e. not used for community housing purposes at 30 June 2009.

**NT**

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

# P1: Amenity/location

**Table 1.2: Community housing: P1(a) Amenity, February–March 2007**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
Sample size (number)	577	463	924	315	514	158	149	..	3,100
<b>Number of tenants who said this amenity aspect is important and meets their needs</b>									
Amenity aspect									
Size of dwelling	888	232	319	258	264	31	55	..	2,046
Modifications for special needs	338	75	123	121	84	14	22	..	777
Easy access and entry	916	259	374	290	270	34	57	..	2,199
Car parking	744	195	258	241	251	29	48	..	1,767
Yard space and fencing	783	227	271	267	262	29	48	..	1,887
Privacy of home	953	267	382	293	294	37	62	..	2,289
Safety and security of home	973	257	385	281	272	36	60	..	2,265
<b>Number of tenants who said this amenity aspect is important and gave a valid answer to needs question</b>									
Amenity aspect									
Size of dwelling	1,007	273	396	300	305	33	67	..	2,382
Modifications for special needs	419	98	155	140	107	18	28	..	963
Easy access and entry	988	277	406	306	291	36	65	..	2,369
Car parking	837	214	336	278	291	31	56	..	2,045
Yard space and fencing	925	269	343	299	312	34	53	..	2,234
Privacy of home	1,110	309	471	332	345	43	75	..	2,684
Safety and security of home	1,132	316	487	346	351	44	76	..	2,751
<b>Per cent of tenants who said this amenity aspect is important and meets their needs</b>									
Amenity aspect									
Size of dwelling	88	85	81	86	87	94	82	..	86
Modifications for special needs	81	77	79	86	79	78	79	..	81
Easy access and entry	93	94	92	95	93	94	88	..	93
Car parking	89	91	77	87	86	94	86	..	86
Yard space and fencing	85	84	79	89	84	85	91	..	84
Privacy of home	86	86	81	88	85	86	83	..	85
Safety and security of home	86	81	79	81	77	82	79	..	82
P1(a) Amenity	87	86	81	88	85	88	84	..	86
<i>Standard error (per cent)</i>	1.6	1.9	1.6	2.2	1.8	3.1	3.6	..	0.7

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

*Notes*

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.
2. Calculations are based on weighted figures
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

**Table 1.3(a): Community housing: P1(b) Location, February–March 2007**  
**Number of tenants who said this location aspect is important and meets their needs**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Sample size (number)</b>	<b>577</b>	<b>463</b>	<b>924</b>	<b>315</b>	<b>514</b>	<b>158</b>	<b>149</b>	<b>..</b>	<b>3,100</b>
<b>Location aspect</b>									
Shops and banking facilities	973	270	422	300	295	34	63	..	2,358
Public transport	842	232	358	205	245	26	59	..	1,967
Parks & recreational facilities	709	201	276	199	204	21	48	..	1,659
Emergency services, medical services/hospitals	933	260	396	274	282	36	57	..	2,238
Child care facilities	201	48	78	24	53	5	10	..	419
Educational and training facilities	438	124	164	70	131	15	38	..	980
Employment/place of work	358	118	162	99	128	16	43	..	924
Community and support services	731	223	308	245	243	27	50	..	1,827
Family and friends	885	238	313	271	259	35	59	..	2,060
Safety and security of the neighbourhood	940	264	367	272	280	34	59	..	2,217

**Table 1.3(b): Community housing: P1(b) Location, February–March 2007**  
**Number of tenants who said this location aspect is important and gave a valid answer to needs question**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Sample size (number)</b>	<b>577</b>	<b>463</b>	<b>924</b>	<b>315</b>	<b>514</b>	<b>158</b>	<b>149</b>	<b>..</b>	<b>3,100</b>
<b>Location aspect</b>									
Shops and banking facilities	1,055	290	461	329	314	36	68	..	2,554
Public transport	920	254	390	235	262	29	62	..	2,153
Parks & recreational facilities	770	219	310	220	228	22	52	..	1,821
Emergency services, medical services/hospitals	1,062	285	442	310	310	39	63	..	2,511
Child care facilities	227	48	90	30	58	5	13	..	473
Educational and training facilities	478	139	191	88	147	16	43	..	1,102
Employment/place of work	419	131	191	112	142	18	49	..	1,062
Community and support services	818	243	351	273	262	30	56	..	2,033
Family and friends	1,001	264	372	304	294	38	69	..	2,342
Safety and security of the neighbourhood	1,084	307	468	335	344	42	75	..	2,655



**Table 1.3(c): Community housing: P1(b) Location, February–March 2007**  
**Per cent of tenants who said this location aspect is important and meets their needs**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Sample size (number)</b>	<b>577</b>	<b>463</b>	<b>924</b>	<b>315</b>	<b>514</b>	<b>158</b>	<b>149</b>	..	<b>3,100</b>
<b>Location aspect</b>									
Shops and banking facilities	92	93	92	91	94	94	93	..	92
Public transport	92	91	92	87	94	90	95	..	91
Parks & recreational facilities	92	92	89	90	89	95	92	..	91
Emergency services, medical services/hospitals	88	91	90	88	91	92	90	..	89
Child care facilities	89	100	87	80	91	100	77	..	89
Educational and training facilities	92	89	86	80	89	94	88	..	89
Employment/place of work	85	90	85	88	90	89	88	..	87
Community and support services	89	92	88	90	93	90	89	..	90
Family and friends	88	90	84	89	88	92	86	..	88
Safety and security of the neighbourhood	87	86	78	81	81	81	79	..	84
<b>P1(b) Location</b>	<b>89</b>	<b>91</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>88</b>	..	<b>89</b>
<i>Standard error (per cent)</i>	<i>1.6</i>	<i>1.7</i>	<i>1.5</i>	<i>2.5</i>	<i>1.7</i>	<i>3.1</i>	<i>3.3</i>	..	<i>0.7</i>

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

*Notes*

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the analysis.
2. Calculations are based on weighted figures.
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

# P2 Affordability

**Table 1.4: Community housing: P2 Affordability, 2008–09 For week of 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
AF1	Total rents charged (\$'000)	1,900.0	1,019.4	186.3	294.5	483.0	38.7	55.8	8.3*	3,985.9
AF2	Total household assessable income (\$'000)	7,537.8	3,296.6	826.0	918.7	1,801.3	117.4	201.0	na*	14,698.8
P2	Proportion of household income left after rent (per cent)	74.8	69.1	77.4	67.9	73.2	67.1	72.2	na*	72.8

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P2 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

### NSW

AF1, AF2 "Refers to tenancies managed by organisations that responded to the Annual Data Collection only.

NSW introduced community housing rent reforms in July 2008. These require providers to capture 100% of the Commonwealth Rent Assistance (CRA) received by tenants as part of their rental payment. While the CRA amount should not be included in the rent and household income calculation, it is evident that some providers may have included it due to their previous system settings. As a result, the data of some providers may have been contaminated.

### Vic

P2 Rent charged by agencies under the Housing Provider Framework is assessed at 25% of base income, plus 100% of any Commonwealth Rent Assistance (CRA) received by the tenant. This may give the appearance that some community housing tenants pay more than 25% of income in rent. However, 'after-rent' income of community housing tenants is the same as that of public housing tenants, because public housing tenants do not receive CRA. Some providers also include service charges and board with the rent charges.

AF1, AF2 Funding arrangements for some community-managed programs do not allow full transparency of rental information. Some rent includes the share of cost for utilities and board. Rent charged under Housing Provider Framework Rent Models may include rent assistance, but many data returns have not been amended to reflect all tenant income to include rent assistance.

### Qld

AF2 The assessable incomes of some households whose only income is Centrelink benefit have been imputed based on their benefit type and household composition.

### WA

P2 The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2009 and total household assessable income for that week

### SA

AF1 Only the amount paid rather than rent charged was collected in this year's data collection. Figures are expected to be higher with the collection of both rent charged and paid next year. Excludes properties used for non-residential purposes.

AF2 Sourced from main data collection form. Income information was provided for 4,066 households, representing 93.9% of returned income data.

### ACT

P2 The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2009 and total household assessable income for that week.

# P3 Match of dwelling to household size

**Table 1.5: Community housing: P3 Match of dwellings to household size, 2008–09 At 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
HS1	Total households with overcrowding	110	9	85	3	39	3	0	na*	249
HS2	Total households occupying community housing for which household composition and tenancy (rental) unit details are known	16,182	6,120	5,449	1,964	3,824	337	614	na*	34,490
P3	Proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (per cent)	0.7	0.1	1.6	0.2	1.0	0.9	0.0	na*	0.7

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P3 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

### Vic

P3 Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

### Qld

P3 Household details are limited and vary by housing program. A conservative estimate is provided based on only those households which would be overcrowded under worst-case assumptions for missing data.

### WA

P3 Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined. Limited information is supplied as many organisations do not have systems in place to record this information.

### SA

P3 Excludes group households with no additional information.

### ACT

P3 Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

# P4 Low income

**Table 1.6: Community housing: P4 Low income, 2008–09 At 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
LI1	Total low income households	14,254	5,761	2,379	1,731	3,499	305	510	na*	28,439
LI2	Total of all households for which income and household composition details are known	16,281	5,832	2,514	1,734	3,538	314	518	na*	30,731
P4	Total of low income households as a proportion of all households (new and existing) (per cent)	87.5	98.8	94.6	99.8	98.9	97.1	98.5	na*	92.5

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P4 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

### NSW

LI1 Underestimates the number of low income households, because the data collection data can only identify households where the main source of income is either (1) a government pension or allowance, or (2) child support or maintenance, or (3) no income.

### Vic

P4 Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

### Qld

P4 Based on data from approximately 45% of households. Not available for Community Rent Scheme.

### WA

P4 Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded

### SA

P4 Excludes group households with no additional information.

### ACT

P4 Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown because the relationships between household members could not be determined.

# P5 Special needs

**Table 1.7: Community housing: P5 Special needs, 2008–09 For year ending 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
SN1	Total new households with special needs	2,283	1,086	1,195	600	356	70	116	na*	5,706
SN2	Total new households for whom details of whether or not they have special needs are known	3,212	2,159	1,857	1,212	524	78	294	na*	9,336
P5	Proportion of new tenancies allocated to households with special needs (per cent)	71.1	50.3	64.4	49.5	67.9	89.7	39.5	na*	61.1

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P5 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

### NSW

SN1, SN2 May include households previously housed by another community housing provider.

Household types reported with special needs include (1) Indigenous households; (2) Non-English speaking households; (3) Disability households; (4) Households with support needs; (5) Older person households (principal resident over 75); (6) Young person households (principal resident less than 24 years old); (7) Newly arrived migrants, refugees or asylum seekers; and (8) Other special needs.

SN1 'Disability' is defined in the NSW Community Housing Data Collection as anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. This includes intellectual, physical, sensory, and psychiatric disabilities.

### ACT

P5 One mainstream government-funded community housing organisation providing housing for Indigenous households is reported separately in the Indigenous community housing data collection.

# P6 Priority access to those in greatest need

**Table 1.8: Community housing: P6 Priority access to those in greatest need, 2008–09 for year ending 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
PA1	Total new greatest need allocations	2,268	1,985	1,237	1,048	543	66	281	na	7,428
PA2	Total new households	3,339	2,169	2,200	1,231	562	115	294	na	9,910
P6	Proportion of new allocations to those in greatest need (per cent)	67.9	91.5	56.2	85.1	96.6	57.4	95.6	na	75.0

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P6 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or they may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).

### NSW

PA1, PA2 May include households previously housed by another community housing provider.

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

### Qld

P6 This percentage is a considerable underestimate, because data were not available on greatest need for one large provider.

### SA

PA1, PA2 Sourced from wait list, received wait list data from 89 out of 98 groups. Data may be understated as wait list data not as robust as data collection data.

PA1 Apportioned non category responses across the categories. All Category 1 and Category 2 households were assumed to be homeless at time of allocation. More accurate data will be obtained once the Community Housing Customer Register is implemented.

# P7 Customer satisfaction

**Table 1.9: Community housing: P7 Customer satisfaction, February–March 2007**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
Sample size (number)	562	445	897	307	504	153	145	..	3,013
<b>Percentage of tenants reporting overall satisfaction</b>									
Very satisfied	52	38	40	36	34	48	41	..	44
Satisfied	35	39	39	45	44	38	32	..	39
P7 Customer satisfaction	87	77	79	81	78	85	73	..	82
<i>Standard error (per cent)</i>	1.4	2	1.4	2.3	1.8	2.9	3.7	0.7	1.4

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

*Notes*

1. Tenants who did not answer the question or who indicated that it was not applicable were excluded from the P7 analysis. The sample sizes reflect the number of unweighted valid responses and are therefore different from those provided at P1.
2. Calculations are based on weighted figures.
3. Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: Roy Morgan Research 2007.

# P8 Net recurrent cost per dwelling

**Table 1.10: Community housing: P8 Net recurrent cost per unit 2007–08 for year ending 30 June 2008**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
DC1	Provider net recurrent costs (\$'000)	114,263.6	45,254.3	28,645.8	19,452.0	17,987.4	3,725.0	4,307.3	na	233,635.4
DC2	Administrator net recurrent costs (\$'000)	5,855.3*	10,852.4*	1,970.0*	2,720.5*	9,337.6*	3,453.0*	1,703.4*	na*	35,892.2*
DC3	Total net recurrent costs (\$'000)	120,118.9	56,106.7	30,615.8	22,172.5	27,325.1	7,178.0	6,010.6	na	269,527.6
DC4	Total tenancy (rental) units	13,582*	7,739*	6,550*	4,474*	4,548*	597*	769	93*	38,352
P8a	Provider cost of providing assistance (excluding capital) per unit (\$)	8,413	5,848	4,373	4,348	3,955	6,240	5,601	na	6,107
P8b	Administrator cost of providing assistance (excluding capital) per unit (\$)	431*	1,402*	301*	608*	2,053*	5,784*	2,215*	na*	938*
P8c	Average cost of providing assistance (excluding capital) per unit (\$)	8,844	7,250	4,674	4,956	6,008	12,023	7,816	na	7,045

\* denotes results pertaining to administrative data  
No \* Denotes results pertaining to survey data

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

## Notes

### All

P8 Data for the 2007–08 financial year are reported to provide additional time to collate financial data. Therefore the information relates to a different number of providers and tenant households than the non-financial indicators.

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

### NSW

DC4 Number of properties in programs for which detailed provider costs are available. Note that the cost of the new properties may not have a full year effect in the total cost reported.



**Vic**

DC1, P8a, DC3 Provider net recurrent costs (\$42,196,015) sourced from survey data represented 7,216 tenancy (rental) units at 30 June 2007. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4. There is incomplete information from some providers as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements.

DC2, P8 Administrator net recurrent costs are derived from administrative data and include maintenance, rates, grants, services and charges and tenant utilities and other operating expenses.

**Qld**

DC1 The provider net recurrent costs are sourced from the data collection from providers of Long Term Community Housing and Community-Managed Housing Studio Units and from grants administration data for other programs. The figure is then scaled up to match the total number of dwellings in all programs in order to provide a comparable figure with DC2-DC4 and the P8 indicators.

DC2 These costs are sourced from the department's financial information system. Employee expenses have not been included, as staff also work on other programs.

**WA**

DC1 Provider net recurrent costs (\$12,399,918) sourced from survey data represented 2,852 tenancy (rental) units at 30 June 2008. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4. For some organisations, provider costs may include other non-housing costs.

**Tas**

DC1 Provider net recurrent costs (\$2,165,113) sourced from survey data represented 347 tenancy (rental) units at 30 June 2008. These costs have been weighted up to reflect the same tenancy (rental) unit numbers as reported for DC4.

**ACT**

P8b Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector.

P8c Grants and subsidies paid to community housing organisations for tenancy management, as part of administrator costs, may be included in expenditures reported by community housing organisations for provider net recurrent costs. Administrator costs do not include property costs met by government for boarding houses and properties leased by government to the sector.

# P9 Occupancy rate

**Table 1.11: Community housing: P9 Occupancy rate, 2008–09 At 30 June 2009**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
OR1	Total occupied tenancy (rental) units	15,858	7,531	6,976	2,650	4,329	406	643	131*	38,524
OR2	Total tenancy (rental) units	16,141	7,930	7,026	2,987	4,473	410	672	131*	39,770
P9	Occupancy rate of rental housing stock (per cent)	98.2	95.0	99.3	88.7	96.8	99.0	95.7	100.0*	96.9

\* denotes results pertaining to administrative data

No \* Denotes results pertaining to survey data

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

## Notes

### All

P9 Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations that responded to the survey. Data may not be comparable across jurisdictions because of the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector.

### Vic

OR1 Vacancy rates in some properties such as Group Housing may be affected by the program model as the agency is required to match disabled clients in shared accommodation which can increase the number of vacancy units at a point in time and turnaround times.

### Qld

P9 The dwelling unit record collection was used to estimate the percentage of occupied tenancy (rental) units (99.3%). The number of occupied dwellings was then estimated as 99.3% of the total number of dwellings in the administrative file (7,026). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.

### SA

P9 Excludes properties used for non-residential purposes. Sourced from main data collection form representing 90.8% of groups and 95.4% of dwellings.

### NT

P9 It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

# **P10 Turnaround time**

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

# P11 Rent collection rate

**Table 1.13: Community housing: P11 Rent collection rate, 2007–08 for year ending 30 June 2008**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(a)</sup>
RA1	Total rent collected from tenants (\$'000)	65,853.4	42,747.4	29,543.4	11,989.8	24,158.8	1,967.1	4,119.8	na*	180,379.7
RA2	Total rent charged to tenants (\$'000)	67,012.5	43,094.1	29,961.5	11,877.4	24,510.2	2,008.8	4,247.8	na*	182,712.4
P11	Total rent collected as a percentage of rent charged (per cent)	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na*	98.7

\* denotes results pertaining to administrative data  
No \* Denotes results pertaining to survey data

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

*Notes*

**All**

P11 Rent charged and collected for 2007–08 comes from the previous year's data collection, i.e. 2007–08, not the current 2008–09 collection. Data for the 2007–08 financial year are used to provide additional time to collate financial data. Therefore the information relates to a different number of providers and tenant households than the non-financial indicators.

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

**WA**

P11 The reported results for this indicator are based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2008.

**SA**

P11 Sourced from Audited Financial statements from groups.

# Performance indicator specifications

## P1 Amenity and location

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

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

### P1(a) Amenity

Amenity measures the proportion of tenants rating amenity aspects as important and meeting their needs. Question 13 of the NSHS asked tenants about the following amenities:

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

This performance indicator is calculated as:

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

### P1(b) Location

Location measures the proportion of tenants rating location aspects as important and meeting their needs. Question 14 of the NSHS asked tenants about the location of their dwelling in relation to the following facilities and services:

- shops and banking facilities
- public transport

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

This performance indicator is calculated as:

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

Further detail on the NSHS can be obtained at <[www.aihw.gov.au/housing/assistance/nshs/](http://www.aihw.gov.au/housing/assistance/nshs/)>.

## P2 Affordability

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

This performance indicator is calculated as:

$$P2 = \frac{AF2 - AF1 \times 100}{AF2}$$

AF1 Total rent charged to tenants for week of 30 June 2009

AF2 Total household assessable income for week of 30 June 2009

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

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

This performance indicator is calculated as:

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

HS1 Total number of households with overcrowding at 30 June 2009

HS2 Total number of households occupying community housing at 30 June 2009 for which household composition and tenancy (rental) unit details are known

To derive the number of households with overcrowding, every household is assigned an occupancy status based on the following 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 or more children	Number of bedrooms equal to the number of children

Overcrowding occurs where two or more additional bedrooms are required to satisfy the Proxy Occupancy Standard.

## P4 Low income

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

This performance indicator is calculated as:

$$P4 = \frac{LI1 \times 100}{LI2}$$

LI1 Total number of all low income households at 30 June 2009

LI2 Total number of all households at 30 June 2009 for which income and household composition details are known

## P5 Special needs

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

This performance indicator is calculated as:

$$P5 = \frac{SN1 \times 100}{SN2}$$

SN1 Total number of new households with special needs for year ending 30 June 2009

SN2 Total number of new households for year ending 30 June 2009 for whom details of whether or not they had special needs are known

Special need <sup>2</sup> is defined as low income households:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where the principal tenant is aged 24 years or under; or
- where the principal tenant is aged 75 years or over (AIHW 2008).

## P6 Priority access to those in greatest need

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

This performance indicator is calculated as:

$$P6 = \frac{PA1 \times 100}{PA2}$$

PA1 Total number of new greatest need households for year ending 30 June 2009

PA2 Total number of new households for year ending 30 June 2009

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

- they were homeless
- their life or safety was at risk in their accommodation
- their health condition was aggravated by their housing
- their housing was inappropriate to their needs
- they had very high rental housing costs (AIHW 2008).



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

## P7 Customer satisfaction

This indicator assesses tenants' level of satisfaction with regard to the service provided by community housing organisations. Data for this performance indicator are collected via the community housing NSHS. Further detail on the NSHS can be obtained at [www.aihw.gov.au/housing/assistance/nshs/](http://www.aihw.gov.au/housing/assistance/nshs/).

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

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

This performance indicator is calculated as:

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

For reporting, overall satisfaction is disaggregated into:

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

All three components of overall satisfaction are calculated using the same method; however, only the relevant component of satisfaction (i.e. 'very satisfied', 'satisfied', 'very satisfied or satisfied') is included in the numerator. Tenants who answered 'don't know/no opinion' are excluded from the calculation.

## P8 Net recurrent costs per unit

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

Net recurrent costs are divided into costs borne by:

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

These performance indicators are calculated as:

$$P8a = \frac{DC1}{DC4}$$

$$P8b = \frac{DC2}{DC4}$$

$$P8c = \frac{DC3}{DC4}$$

- DC1 Provider net recurrent costs for year ending 30 June 2008  
DC2 Administrator net recurrent costs for year ending 30 June 2008  
DC3 Total net recurrent costs for year ending 30 June 2008  
DC4 Total number of tenancy (rental) units at 30 June 2008

## P9 Occupancy rates

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

This performance indicator is calculated as:

$$P9 = \frac{OR1 \times 100}{OR2}$$

OR1 Total number of occupied tenancy (rental) units at 30 June 2009

OR2 Total number of tenancy (rental) units at 30 June 2009

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

## P10 Turnaround time

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

## P11 Rent arrears

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

This performance indicator is calculated as:

$$P11 = \frac{RA1 \times 100}{RA2}$$

RA1 Total rent collected from tenants for year ending 30 June 2008

RA2 Total rent charged to tenants for year ending 30 June 2008

## Notes

1. Safety/security of neighbourhood is included in the amenity question of the survey. However, data for this aspect are included in the calculation of the location indicator.
2. The definition of 'special need' in the state owned and managed Indigenous housing data collection is different from that used in mainstream data collections. Special need is defined in the state owned and managed Indigenous housing data collection as low income households:
  - that have a household member with a disability; or
  - where a principal tenant is aged 24 years or under; or
  - where a principal tenant is aged 50 years or over.