

Community housing 2006–07

**Commonwealth State Housing Agreement
national data report**

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HOUSING ASSISTANCE DATA DEVELOPMENT SERIES

Community housing 2006–07

Commonwealth State Housing Agreement national data report

January 2008

Australian Institute of Health and Welfare
Canberra

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Symbols

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

Overview of community housing in 2006–07

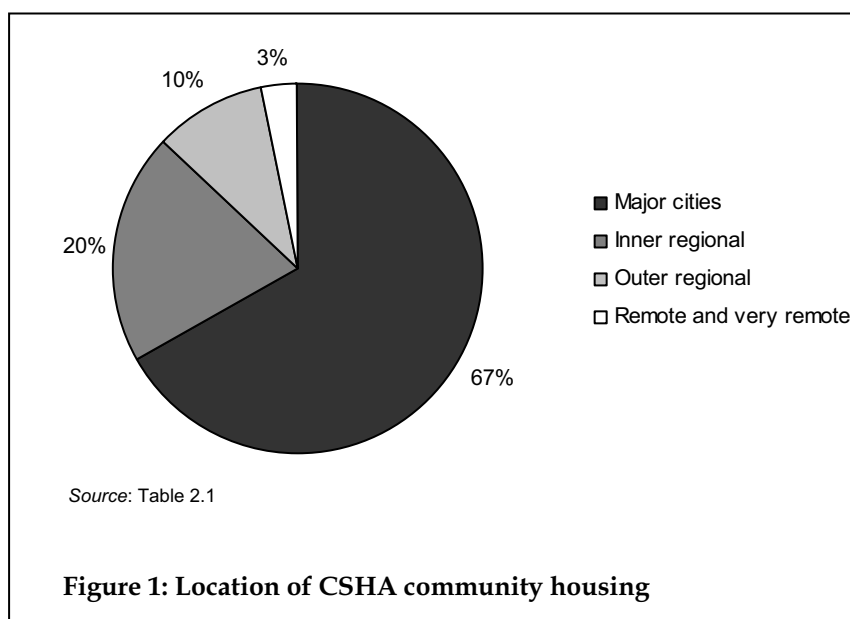
This section presents an overview of the information reported for the 2006–07 Commonwealth State Housing Agreement (CSHA) community housing data collection. It should be noted that some of the figures reported are understated due to survey response rates (refer to Section 4.3 for details).

There were approximately 33,557 households living in community housing in Australia at 30 June 2007. Of these, 5% were identified as Indigenous households, 28% contained household members with a disability and 13% were from a non-English-speaking background.

At 30 June 2007, 94% of community housing households in Australia were low income households. The greatest proportion (57%) of tenants paid more than 20% but not more than 25% of their income in rent, and only 11% of tenants paid more than 30% of their income in rent.

Of the 8,741 new households assisted with community housing in Australia during 2006–07, 68% were households with special needs (see Section 2.5.5 for details).

Two-thirds of CSHA community housing was located in major cities, with 20% in inner regional areas and 10% in outer regional areas. The remaining 3% were located in remote and very remote areas (Figure 1).



In 2006–07, community housing organisations offered a range of support services to tenants. The majority (88%) were able to offer information, advice and referral services to households. Personal support was offered by 20% of providers, followed by 18% that were able to offer community living support.

1 Introduction

This publication is one of a set of six that report on housing assistance provided in 2006–07 under the 2003 CSHA. The six reports are:

- *Community housing 2006–07: Commonwealth State Housing Agreement national data report* (this report)
- *Public rental housing 2006–07: Commonwealth State Housing Agreement national data report* (AIHW 2008a)
- *State owned and managed Indigenous housing 2006–07: Commonwealth State Housing Agreement national data report* (AIHW 2008b)
- *Crisis Accommodation Program 2006–07: Commonwealth State Housing Agreement national data report* (AIHW 2008c)
- *Home Purchase Assistance 2006–07: Commonwealth State Housing Agreement national data report* (AIHW 2008d)
- *Private Rent Assistance 2006–07: Commonwealth State Housing Agreement national data report* (AIHW 2008e).

These publications are part of the Housing Assistance Data Development Series. This series was initially developed under the 1999 National Housing Data Agreement (NHDA) and the 1999 Agreement on National Indigenous Housing Information to report on the data collections and the associated standards, definitions and classifications under these agreements. Related publications in the series include the *National housing assistance data dictionary version 3* (AIHW 2006) and *Measuring housing assistance: national data standards developed under the 1999 Commonwealth State Housing Agreement* (AIHW 2004).

The 2006–07 community housing data collection is the fourth to occur under the 2003 CSHA, and the eighth to occur since the 1999 NHDA. Previous reports are available from <www.aihw.gov.au>.

Related Indigenous specific publications include *Indigenous housing indicators 2003–04* (AIHW2005a) and 2005–06 (AIHW 2007a) and *Indigenous housing needs 2005: a multi-measure needs model* (AIHW 2005b).

This document presents the summary and performance indicator data collected in the 2006–07 community housing data collection. The specifications for each of the ten performance indicators collected and reported for community housing are briefly examined along with the data.

2 CSHA 2006–07 community housing data

2.1 Data sources: administrative and survey data

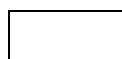
Community housing data are produced from both administrative and survey data. The data sources comprise the following:

- Administrative data – unit record level dwelling and community housing provider information stored in state and territory information systems.
- CSHA data collection survey data – information provided by individual community housing providers on their organisation, dwellings managed, tenants assisted and the costs associated with providing community housing. The survey is undertaken at either an aggregate or unit record (i.e. household) level. States and territories are responsible for managing the survey process. Currently, 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 their community housing providers.
- Community housing National Social Housing Survey (NSHS) data – a survey of community housing tenants that includes information pertaining to tenant satisfaction undertaken in 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 CSHA data collection and the NSHS.



Denotes results pertaining to administrative data



Denotes results pertaining to survey data

Survey response rates affect the reliability of the survey data reported. Information about survey response rates is reported in Section 4.3.

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.

2.2 Definitions

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

Community housing

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

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

The definition of *community housing* therefore incorporates:

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

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

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

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

Dwelling

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

Household

For the purpose of this collection, a *household* equals a tenancy agreement. Counting the number of tenancy agreements is a practical proxy for calculating the number of households. A tenancy agreement is defined as a formal written agreement between a household (a

person or group of people) and a housing provider specifying details of a tenancy for a particular tenancy (rental) unit.

Tenancy (rental) unit

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

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

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

Low income household

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

2.4 Summary data items

Table 2.1: CSHA community housing summary data, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2007										
S1	Total new households assisted	3,218	1,135	2,541	826	646	90	285	n.a.	8,741
S2	Total new Indigenous households assisted	233	20	294	76	19	6	13	n.a.	661
S3	Total households assisted that were homeless at the time of allocation	1,358	597	566	275	547	49	21	n.a.	3,413
At 30 June 2007										
S4	Total households	14,660	4,436	5,246	3,718	4,232	541	724	n.a.	33,557
S5	Total Indigenous households	928	36	582	137	58	8	24	n.a.	1,773
S6	Total disability households	3,230	1,375	1,700	1,396	1,544	102	n.a.	n.a.	9,347
S7	Total households from a non-English-speaking background	3,153	186	262	101	504	20	n.a.	n.a.	4,226
S8	Total households with a principal tenant aged 24 years or less	1,109	151	677	130	308	12	92	n.a.	2,479
S9	Total households with a principal tenant aged 75 years or more	1,217	180	567	463	335	120	12	n.a.	2,894
S10	Total new applicants who have a greatest need	7,184	936	n.a.	1,514	1,175	324	n.a.	n.a.	11,133
S11	Total applicants on waiting list	15,436	1,719	n.a.	3,682	3,857	478	332	n.a.	25,504
S12	Total tenantable tenancy (rental) units	13,961	4,564	6,210	3,285	4,405	497	793	92	33,807
S13	Total untenable tenancy (rental) units	179	184	65	25	55	2	12	0	522
S14	Total households paying 20% or less of assessable income in rent	3,732	571	0	129	319	109	231	n.a.	5,091
S15	Total households paying more than 20% but not more than 25% of assessable income in rent	10,397	1,087	4,067	314	1,195	49	132	n.a.	17,241
S16	Total households paying more than 25% but not more than 30% of assessable income in rent	248	554	626	178	2,506	182	54	n.a.	4,348
S17	Total households paying more than 30% of assessable income in rent	284	1,952	10	788	116	55	144	n.a.	3,349

(continued)

Table 2.1 (continued): CSHA community housing summary data, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
S18	Total households occupying community housing for whom income details are known	14,660	4,164	4,703	1,409	4,136	395	561	n.a.	30,028
S19	Total households with moderate overcrowding	360	48	93	67	518	6	28	n.a.	1,120
S20	Total households with under-utilisation	1,224	325	406	237	1,148	21	11	n.a.	3,372
S21	Total tenancy (rental) units in Major cities of Australia	9,919	3,328	2,772	2,576	3,737	..	798	..	23,130
S22	Total tenancy (rental) units in Inner regional Australia	3,397	1,081	1,441	479	411	275	..	..	7,084
S23	Total tenancy (rental) units in Outer regional Australia	764	170	1,462	502	197	250	..	64	3,409
S24	Total tenancy (rental) units in Remote Australia	60	13	232	251	56	11	..	22	645
S25	Total tenancy (rental) units in Very remote Australia	0	0	368	60	4	0	..	6	438
S26	Total tenancy (rental) units in Migratory areas	0	0	0	0	0	0	..	0	0
S27	Total head-leased dwellings (private)	5,647	0	1,792	483	0	8	111	0	8,041
S28a	Total boarding/ rooming/ lodging house buildings	40	60	45	92	0	5	10	0	252
S28b	Total boarding/ rooming/ lodging house units	n.a	267	419	91	0	6	0	0	783
S28c	Total boarding/ rooming/ lodging house rooms	203	545	115	251	0	30	47	0	1,191
S29	Total community housing providers	224	176	296	129	115	51	8	24	1,023
S30	Total housing associations	35	23	141	24	39	30	6	0	298
S31	Total housing cooperatives	39	117	28	10	67	8	1	0	270
S32	Total other community service organisations	150	32	94	95	9	13	1	24	418
S33	Total community housing providers that were able to offer daily living support to households	n.a	23	0	29	3	10	4	n.a.	69
S34	Total community housing providers that were able to offer personal support to households	n.a	26	0	43	4	13	4	n.a.	90
S35	Total community housing providers that were able to offer community living support to households	n.a	23	0	36	5	11	6	n.a.	81

(continued)

Table 2.1 (continued): CSHA community housing summary data, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
S36	Total community housing providers at that were able to offer support for children, families and carers	n.a.	7	0	15	1	3	2	n.a.	28
S37	Total community housing providers that were able to offer training and employment support to households	n.a.	11	0	13	1	4	2	n.a.	31
S38	Total community housing providers that were able to offer financial and material assistance to households	n.a.	13	0	13	3	7	1	n.a.	37
S39	Total community housing providers that were able to offer information, advice and referral to households	n.a.	33	296	38	10	14	4	n.a.	395
S40	Total number of community housing providers that were able to offer support service(s)	n.a.	39	296	58	29	22	7	n.a.	451

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

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

Notes

All	Data within a jurisdiction may not be comparable to previous years due to variation in response rates and the community housing organisations who responded to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.	
NSW	S1, S2, S3	May include households previously housed by another community housing provider.
	S1	Adjusted for non-response. The comparable figure for 2005–06 is 2,812.
	S2	Adjusted for non-response. The comparable figure for 2005–06 is 218.
	S3	Adjusted for non-response. The comparable figure for 2005–06 is 1,034.
	S3	In the community housing data collection, a homeless household refers to people with 'no housing' or who are residing in temporary or emergency accommodation. It includes applicants living in accommodation provided by a Supported Accommodation Assistance Program agency or some other form of emergency accommodation; or were totally without permanent shelter; or lived in shelter that was unlawful; or stayed temporarily with friends or relatives in the short-term.
	S4	Adjusted for non-response. The comparable figure for 2005–06 is 13,227.
	S5	Adjusted for non-response. The comparable figure for 2005–06 is 738.
	S6	Adjusted for non-response. The comparable figure for 2005–06 is 2,650.
	S6	'Disability' is defined in the NSW community housing data collection as follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. This includes intellectual, physical, sensory and psychiatric disabilities.
	S7	Adjusted for non-response. The comparable figure for 2005–06 is 2,778.
	S8	Adjusted for non-response. The comparable figure for 2005–06 is 773.
	S9	Adjusted for non-response. The comparable figure for 2005–06 is 1,172.

	S10	Adjusted for number of applicants where greatest need status is unknown. The comparable figure for 2005–06 is 8,961.
	S11	Included applicants where greatest need status was unknown.
	S10, S11	Refers to all applicants on the waiting list at 30 June 2007, not just those who joined the waiting list during 2006–07. Applicants may appear on waiting lists of more than one community housing provider.
	S12	Adjusted for non-response. The comparable figure for 2005–06 is 12,828.
	S13	Adjusted for non-response. The comparable figure for 2005–06 is 64.
	S14	Adjusted for non-response. The comparable figure for 2005–06 is 2,949.
	S15	Adjusted for non-response. The comparable figure for 2005–06 is 9,524.
	S16	Adjusted for non-response. The comparable figure for 2005–06 is 568.
	S17	Adjusted for non-response. The comparable figure for 2005–06 is 188.
	S18	Adjusted for non-response. The comparable figure for 2005–06 is 13,227.
	S19	Adjusted for non-response. The comparable figure for 2005–06 is 291.
	S20	Adjusted for non-response. The comparable figure for 2005–06 is 674.
	S21–S26	The number of properties classified by the Australian Standard Geographical Classification (ASGC) in S21–S26 is the same as the total number of properties reported elsewhere in this CSHA data collection unless otherwise stated. Items reported in this CSHA data collection have been adjusted to account for unknowns and undercounting due to non-response to the data collection.
Vic	S2, S5	Indigenous households generally access long term accommodation through the General Rental Program of housing managed by the Aboriginal Housing Victoria. Some Indigenous households may also be unreported as data are reliant on Indigenous self-identification.
	S11	There is no centralised waiting list for community housing clients. Some providers retain their own waiting lists where there is a regular turnover of tenancies. Clients also directly access community housing through local government, other community organisations and government providers.
	S15, S16, S17	Approximately 2,000 properties under the Common Equity Rental Cooperative model have changed their rent model but have not amended their data returns to reflect tenant income. Some providers have also included service charges and board in rent. Housing policy is to not charge greater than 25% of household income in rent for community-managed programs.
	S27, S29, S31	Derived from administrative systems data as some providers supplied incorrect information.
	S28a, 28b, 28c	Changes are due to reduced response rates from rooming house operators.
	S29–S31	Figures may not reconcile to published jurisdictional data due to differences in provider type definitions. Four organisations had an unknown type and were included in S29, but not in S30–S32.
Qld	S1	May be overestimated by up to 6%, as one large provider was unable to exclude transfers.
	S8	This data is likely to be an underestimate, as administrative data for the boarding house program were used, which provide data on the number of tenants aged 18 years or less. In addition, administrative data from one large provider include data on the number of tenants aged 25 years or less.
	S9	This data is an underestimate, as some providers were unable to provide data.
	S10, S11	Data are not available for 2006–07. Queensland is currently progressing to a common wait list for all allocations to public housing, state owned and managed Indigenous housing and community housing. Community housing providers have discontinued their wait lists, which are in the process of being assessed and entered onto the common wait list.
	S14–S18	Due to poor data quality, values for S14–S18 are based on the Community Housing Rent Policy and some administrative data.
	S29–S31	Thirty-three organisations had an unknown type and were included in S29, but not in S30–S32.
	S33–S40	Organisations are not funded to provide services other than information, advice and referral.
WA	S21–S26	There are significant data quality issues which have impacted on these data items.
	S29–S40	Data are from a mix of administrative data and surveys of community housing providers. Due to the response rate and data quality issues, results should be interpreted with caution.
SA	S1	Sourced from waiting list data representing 82% of groups and 91% of dwellings. Community housing organisations that did not return forms are assumed to maintain their own waiting list.
	S2	Sourced from main data collection form representing 89% of groups and 95% of dwellings. New tenancies from main data for 2006–07 where a member of the household identified themselves as Indigenous.

	S3	Sourced from waiting list data of applicants assessed in 2006–07 and identified as Category 1 applicants.
	S4	Excludes vacant tenancies.
	S6	An additional code was used in 2006–07 to clarify households with a disability type of unknown, separating this from 'unknown' which specifically relates to not knowing if there was any disability. Through this clarification the number of households containing a member with a disability is more accurate than in previous years.
	S8, S9	May be undercounted due to missing information for main tenant date of birth.
	S10	Sourced from waiting list data of applicants assessed in 2006–07 and identified as Category 1 applicants.
	S11	High number of applicants on waiting list is a result of ongoing referrals from public housing offices within South Australia.
	S14-S18	For some households with unknown income details, assessable income was calculated as weekly rent paid multiplied by four in line with rent policy.
	S19, S20	Excludes households for which household composition is not known.
	S31	The number of co-operatives has dropped due to a number of amalgamations between co-operatives as well as associations taking over management of some co-operatives.
	S33-S40	The addition of these specific questions in 2006–07 provided accurate figures from the associations and co-operatives, resulting in a significant drop from previous years' figures where the South Australian Community Housing Authority been estimating these figures.
Tas	S12, S13, S21-S26	Data are from a survey of community housing providers. The total number of dwellings reported here may differ from numbers reported from jurisdictions' administrative data. Due to the response rate and data quality issues, results should be interpreted with caution.
NT	S12, S13	It is assumed that all dwellings are tenable.
ACT	S3, S28a, S28b, S28c	The amalgamation of a number of providers into a single provider has resulted in significant variations from 2005–06.
	S6, S7, S10	Due to the recent amalgamation of a number of providers into a single provider, the data quality of these fields is unreliable.
	S8	A significant reduction in this field is due to recent closure of some youth community housing providers.
	S17	The increase is partially due to the increased use of properties as student accommodation. Some providers included utility charges in the rental cost as they were unable to separate them.
	S27	The significant decrease from the previous year reflected a number of the head-leased dwellings that were closed down.

2.5 Performance indicators

The following performance indicators were calculated in accordance with the *CSHA community housing data collection manual 2006–07* (AIHW 2007b) and the *National housing assistance data dictionary, version 3* (AIHW 2006). An overview of the calculations for these performance indicators is provided in section 3.2.

2.5.1 P1 Amenity and location

Table 2.2: CSHA community housing at March–April 2007: P1(a) Amenity

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	577	463	924	315	514	158	149	3,100
Number of tenants who said this amenity aspect is important and meets their needs								
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
Ease of 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/security of home	973	257	385	281	272	36	60	2,265
Number of tenants who said this amenity aspect is important and gave a valid answer to needs question								
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
Ease of 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/security of home	1,132	316	487	346	351	44	76	2,751
Amenity aspect	Per cent							
Size of dwelling	88	85	81	86	87	94	82	86
Modifications for special needs	81	77	79	86	79	78	79	81
Ease of 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/security of home	86	81	79	81	77	82	79	82
Average (P1a)	87	86	81	88	85	88	84	86
<i>Standard error (per cent)</i>	<i>1.6</i>	<i>1.9</i>	<i>1.6</i>	<i>2.2</i>	<i>1.8</i>	<i>3.1</i>	<i>3.6</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:

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

Calculations are based on weighted figures.

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

Source: Roy Morgan Research 2007.

Table 2.3: CSHA community housing at March–April 2007: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Sample size (number)	577	463	924	315	514	158	149	3,100
Number of tenants who said this location aspect is important and meets their needs								
Location aspect								
Shops and banking	973	270	422	300	295	34	63	2,358
Public transport	842	232	358	205	245	26	59	1,967
Parks and 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
Childcare facilities	201	48	78	24	53	5	10	419
Educational/ 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/security of neighbourhood	940	264	367	272	280	34	59	2,217
Number of tenants who said this location aspect is important and gave a valid answer to needs question								
Location aspect								
Shops and banking	1,055	290	461	329	314	36	68	2,554
Public transport	920	254	390	235	262	29	62	2,153
Parks and 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
Childcare facilities	227	48	90	30	58	5	13	473
Educational/ 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/security of neighbourhood	1,084	307	468	335	344	42	75	2,655

(continued)

Table 2.3 (continued): CSHA community housing at March–April 2007: P1(b) Location

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Location aspect	Per cent							
Shops and banking	92	93	92	91	94	94	93	92
Public transport	92	91	92	87	94	90	95	91
Parks and recreational facilities	92	92	89	90	89	95	92	91
Emergency services, medical services/hospitals	88	91	90	88	91	92	90	89
Childcare facilities	89	100	87	80	91	100	77	89
Educational/ 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/security of neighbourhood	87	86	78	81	81	81	79	84
Average (P1b)	89	91	87	88	90	91	88	89
<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

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

Calculations are based on weighted figures.

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

Source: Roy Morgan Research 2007.

2.5.2 P2 Affordability

Table 2.4: CSHA community housing: P2 Affordability, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
AF1	Total rents charged (\$'000)	1,382.6	521.6	24.4	177.9	413.1	27.0	62.7	5.9	2,615.2
AF2	Total household assessable income (\$'000)	6,093.9	1,939.0	84.1	570.2	1,717.0	87.8	296.9	n.a.	10,788.8
P2	Proportion of household income left after rent (%)	77.3	73.1	71.0	68.8	75.9	69.2	78.9	n.a.	75.8

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

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

Notes

All	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 who 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	Refers to tenancies managed by organisations who responded to the Annual Data Collection only.
	AF2	Refers to tenancies managed by organisations who responded to the Annual Data Collection only. The amount includes the income of household where household income is known, and an estimated income level for household where income level is not known to the providers.
Vic	AF1, AF2	Funding arrangements for some community-managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board. Approximately 2,000 properties under the Common Equity Rental Cooperative model have changed their rent model but have not amended their data returns to reflect tenant income. Some providers have also included service charges and board in rent. Housing policy is to not charge greater than 25% of household income in rent for community-managed programs.
	P2	The reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2007 and total household assessable income for that week. As a result, 484 households with missing information were excluded from the calculation.
Qld	P2	There were difficulties in collecting data for this measure, as AF1 and AF2 are not generally included in administrative collections, and the data on assessable income from the unit record data collection was of poor quality. As a result, P2 was calculated from data on a small subset of households (626).
WA	P2	The reported results for this indicator are based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2007 and total household assessable income for that week.
SA	AF1	Excludes community housing organisations (CHO) properties that did not return forms. Also excludes CHO properties where 'weekly rent' information was not provided.
	AF2	For some households with unknown income details, assessable income was calculated as weekly rent paid multiplied by four in line with rent policy.
Tas	P2	Excludes data from 17 community housing organisations with missing information.
ACT	AF1	Rent charged in boarding houses may include utility costs.
	P2	The reported result for this indicator is based on survey responses from organisations which provided data on total rents charged for the week ending 30 June 2007 and total household assessable income for that week. As a result, 207 households with missing information were excluded from the calculation.

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

Table 2.5: CSHA community housing: P3 Match of tenancy (rental) unit to household size, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
HS1	Total households with overcrowding	148	2	118	1	99	3	3	n.a.	374
HS2	Total households occupying community housing for which household composition and tenancy (rental) unit details are known	14,660	3,419	5,070	2,630	4,163	264	663	n.a.	30,869
P3	Proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding (%)	1.0	0.1	2.3	0.0	2.4	1.1	0.5	n.a.	1.2

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

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

Notes

All	P3	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations who 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	HS1	Adjusted for non-response. The comparable figure for 2005–06 is 91.
	HS2	Adjusted for non-response. The comparable figure for 2005–06 is 13,227.
Vic	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.
WA	P3	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Many organisations do not have systems to record these data, therefore limited information is supplied.
SA	HS1	Exclude households for which household composition is not known.
ACT	P3	Excludes households which contain multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.

2.5.4 P4 Low income

Table 2.6: CSHA community housing: P4 Low income, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
LI1	Total low income households	13,073	3,387	2,305	2,844	4,104	236	562	n.a.	26,511
LI2	Total of all households for which income and household composition details are known	14,660	3,448	2,418	2,854	4,116	258	574	n.a.	28,328
P4	Total of low income households as a proportion of all households (new and existing) (%)	89.2	98.2	95.3	99.6	99.7	91.5	97.9	n.a.	93.6

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

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

Notes

All	P4	Data within a jurisdiction may not be comparable data from previous years due to variation in response rates and the community housing organisations who responded to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.
NSW	LI1	Underestimates the number of low income households, as the data collection data can only identify households where the main source of income is either (1) a government pension or allowance; or (2) child support of maintenance; or (3) no income.
	LI1	Adjusted for non-response. The comparable figure for 2005–06 is 11,879.
	LI2	Adjusted for non-response. The comparable figure for 2005–06 is 13,227.
WA	P4	Excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded. This resulted in a significant proportion of households being excluded from the calculation and results should be interpreted with caution.
SA	LI1	Share households with two people were treated as a couple to determine low income status. For some households with unknown income details, income was calculated as weekly rent paid multiplied by four in line with rent policy.
	LI2	For some households with unknown income details, income was calculated as weekly rent paid multiplied by four in line with rent policy.
Tas	P4	Excludes data from 11 community housing organisations with missing information.
ACT	P4	Excludes households from which gross income and/or assessable income details could not be obtained.

2.5.5 P5 Special needs

Table 2.7: CSHA community housing: P5 Special needs, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
SN1	Total new households with special needs	2,629	517	1,461	422	590	28	94	n.a.	5,741
SN2	Total new households for whom details of whether or not they have special needs are known	3,218	946	2,484	726	832	54	218	n.a.	8,478
P5	Proportion of new tenancies allocated to households with special needs (%)	81.7	54.7	58.8	58.1	70.9	51.9	43.1	n.a.	67.7

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

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

Notes

All	P5	Data within a jurisdiction may not be comparable to data from previous years because of variation in response rates and the community housing organisations who 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 follows: Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes intellectual, physical, sensory, and psychiatric.
	SN1	Adjusted for non-response. The comparable figure for 2005–06 is 2,098.
	SN2	Adjusted for non-response. The comparable figure for 2005–06 is 2,812.
Vic	P5	The proportion of allocations has decreased due to the collection of Common Equity Rental Cooperative data for this item for the first time.
Qld	P5	The considerable decrease from 2005–06 is largely due to the inclusion of one large provider, which contributed a significant proportion of new households, but was only able to supply partial data on special needs.
SA	SN1, SN2	Household types reported with special needs include Indigenous households, Disability, Aged (principal resident over 75), Youth (principal resident less than 24 years old). Sourced from main data collection, new tenancies, not waiting list data and therefore may be over counted as transfers cannot be identified and may be included in total number of new tenancies.
Tas	P5	Excludes data from two community housing organisations with missing information.
ACT	SN1, SN2, P5	An Indigenous provider funded under the CSHA mainstream community housing program is included in the Indigenous community housing collection.

2.5.6 P6 Priority access to those in greatest need

Table 2.8: CSHA community housing: P6 Priority access to those in greatest need, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
PA1	Total new greatest need allocations	2,435	984	1,360	485	547	47	223	n.a.	6,081
PA2	Total new households	3,218	1,135	2,541	826	646	90	285	n.a.	8,741
P6	Proportion of new allocations to those in greatest need (%)	75.7	86.7	53.5	58.7	84.7	52.2	78.2	n.a.	69.6

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

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

Notes

All	P6	Data within a jurisdiction may not be comparable to data from previous years due to variation in response rates and the community housing organisations who responded to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).
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.
	PA1	Adjusted for non-response. The comparable figure for 2005–06 is 2,360.
	PA2	Adjusted for non-response. The comparable figure for 2005–06 is 2,812.
Qld	P6	This percentage is a considerable underestimate, as data were not available on greatest need for one large provider and only partial categories of greatest need were able to be calculated from administrative data for the Boarding House Program.
SA	PA1	Sourced from waiting list data of applicants housed in 2006–07 and identified as Category 1.
	PA2	Sourced from waiting list data which represents 82% of providers and 91% of dwellings, however please note the main data collection figures for total new tenancies is 1,267 as this includes groups who do not maintain a wait list.
ACT	PA1	Data appears to be understated due to data quality issues.

2.5.7 P7 Customer satisfaction

Table 2.9: CSHA community housing at March–April 2007: P7 Customer satisfaction

	NSW	Vic	Qld	WA	SA	Tas	ACT	Total ^(a)
Unweighted response (number)	562	445	897	307	504	153	145	3,013
Percentage of tenants reporting overall satisfaction								
Very satisfied	52	38	40	36	34	48	41	44
Satisfied	35	39	39	45	44	38	32	39
Overall P7 result (Subtotal: Satisfied or very satisfied)	87	77	79	81	78	85	73	82
<i>Standard error (per cent)</i>	<i>1.4</i>	<i>2.0</i>	<i>1.4</i>	<i>2.3</i>	<i>1.8</i>	<i>2.9</i>	<i>3.7</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

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 to those provided at P1.

Calculations are based on weighted figures.

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

Source: Roy Morgan Research 2007.

2.5.8 P8 Net recurrent costs per unit

Table 2.10: CSHA community housing: P8 Net recurrent costs per unit, 2005–06

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2006										
DC1	Provider net recurrent costs (\$'000)	90,125.5	24,154.1	22,875.3	31,051.7	16,685.0	2,215.5	2,292.1	n.a.	189,399.2
DC2	Administrator net recurrent costs (\$'000)	4,989.3	6,688.2	1,009.0	986.8	15,978.0	2,462.6	n.a.	n.a.	32,113.9
DC3	Total net recurrent costs (\$'000)	95,114.9	30,842.4	23,884.3	32,038.4	32,663.0	4,678.1	n.a.	n.a.	219,221.0
DC4	Total tenancy (rental) units	11,424	4,560	5,357	3,403	4,348	490	728	87	30,397
P8a	Provider cost of providing assistance (excluding capital) per dwelling (\$)	7,889	5,297	4,270	9,125	3,837	4,521	3,148	n.a.	6,249
P8b	Administrator cost of providing assistance (excluding capital) per dwelling (\$)	437	1,467	188	290	3,675	5,026	n.a.	n.a.	1,086
P8c	Average cost of providing assistance (excluding capital) per dwelling (\$)	8,326	6,764	4,459	9,415	7,512	9,547	n.a.	n.a.	7,411

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

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

Notes

All	P8	Data for the 2005–06 financial year are reported to provide additional time to collate financial data. Therefore it 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 due to variation in response rates and the community housing organisations who respond to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. For example, variation in the costs that are included may result due to the difficulty some community housing providers have in separating CSHA from non-CSHA costs and/or in separating the cost of support provision from other costs.
NSW	DC1	The provider net recurrent cost increased by 5% from 2004–05 and is the result of an increase in total leasing cost, decrease in capital cost due to changes in reporting requirement, and increase in property management cost for a portfolio increased by more than 10% in 2005–06. (1) Head-leasing cost accounts for more than 60% of the provider net recurrent cost and has increased by 5% with increasing market rent and number of leasehold properties. (2) The capital cost for maintenance, rates and insurance accounts for 18% of the provider net recurrent cost decreased by 5% mainly due to a change in reporting requirement where provision for maintenance is no longer reported as an operating cost. (3) Other property management cost including salaries accounts for a further 15% of the provider net recurrent cost. While the total property management cost increased by 15% in 2005–06, the property management cost per property decreased by 5%, showing economies of scale.
	DC2	The increase in administrator cost is in line with the increase in the number of dwellings under management in 2005–06.
	DC4	Number of properties in programs for which detailed provider costs are available. It should be noted that the cost of the new properties may not have a full year effect in the total cost reported.
Vic	DC1, P8a	Incomplete information from some providers as they consolidate operating and administrative expenses for both government and non-government programs in audited financial statements. Provider net recurrent costs (\$22,713,349) have been weighted up to reflect the same number of dwellings as reported against DC4.
	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 from grants administration data for other programs.
	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, P8a	The reported results for this indicator are based on survey responses from organisations which provided data on both provider net recurrent costs for year ending 30 June 2006 and total number of tenancy (rental) units at 30 June 2006. For some organisations, provider costs may include other non-housing costs.
	DC2	Administrative net recurrent costs \$1,246,000 sourced from administrative data represented a total of 4,297 being the number of tenancy (rental) units. These costs have been weighted down to reflect the same dwelling numbers as reported against DC4.
SA	DC1	Provider costs have increased in 2005–06 due to significant rebates and concessions no longer being available to groups for council rates. Sourced from audited financial statements from groups. Figures supplied for 2004–05 were incorrect, should be: DC1 \$16,634,192.
Tas	DC1	Provider net recurrent costs (\$2,183,825) sourced from survey data represented 483 dwellings at 30 June 2006. These costs have been weighted up to reflect the same dwelling numbers as reported for DC4. Data for these items are from a survey of community housing providers. Overall results against these indicators are influenced by data quality issues. Results should be interpreted with caution.
	P8a	Excludes data from seven community housing organisations with missing information.
ACT	DC1	One new provider did not have net recurrent cost data from 2005–06.
		Provider net recurrent costs (\$2,260,586) have been weighted to reflect the same number of dwellings as reported against DC4.
		Provider net recurrent costs included tenancy management cost only. Property management costs are not included in this figure.
	DC2, DC3, P8b, P8c	It is not possible to report administrator costs as community housing was not separately identified in accounts.

2.5.9 P9 Occupancy rates

Table 2.11: CSHA community housing: P9 Occupancy rates, 2006–07

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
At 30 June 2007										
OR1	Total occupied tenancy (rental) units	13,743	4,436	6,060	3,718	4,232	521	724	92	33,526
OR2	Total tenancy (rental) units	14,140	4,593	6,275	3,869	4,373	529	801	92	34,672
P9	Occupancy rate of rental housing stock (%)	97.2	96.6	96.6	96.1	96.8	98.5	90.4	100.0	96.7

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

Notes

All	P9	Data within a jurisdiction may not be comparable to data from previous years due to variation in response rates and the community housing organisations who responded to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector.
NSW	OR1	Adjusted for non-response. The comparable figure for 2005–06 is 12,684.
	OR2	Adjusted for non-response. The comparable figure for 2005–06 is 12,892.
Vic	OR1	Vacancy rates in some community housing programs such as Group Housing for people with disabilities may be affected by the program model, which provides multiple tenancy arrangements in the same dwelling. In these cases, the agency is required to match disabled clients in shared accommodation, which can increase the number of vacancy units at a point in time and turnaround times.
Qld	P9	The available administrative and survey data were used to calculate the percentage of occupied tenancy (rental) units (96.6%). The number of occupied dwellings was then estimated based on the total number of dwellings in the administrative file (6,275). This approach was taken to ensure consistency with reporting all dwelling information from administrative data.
Tas	OR2	Total number of CSHA funded community housing properties reported from jurisdictions administrative data.
NT	P9	It is assumed that all dwellings are occupied because of many organisations turning away people seeking accommodation.

2.5.10 P11 Rent collection rate

Table 2.12: CSHA community housing: P11 Rent collection rate, 2005–06

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)
For year ending 30 June 2006										
RA1	Total rent collected from tenants (\$'000)	55,103.1	21,124.5	24,725.3	14,306.8	20,471.0	2,355.9	1,079.5	n.a.	139,166.2
RA2	Total rent charged to tenants (\$'000)	55,800.4	21,216.1	24,833.1	14,236.8	20,897.0	2,391.2	1,109.4	n.a.	140,483.9
P11	Total rent actually collected as a percentage of total rent charged (%)	98.8	99.6	99.6	100.5	98.0	98.5	97.3	n.a.	99.1

Denotes results pertaining to administrative data.

Denotes results pertaining to survey data.

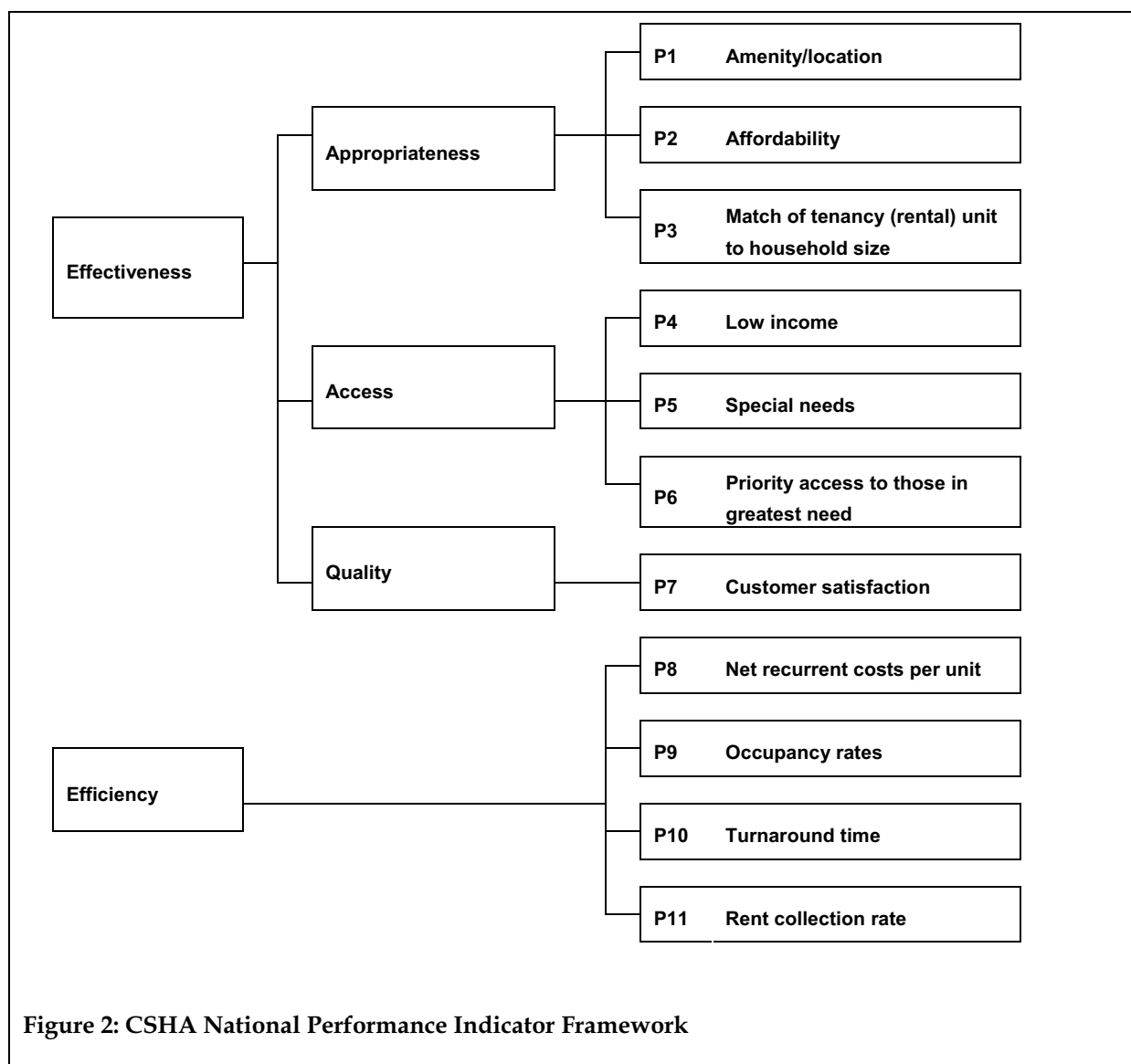
(a) May not represent national total because data were not available from all jurisdictions.

Notes

All	P11	Rent charged and collected for 2005–06 comes from the previous year's data collection, i.e. 2005–06, not the current 2006–07 collection. Data for the 2005–06 financial year are reported to provide additional time to collate financial data. Therefore it 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 due to variation in response rates and the community housing organisations who responded to the survey. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to 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 2006.
SA	RA1, RA2	Sourced from audited financial statements from groups. Figures supplied for 2004–05 were incorrect, should be: RA1 \$19,599,678, RA2 \$20,002,163, DC1 \$16,634,192.
ACT	RA1, RA2	Two new providers (opened in 2006–07) did not have 2005–06 data.

3 Details of data items and performance indicators

The 2003 CSHA aims to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need. To ensure these aims are being met, all jurisdictions and the Commonwealth have agreed to a CSHA National Performance Indicator Framework (Figure 2). This contains 11 indicators against which all jurisdictions must report.



Further detail on the data items and performance indicators can be found in the *CSHA community housing data collection manual 2006–07* (AIHW 2007b) and the *National housing assistance data dictionary, version 3* (AIHW 2006). The data manual can be obtained from the contact officer of this report and the data dictionary can be found at www.aihw.gov.au/publications/index.cfm/title/10187.

3.1 Summary data

S1	Total new households assisted
S2	Total new Indigenous households assisted
S3	Total households assisted that were homeless at the time of allocation
S4	Total households
S5	Total Indigenous households
S6	Total disability households
S7	Total households from a non-English-speaking background
S8	Total households with a principal tenant aged 24 years or less
S9	Total households with a principal tenant aged 75 years or more
S10	Total new applicants who have a greatest need
S11	Total applicants on waiting list
S12	Total tenantable tenancy (rental) units
S13	Total untenable tenancy (rental) units
S14	Total households paying 20% or less of assessable income in rent
S15	Total households paying more than 20% but not more than 25% of assessable income in rent
S16	Total households paying more than 25% but not more than 30% of assessable income in rent
S17	Total households paying more than 30% of assessable income in rent
S18	Total households occupying community housing for whom income details are known
S19	Total households with moderate overcrowding
S20	Total households with under-utilisation
S21	Total tenancy (rental) units in Major cities of Australia
S22	Total tenancy (rental) units in Inner regional Australia
S23	Total tenancy (rental) units in Outer regional Australia
S24	Total tenancy (rental) units in Remote Australia
S25	Total tenancy (rental) units in Very remote Australia
S26	Total tenancy (rental) units in Migratory areas
S27	Total head-leased dwellings (private)
S28a	Total boarding/ rooming/ lodging house buildings
S28b	Total boarding/ rooming/ lodging house units
S28c	Total boarding/ rooming/ lodging house rooms
S29	Total community housing providers
S30	Total housing associations
S31	Total housing cooperatives
S32	Total other community service organisations
S33	Total community housing providers that were able to offer daily living support to households
S34	Total community housing providers that were able to offer personal support to households
S35	Total community housing providers that were able to offer community living support to households
S36	Total community housing providers that were able to offer support for children, families and carers
S37	Total community housing providers that were able to offer training and employment support to households
S38	Total community housing providers that were able to offer financial and material assistance to households

S39	Total community housing providers that were able to offer information, advice and referral to households
S40	Total number of community housing providers that were able to offer support service(s)

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

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

However, some summary data are independent of performance indicators and provide additional information about community housing that is not collected via the performance indicators. In particular, summary items about community housing providers (S29-S40), the location of dwellings (S21-S26) and the number and size of boarding houses (S28a-S28c) attempt to inform about community housing programs.

3.2 Performance indicators

3.2.1 P1 Amenity and location

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

This indicator has two components: P1(a) Amenity and P1(b) Location. Data for this performance indicator are collected via the community housing 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 the dwelling | • yard space and fencing |
| • modifications for special needs | • privacy of home |
| • ease of access and entry | • safety/security of home |
| • car parking | • safety/security of neighbourhood. ¹ |

This performance indicator is calculated as:

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

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.

P1(b) Location

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

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

This performance 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/index.cfm>.

3.2.2 P2 Affordability

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

This performance indicator is calculated as:

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

AF1 Total rent charged to tenants for week of 30 June 2007

AF2 Total household assessable income for week of 30 June 2007

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

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

This performance indicator is calculated as:

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

HS1 Total number of households with overcrowding at 30 June 2007

HS2 Total number of households occupying community housing at 30 June 2007 for which household composition and tenancy (rental) unit details are known

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

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

3.2.4 P4 Low income

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

This performance indicator is calculated as:

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

LI1 Total number of all low income households at 30 June 2007

LI2 Total number of all households at 30 June 2007 for which income and household composition details are known

Data qualifications

The low income measure used in the community housing collection is based on the low income B cut-offs used in the public rental housing data collection. This is the point at which households are no longer eligible for income support benefits. Details can be downloaded from <www.aihw.gov.au/housing/assistance/publications/index.cfm>.

3.2.5 P5 Special needs

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

This 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 2007

SN2 Total number of new households for year ending 30 June 2007 for whom details of whether or not they had special needs are known

Special need² is defined as low income households:

- that satisfy the Indigenous household definition; or
- that have a household member with a disability; or
- where the principal tenant is aged 24 years or under; or
- where the principal tenant is aged 75 years or over (AIHW 2007b).

2 The definition of 'special need' in the CSHA state owned and managed Indigenous housing data collection is different from that used in mainstream CSHA data collections. Special need is defined in the CSHA state owned and managed Indigenous housing data collection as low income households:

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

3.2.6 P6 Priority access to those in greatest need

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

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 2007

PA2 Total number of new households for year ending 30 June 2007

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

- they were homeless; or
- their life or safety was at risk in their accommodation; or
- their health condition was aggravated by their housing; or
- their housing was inappropriate to their needs; or
- they had very high rental housing costs (AIHW 2007b).

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

Data qualifications

Organisation and tenant data may vary considerably because of the policy and program environment and the nature of the sector. For example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing).

3.2.7 P7 Customer satisfaction

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

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

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

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 methodology; 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.

3.2.8 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:

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

These performance indicators are calculated as:

$$\begin{aligned} \text{P8a} &= \frac{\text{DC1}}{\text{DC4}} \\ \text{P8b} &= \frac{\text{DC2}}{\text{DC4}} \\ \text{P8c} &= \frac{\text{DC3}}{\text{DC4}} \end{aligned}$$

DC1 Provider net recurrent costs for year ending 30 June 2006

DC2 Administrator net recurrent costs for year ending 30 June 2006

DC3 Total net recurrent costs for year ending 30 June 2006

DC4 Total number of tenancy (rental) units at 30 June 2006

Data qualifications

The 2006–07 community housing data collection reports on 2005–06, not 2006–07, net recurrent costs. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households than the non-financial indicators.

3.2.9 P9 Occupancy rates

This indicator assesses utilisation 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 2007

OR2 Total number of tenancy (rental) units at 30 June 2007

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.

3.2.10 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.

3.2.11 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.

This performance indicator is calculated as:

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

RA1 Total rent collected from tenants for year ending 30 June 2006

RA2 Total rent charged to tenants for year ending 30 June 2006

Data qualifications

The 2006-07 community housing data collection reports on 2005-06, not 2006-07, financial data. Extra time was provided for these items in an attempt to improve data coverage and quality. Therefore, the data for these items relate to a different number of providers and tenant households than the non-financial indicators.

4 General notes

Data in this report should be read in conjunction with the *CSHA community housing data collection manual 2006–07* (AIHW 2007b) which can be obtained from the contact officer for this publication.

4.1 Changes to the 2006–07 data collection

4.1.1 New data items

The additional summary data item '*Total number of community housing providers at 30 June that were able to offer support service(s)*' (S40) has been created for the 2006–07 collection.

4.1.2 Revised data items and performance indicators

The terminology used in the data items DC1, DC2, DC3 and the resulting indicator P8 have been amended from 'direct costs' to 'net recurrent costs'.

The terminology used for the indicator P11 have been amended from 'rent arrears' to 'rent collection rate'.

4.2 Data qualifications

In addition to qualifications detailed in the footnotes and the performance indicators section, 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 CSHA funds were provided as one-off grants many years ago is generally not available. Therefore, it is excluded from reporting.
4. For New South Wales the methodology has been revised this year to weight for survey non-responses in the data collection. Individual footnotes detail the comparable weighted figure for the previous year.
5. For Victoria the following community housing programs are outside the scope of the collection:

- Crisis Accommodation properties and properties under the Transitional Housing Management program. These are reported under the Crisis Accommodation Program data collection.
 - Joint venture arrangements where the state housing authority has equity interest in properties by contributing a portion of capital funding.
6. For Queensland, a new data collection methodology this year and use of administrative data resulted in more accurate data. Additionally, in 2006–07 Queensland began including its Affordable Housing Grants program (Brisbane Housing Company) in reporting. Significant differences in reported counts of households in 2006–07 are due to both changes in data collection methodology and the inclusion of a new program.
 7. This is the first year that Western Australia has undertaken the unit record level survey for all providers. (In 2005–06, a combination of aggregate and unit record level survey data was used). Data is not comparable to data from previous years due to changes in survey methodology.
 8. Due to the amalgamation and/or closure of some providers in the Australian Capital Territory, details of some dwellings cannot be obtained. These changes have resulted in some reduced data quality for 2006–07.

4.3 Survey data coverage

4.3.1 CSHA data collection survey

Table 4.1 shows the survey response rates for each jurisdiction.

Table 4.1: Jurisdiction CSHA data collection survey response rates, 2006–07

Jurisdiction	Response rate	Comments
NSW	78%	138 providers of the 242 in the population responded to the New South Wales community housing data collection, with 50 of the organisations exempted as the properties managed by them did not fall into the scope of the survey at the time of reporting. The response rate was thus 78%. The CSHA funded properties managed by responding providers account for 92% of the total portfolio.
Vic	98%	The survey questionnaire was distributed to 175 providers and 171 responded (98%). Survey responses from two providers were not included due to incomplete information.
Qld	60%	The Queensland programs covered are Long Term Community Housing (LTCH), Community Rent Scheme (CRS), Boarding House Program (BHP) and the Brisbane Housing Company (BHC). The CSHA survey used in previous years was replaced in 2006–07 by the use of administrative data (for BHC, BHP and CRS) and a tenant unit record data collection (for LTCH). The coverage was: LTCH—56% of providers (152 out of 273), managing 75% of LTCH dwellings; CRS—100% of providers (32) and dwellings; BHP—80% of providers (12 out of 15), managing 83% of BHP dwellings; BHC—100% of dwellings. The overall response rate was 60% of providers, managing 86% of dwellings.
WA	69%	A total of 146 organisations responded to the community housing data collection which represents 69% of the total number of community housing providers in Western Australia. The CSHA funded properties managed by the responding providers account for 87% of the total portfolio.

(continued)

Table 4.1 (continued): Jurisdiction CSHA data collection survey response rates, 2006–07

Jurisdiction	Response rate	Comments
SA	89%	The CSHA funded properties managed by corresponding providers account for 95% of the total portfolio.
Tas	71%	Of the 51 providers, 36 responded to the community housing data collection survey. The CSHA funded properties managed by corresponding providers account for 95% of the total portfolio.
ACT	100%	All providers (8) responded to the community housing data collection. Changes in the community housing sector have resulted in 3 providers merging with another provider, 2 amalgamating and 2 new providers established.
NT	..	Only administrative data have been used.

4.3.2 Community housing NSHS

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

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