National social housing survey 2023

Web report | Last updated: **03 May 2024** | Topic: <u>Housing assistance</u>

About

In 2023, satisfaction was high among social housing tenants (almost 3 in 4 tenants were satisfied), but there were differences between housing programs and states and territories, with most of the variation in satisfaction due to the structural condition of dwellings. Nearly all tenants reported feeling more settled and being able to manage their rent better as benefits of living in social housing.

Cat. no: HOU 338

Findings from this report:

- More than 2 in 3 tenants (69%) were satisfied with the overall services provided by their social housing organisation

- Nearly 4 in 5 tenants (79%) reported economic, health and social benefits from living in social housing

- Satisfaction was closely related to the condition of tenants' homes: as structural problems increased, satisfaction fell

- Almost 3 in 5 social housing tenants (59%) in 2023 would feel comfortable asking a neighbour to assist with a problem

State and territory summary data

The data visualisation displays a summary of key national as well as state and territory data from the National Social Housing Survey. Data presented are available in the individual sections of this report and in the data download section.

Australian Government
Australian Institute of Health and Welfare

National Social Housing Survey in Australia

| Australia | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |

The NSHS reports tenants' perspectives on social housing to provide a more person-centred approach to the Australian social housing experience. The findings on the lived experiences of social housing tenants assist with understanding of tenants' needs, and if housing policy objectives are being fulfilled.
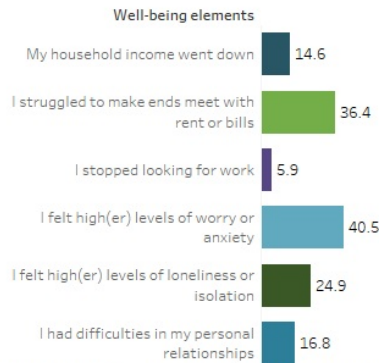
Were tenants satisfied?

Around 68.9% of tenants in Australia were satisfied with the overall services provided by their social housing organisation in 2023.

68.9 All
66.7 PH
74.5 CH
67.6 SOMIH

Well-being impacts

In addition to asking tenants about their overall satisfaction, tenants were asked about problems they experienced in the past 12 months. 40.5% reported high(er) levels of worry or anxiety, and 36.4% reported struggling to make ends meet with rent or bills.

Well-being elements
My household income went down — 14.6
I struggled to make ends meet with rent or bills — 36.4
I stopped looking for work — 5.9
I felt high(er) levels of worry or anxiety — 40.5
I felt high(er) levels of loneliness or isolation — 24.9
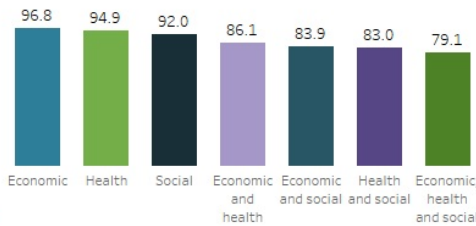I had difficulties in my personal relationships — 16.8

Quick facts – Australia

In 2023:
- 68.9% of tenants were satisfied with the overall services provided by their social housing organisation
- 94.1% of tenants reported *feeling more settled* as one of the main benefits to living in social housing.
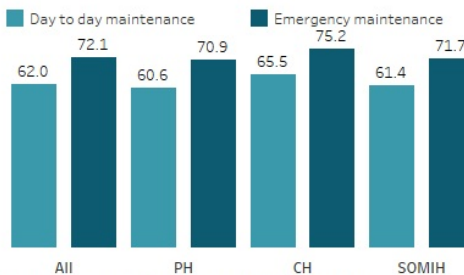
What benefits were reported?

In 2023, around 79.1% of tenants reported benefits across all life domains—economic, social and health. Almost all tenants reported gaining at least one broad benefit from living in social housing—be it economic (96.8%), health (94.9%) or social (92.0%).

96.8 Economic
94.9 Health
92.0 Social
86.1 Economic and health
83.9 Economic and social
83.0 Health and social
79.1 Economic, health and social

Were tenants satisfied with maintenance services?

In 2023, 62.0% of tenants were satisfied with day-to-day maintenance, whilst 72.1% of tenants were satisfied with emergency maintenance services.

■ Day to day maintenance ■ Emergency maintenance

	Day to day	Emergency
All	62.0	72.1
PH	60.6	70.9
CH	65.5	75.2
SOMIH	61.4	71.7

Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program
Source: National Social Housing Survey
Published: 3 May 2024

Introduction

On this page:

- What is social housing?
- The importance of housing for health and wellbeing
- About the National Social Housing Survey 2023

What is social housing?

Social housing is low cost or subsidised rental housing provided to eligible Australians by government or non-government (including not-for-profit) organisations. In recent times, social housing has increasingly been provided to those in 'greatest need' relative to others on the waitlist, for example, those experiencing homelessness, family or domestic violence, or those with disability or special needs. For more information see the Entries, exits and transfers and Supply of social housing sections of Housing assistance in Australia.

In 2021–22, there were almost 816,000 people living in over 442,500 social housing dwellings across Australia. The 3 social housing programs appearing in this report are public housing, state owned and managed Indigenous housing (SOMIH) and community housing (Figure Intro.1).

For more information on demographics of people in social housing, see the Occupants and Households sections of Housing assistance in Australia.

Figure Intro.1: People living in public housing, community housing and SOMIH; Australia, 2021-22

This bar chart shows that in 2021–22, public housing had around 546,200 occupants, followed by community housing with around 189,900 and SOMIH with 48,100.
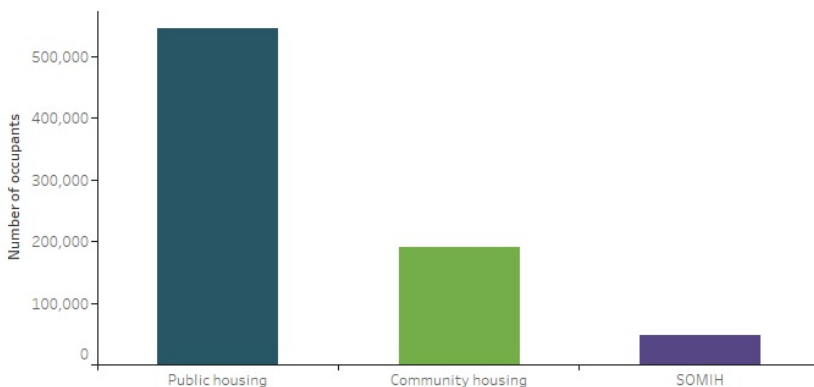
Source: AIHW National Housing Assistance Data Repository.

The importance of housing for health and wellbeing

Research has consistently found that housing is a key determining factor in living a healthy life. The provision of housing services, and tenant experiences with the condition of their property and aspects of their neighbourhood, have been shown to closely relate to measures of health and wellbeing (Rolfe et al. 2020; Alidoust and Huang 2021). Further, studies have highlighted the important role that social housing plays in protecting against homelessness (Taylor et al. 2023), which is widely known to have a significant impact on mental and physical health (Baxter et al. 2019).

Housing quality relates to the physical characteristics of a home such as its structure, facilities, and amenities, as well as the standard of the social and physical environment of where it is situated (Office of Disease Prevention and Health Promotion 2020). Housing conditions influence various aspects of health, including mental and physical health, and respiratory and cardiovascular disease risk. For example, living in a cold, mouldy and damp home can increase the risk of respiratory diseases (Wimalasena et al. 2021). Living in persistently inadequate housing is associated with worsening mental health (Pevalin et al. 2017; Singh et al. 2019).

Housing location relates to the environmental characteristics affecting the lifestyle and experiences afforded to tenants, such as their access to transport, shops, and friends and family. As such, it can affect people's wellbeing and lives. For example, housing location can affect who they can socialise with, where they can work, what schools they can attend and which services they can reasonably access (Ong et al. 2022; Paddison et al. 2012; Phibbs and Thompson 2011). There is also strong research on the link between neighbourhood and health, with aspects such as neighbourhood noise, crime and violence, and environmental hazards being linked to negative health effects (Rolfe and Garnham 2020).

In this way, housing can have a substantial impact on health and wellbeing through domains such as education, income, social/community engagement, exposure to disease, access to healthcare, neighbourhood factors and overall life experiences (Clapham et al. 2017).

For more information on housing and wellbeing indicators, such as affordability, see Australia's welfare indicators.

About the National social housing survey 2023

The **National social housing survey (NSHS)** is the largest social housing study conducted in Australia and complements other data on social housing in Australia, that is, administrative data collected by social housing providers and reported in Housing assistance in Australia. NSHS data are nationally consistent and largely comparable over time, noting that some survey items have varied across the different waves. For further information see the NSHS Data Quality Statement.

The key objective of the NSHS is to gain insights into the lived experiences of social housing tenants and their satisfaction with housing service providers, amenities, and maintenance services, as well as other perceived benefits of living in social housing. The NSHS offers tenants' perspectives on social housing to allow for a more person-centred approach to the Australian social housing experience. The findings on the lived experiences of social housing tenants assist in understanding tenant needs and whether housing policy objectives are being fulfilled.

Social housing households from all states and territories were sampled in the NSHS. Information on the housing programs covered in each state and territory is outlined in Table Intro.1.

Table Intro.1: Coverage and scope of social housing programs, states and territories, NSHS 2023

Table Intro.1: Coverage and scope of social housing programs, states and territories, NSHS 2023

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
State/territory has Public Housing	Y	Y	Y	Y	Y	Y	Y	Y
Public Housing in-scope for 2023 NSHS	Y	Y	Y	Y	Y	Y	Y	Y
State/territory has SOMIH	Y	N	Y	N	Y	Y	N	Y
SOMIH in-scope for 2023 NSHS	Y	. .	Y	. .	Y	Y	. .	N
State/territory has CH	Y	Y	Y	Y	Y	Y	Y	Y
Community Housing in-scope for 2023 NSHS	Y	Y	Y	Y	Y	Y	Y	N
State/territory has ICH	Y	Y	Y	Y	Y	Y	N	Y
ICH in-scope for 2023 NSHS	N	Y	Y	N	N	N	. .	N

Y   yes

N   no

. .   not applicable

The 2023 NSHS is the most recent in a series of surveys of social housing tenants and was administered between April and August 2023. The previous NSHS was undertaken in 2021 and while the NSHS is ordinarily undertaken every 2 years, the 2020 survey was delayed due to the COVID-19 pandemic. In 2018, the coverage of the NSHS was expanded to include ICH tenants in Queensland for the first time. Due to the COVID-19 pandemic, ICH was not collected for the 2021 wave. ICH tenants in Queensland were again included in the sample for 2023.

Lonergan Research administered and conducted the survey on behalf of the Australian Institute of Health and Welfare (AIHW). Social housing tenants were randomly selected based on the demographic characteristics of each program by state. Participating tenants completed the survey either on paper, online, face-to-face or over the telephone. Please refer to related materials for further information.

Additional questions were incorporated in 2023 about neighbours and their impact on tenant satisfaction. More detail is provided in the neighbours and wellbeing section of this report.

Information on the number of survey responses received for each social housing program is outlined in the box below, with more information in the supplementary tables.

2023 National social housing survey sample information

A total of 9,011 NSHS questionnaires were completed in 2023:

- 7,468 via mail-out or online
  - 4,300 by public housing tenants
  - 253 by SOMIH tenants
  - 2,915 by community housing tenants
- 1,060 were face-to-face interviews with SOMIH tenants (NSW and QLD)
- 483 were face-to-face interviews with ICH tenants in QLD.

Understanding tenant satisfaction statistics

The key findings from the 2023 NSHS are presented in this report. The descriptive statistics presented are proportions (per cent) obtained by applying weights to the NSHS sample responses. That is, not every social housing household was surveyed so statistical methods (weighting) were used to ensure that estimates best represent all tenants in social housing.

Results of logistic regression analyses are also presented to provide an insight into the factors most closely associated with tenant satisfaction. Regression analysis is a statistical technique used to explore the relationships between factors (or variables) and an outcome.

In some instances, where appropriate, the results from 2014, 2016, 2018, and 2021 are used for comparison. More detailed data are available in the supplementary data tables. More information on the NSHS statistical methodology (such as sampling and weighting), is provided in the technical notes.

Are observed differences statistically significant and what does that mean in this report?

Throughout this report, data are presented that have been tested for statistical significance. To test this, it is assumed that there will be no difference between 2 groups. A significance test is conducted to determine if there is evidence of a difference in the characteristic being tested. If evidence is found, we say that there is a statistically significant difference.

Significance is affected by the number of people sampled. When there is a large enough number of people in a sample, even very small differences can be statistically significant, whereas large differences can be missed when a small number of people are sampled.

Readers are encouraged to consult the confidence limits data tables when interpreting differences in estimates between populations or over time. A confidence limit is a statistical term describing the range of values that covers the true population value with a known confidence. The confidence level used in this report is 95%.

References

Alidoust S and Huang W (2021) 'A decade of research on housing and health: a systematic literature review', *Reviews on Environmental Health*, 38(1):45-64, doi:10.1515/reveh-2021-0121.

Baxter AJ, Tweed EJ, Katikireddi SV and Thomson H (2019) 'Effects of Housing First approaches on health and well-being of adults who are homeless or at risk of homelessness: systematic review and meta-analysis of randomised controlled trials', *Journal of epidemiology and community health*, 73(5):379-387.

Clapham D, Foye C and Christian J (2017) 'The concept of subjective well-being in housing research', *Housing, Theory and Society*, 35(3):261–280, doi:10.1080/14036096.2017.1348391.

Office of Disease Prevention and Health Promotion (2020) *Quality of Housing*, U.S. Department of Health and Human Services website, accessed 30 January 2024.

Ong R, Singh R, Baker E, Bentley R and Hewton J (2022) 'Precarious housing and wellbeing: a multidimensional investigation', *AHURI Final Report No. 373*, Australian Housing and Urban Research Institute (AHURI), Melbourne , doi:10.18408/ahuri8123801.

Paddison R (2012) 'Housing and neighbourhood quality: Urban Regeneration', *International Encyclopedia of Housing and Home*, 288–293, doi:10.1016/B978-0-08-047163-1.00228-9.

Pevalin DJ, Reeves A, Baker E and Bentley R (2017) 'The impact of persistent poor housing conditions on mental health: A longitudinal population-based study', *Preventive Medicine*, 105:304–310, doi:10.1016/j.ypmed.2017.09.020.

Phibbs P and Thompson S (2011) 'The health impacts of housing: toward a policy-relevant research agenda', *AHURI Final Report No. 173*, AHURI, Melbourne.

Rolfe S and Garnham L (2020) 'Neighbourhood Impacts on Wellbeing: The Role of Housing among Low-Income Tenants', *Social Inclusion*, 8 (3):102–112, doi:10.17645/si.v8i3.2700.

Rolfe S, Garnham L, Godwin J, Anderson I, Seaman P and Donaldson C (2020) 'Housing as a social determinant of health and wellbeing: developing an empirically-informed realist theoretical framework', *BMC Public Health*, 20(1138)., doi:10.1186/s12889-020-09224-0.

Singh A, Daniel L, Baker E and Bentley R (2019) 'Housing Disadvantage and Poor Mental Health: A Systematic Review', *American journal of preventive medicine*, 57(2):262–272, doi:10.1016/j.amepre.2019.03.018.

Taylor S, Johnson G, Watson J and Tyrrell E (2023) 'Healthy, happy and housed? 12-month results from a longitudinal study of new social housing tenants', Union Housing Research Lab, Melbourne.

Wimalasena NN, Chang-Richards A, Wang KIK and Dirks KN (2021). 'Housing risk factors associated with respiratory disease: a systematic review', *International journal of environmental research and public health*, 18(6):2815, doi:10.3390/ijerph18062815.

Tenant satisfaction with social housing services

On this page:

- Overall satisfaction has declined
- Satisfaction varied between states and territories
- Satisfaction varied between programs
- Satisfaction varied by priority group
- Satisfaction varied by time in social housing

> 'I am usually very satisfied with all contact I have needed to make with my housing organisation. The staff have always been efficient, friendly, helpful and considerate in any situation that may arise. They do not cause you to feel uncomfortable or nervous'.
>
> 'Satisfied with Housing Managers and with general maintenance. Dissatisfied with the difficulty phoning Housing out of hours in an emergency, as well as bringing living/housing conditions up to date (e.g. replacing very old, worn & ripped flooring, putting in solar, installing either roller shutters or artificial double glazing for insulation & thus reducing power costs as well as for security)'.
>
> 'Very slow in responding to complaints. I have to talk to different people and different housing officers. When following up on reports I get different responses and information'.
>
> 'Very good area close to friends and family'.

Tenant satisfaction with overall services provided by their housing organisation refers to whether tenants are generally happy with the services they received. It is a reflection of whether providers are delivering high quality social housing services while also capturing tenants' perspective on aspects of social housing.

This section presents estimates of the proportion of social housing households who were satisfied with the overall services provided by their housing organisation. The estimates were calculated by applying weights to the NSHS sample responses. For more information on the NSHS methodology, see the technical notes.

> **NSHS question about overall satisfaction with housing services**
>
> Information about social housing tenants' satisfaction was obtained from responses to the question:
>
> **"In the last 12 months, how satisfied were you with the overall services provided by your housing organisation?"**
>
> Respondents selected from the following: Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied, Not applicable.
>
> **Satisfied** refers to 'satisfied' or 'very satisfied' responses.
>
> The term **satisfaction rate** refers to the proportion (%) of social housing tenants who were satisfied with the overall services provided by their housing organisation.

Overall satisfaction has declined

The overall satisfaction rate of 69% in 2023 decreased from 73% in 2021. This followed a decline in the satisfaction rate between 2018 and 2021 of 2.3% which indicates a shifting trend from the steady (albeit modest) increase in overall satisfaction between 2014 and 2018 (Figure Satisfaction.1, Table S1.1).

Across all housing programs, tenant satisfaction decreased in all states and territories except the Australian Capital Territory between 2021 and 2023. Public housing was the largest contributor to the decline, decreasing from 72% in 2021 to 67% in 2023. Community housing tenant satisfaction decreased from 76% in 2021 to 75% in 2023, whilst satisfaction with SOMIH increased from 65% in 2021 to 68%.

Satisfaction varied between states and territories

> 'Every time I call my housing organisation, they are always there to help me.'
>
> 'Everything needs to be followed up with the housing provider for months on end. Doesn't matter how many emails you send or how many times you speak to the tenancy officer nothing gets done. I currently have 2 matters that I have been trying to rectify for coming up on 3 months; it's a joke.'
>
> 'I am really grateful to have this opportunity to reside in social housing. I've had the privilege of living here for the past few years and during this time there haven't been any issues in communication or organising to have maintenance services or repairs carried out. Cost of living is tough for people, but I feel lucky for the housing subsidy and I wouldn't think I would be able to live here without it!'

The satisfaction rate for 2023 varied by state and territory, with satisfaction highest among tenants in Queensland.

Across all social housing programs (Figure Satisfaction.1, Table S1.1):

- Queensland had the highest satisfaction rate at 80%, followed by Western Australia (78%), South Australia (74%), Tasmania (73%) and the Northern Territory (71%).
- The Australian Capital Territory had a satisfaction rate of 66%, and Victoria and NSW had overall satisfaction rates of 64% and 61% respectively.

Figure Satisfaction.1: Tenant satisfaction (%), by housing program, states and territories, 2014 to 2023

This interactive bar chart shows the tenant satisfaction rate has declined for all housing programs since 2014 aside from SOMIH which has increased.
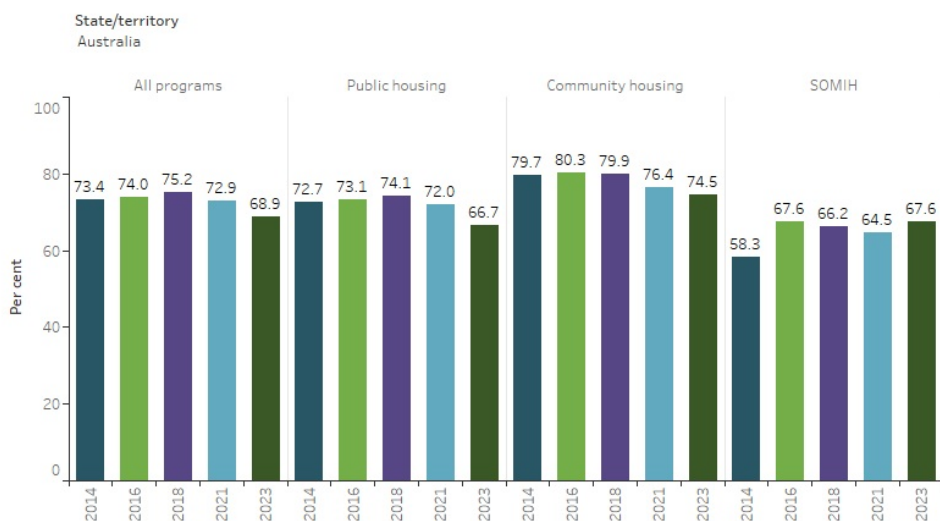
Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program

Source: National Social Housing Survey 2023. Supplementary Table S1.1.

Satisfaction varied between programs

> 'My housing manager is great. If I have any issues she gets onto it straight away and the services are prompt and good quality. Ever since I used to be homeless social housing has been a blessing, probably saved my life I am very grateful.'
>
> 'No replies to emails for maintenance requests. Requests for some maintenance ignored. Unfriendly property manager.'
>
> 'They've been pretty prompt when we've rung up, it's easy to contact them and you don't get a machine, you get a real person.'
>
> 'Even when I put in paperwork about health concerns they don't respond at all. I have complained about dogs but have no adequate fencing.'
>
> 'Total lack of maintenance of home, even emergency repairs are done cheaply and corners cut where possible.'
>
> 'Staff are friendly and willing to help. Maintenance takes place as requested. Inspections take place, rent is deducted from disability support pension through Centrelink and this is trouble free.'

Nationally, tenants in community housing had a higher satisfaction rate (75%) than SOMIH (68%) and public housing (67%) in 2023. This pattern was observed in most states and territories except for Tasmania, where the satisfaction rate was highest for SOMIH (76%), then public housing (75%) (Figure Satisfaction.1, Table S1.1). For the Northern Territory, public housing was the only housing program in scope for the NSHS.

Satisfaction rates with public housing ranged from 53% in New South Wales to 80% in Queensland. Satisfaction rates with community housing ranged from 71% in Tasmania and New South Wales, to 87% in Western Australia. For SOMIH, satisfaction among tenants in New South Wales (60%) was lower than Queensland (77%) (Figure Satisfaction.1, Table S1.1).

It is important to note that the variance among social housing programs is related to other factors. For further details on the underlying factors that explain the variation in satisfaction rates among social housing programs see Factors significantly associated with tenant satisfaction.

> 'Services not happening as quickly as they used to in the past. Also, no contact before they come can be a nuisance and waste of time if no one home, thus having services come out again.'
>
> 'Very dissatisfied as there has been a lack of communication between call centre, housing organisation and contractors. Work has not been completed and I'm still waiting for an upgraded kitchen after 3 and a half years.'
>
> 'Unhappy with major repairs needing to be fixed.'

Satisfaction varied by priority group

Some tenants have specific needs. The following section provides results for selected priority populations compared with households who were not in that priority group.

Satisfaction was lower for Indigenous households

Across all housing programs, satisfaction was lower for Indigenous households when compared with non-Indigenous households. The difference was most pronounced for community housing, where 62% of Indigenous households reported they were satisfied or very satisfied with the overall services provided by their housing organisation, compared with 77% of non-Indigenous households (Figure Priority group.1, Table S1.8).

SOMIH households had the highest rate of satisfaction, with 67% of tenants reporting they were satisfied or very satisfied, followed by public housing, where 65% of Indigenous households reported they were satisfied or very satisfied compared with 67% for non-Indigenous households. As SOMIH largely houses Indigenous people, non-Indigenous data are not reported for this program.

Satisfaction was lower for households with disability

Across all housing programs, satisfaction was lower for households that had at least one tenant with disability, than those without. In 2023, 62% of households with disability reported they were satisfied or very satisfied with the overall services provided by their housing organisation, compared with 71% for non-disability households (Figure Priority group.1, Table S1.9).

SOMIH households, those with members with disability reported the lowest satisfaction rate of 56% compared with a 70% satisfaction rate for non-disability households. This was followed by community housing, where households with disability reported 69% satisfaction compared with 76%. Public housing households with members with disability reported 60% compared with 69% for non-disability households.

Figure Priority group.1: Satisfaction by household Indigenous and disability status, 2022-23

This interactive bar chart shows the level of tenant satisfaction for Indigenous households and households with a person with disability. For both groups, satisfaction is lower compared with non-Indigenous households and households without a person with disability for all housing programs in 2023.
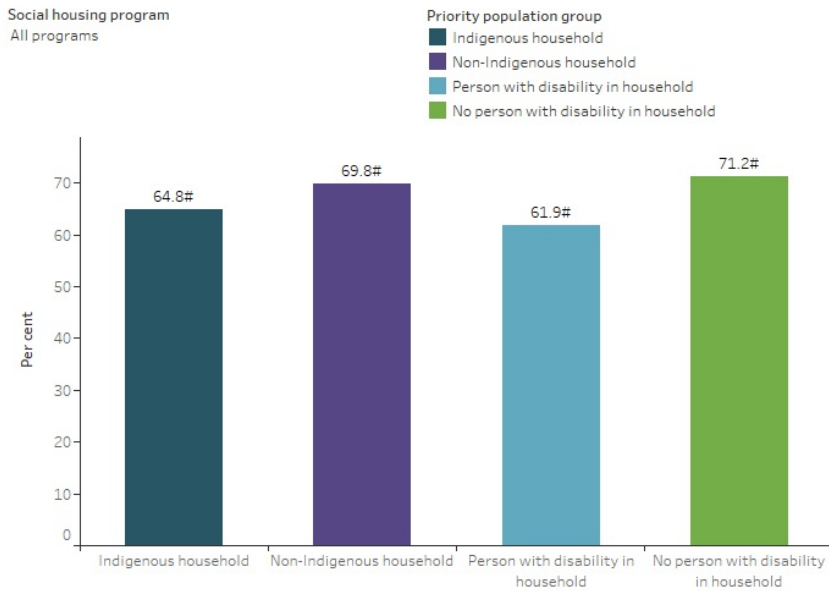
Note: # Indicates a statistically significant difference (p<=0.05) between the proportion of the sub-populations who have the indicated level of satisfaction.
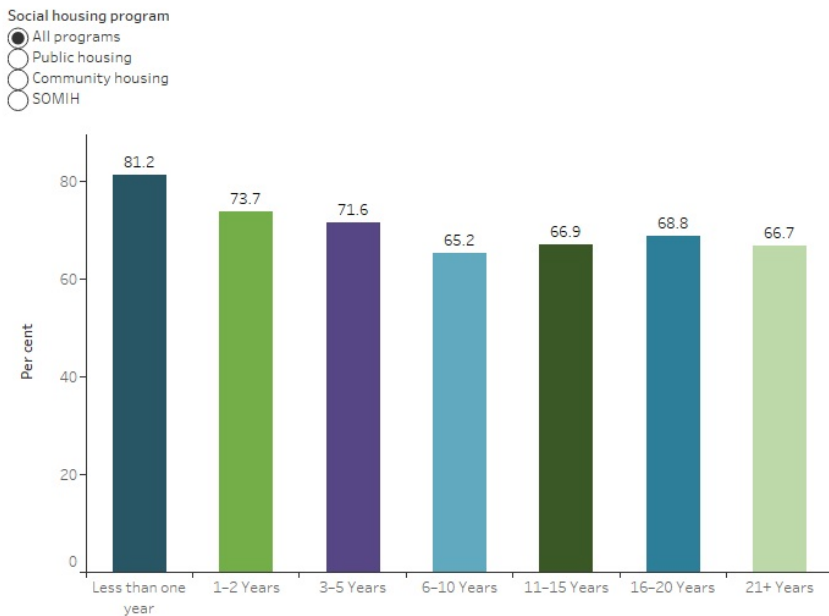
Source: National Social Housing Survey 2023. Supplementary Tables S1.8 and 1.9.

Satisfaction varied by time in social housing

In 2023, tenants who had been living in social housing for less than one year had an 81% satisfaction rate, whereas tenants who had been living in social housing for more than 21 years reported a 67% satisfaction rate (Table S1.7). While differences in satisfaction were less notable in the mid-range years, they illustrate the general trend of decline in satisfaction with longer tenure in social housing.

Figure Tenure.1: Satisfaction (%), by time living in social housing, 2023

This interactive bar chart shows a general trend of declining tenant satisfaction the longer time is spent in social housing. This was somewhat variable across programs, particularly for mid-range tenure length in 2023.

Source: National Social Housing Survey 2023. Supplementary Table S1.7.

Satisfaction varied by overcrowding status*

Across all housing programs, tenants living in overcrowded households reported lower rates of satisfaction (56%) than those living in households deemed as underutilised and those deemed adequate (68% and 70% respectively; Table S1.6). While overcrowding in the NSHS is measured using the most appropriate standard currently available the Canadian National Occupancy Standard (CNOS), results should be interpreted with caution as research suggests it may not be the most appropriate measure for overcrowding in all circumstances (Dockery et al 2022).

*Based on the Canadian National Occupancy Standard. See glossary for details.

References

Dockery A, Moskos M, Isherwood, L and Harris, M (2021) 'How many in a crowd? Assessing overcrowding measures in Australian housing'. AHURI Final Report No. 382, AHURI, Melbourne.

Key factors associated with tenant satisfaction

On this page:

As noted in the first chapter of this report, over two-thirds of social housing tenants (69%) were satisfied with the overall services provided by their housing organisation in 2023 (see Figure Satisfaction.1, Table S1.1). However, the underlying reasons why tenants were satisfied – or dissatisfied – are relative to their lived experience of social housing (Pawson and Sosenko 2011). The pathways from living in social housing to being satisfied with living in social housing are as diverse as individual experiences of social housing (Garnham et al. 2021).

To better understand the Australian social housing experience, a range of aspects of the 2023 NSHS were examined using regression analysis. The goal of the following analyses was to identify which factors were related to tenant satisfaction, both within and between social housing programs.

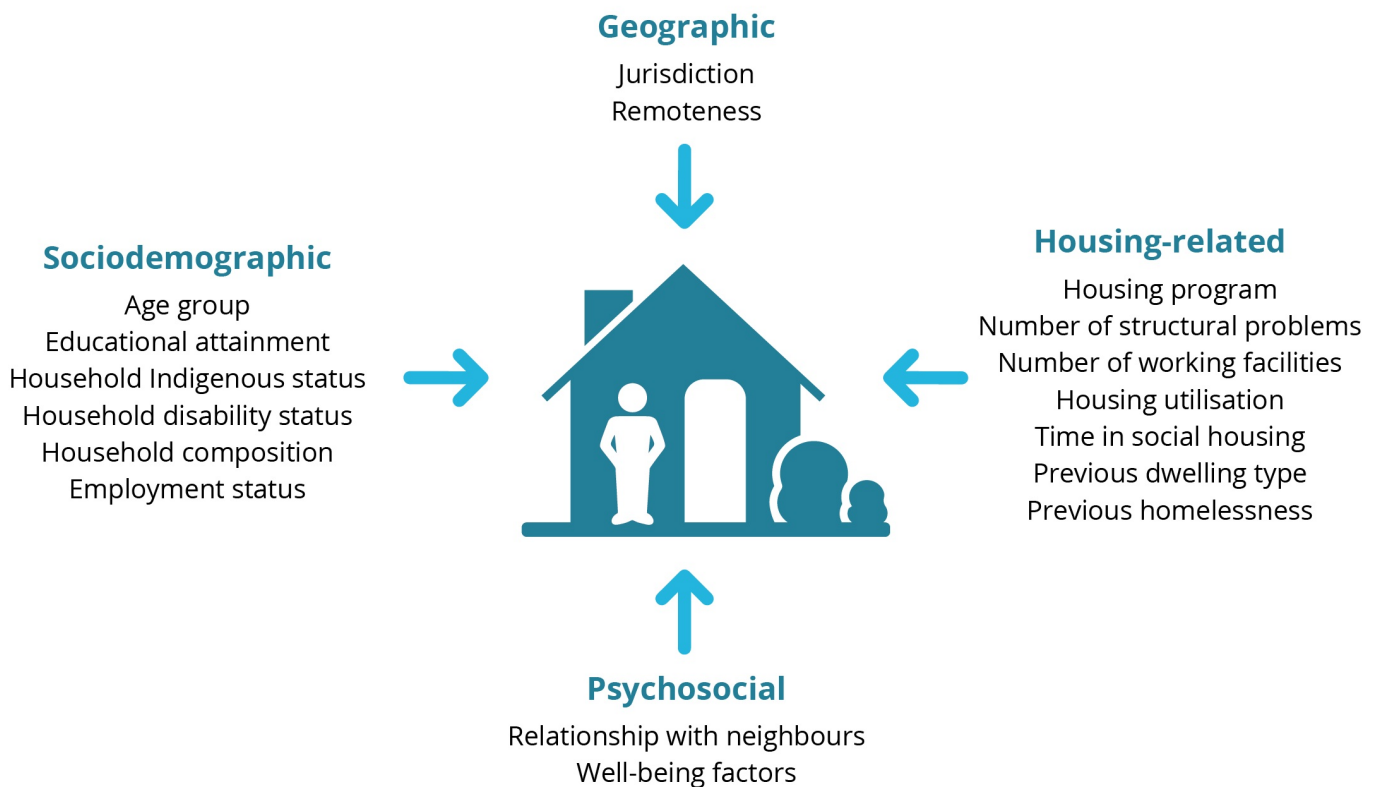## Understanding regression and differences in tenant satisfaction

Regression analysis is a statistical technique used to understand relationships among multiple variables. It examines the strength of the relationship between the specified factors and an outcome (such as tenant satisfaction), while holding other factors equal. Here, a logistic regression analysis was used to determine the relationships between multiple 'factors' (such as tenant age, location or condition of the dwelling) and tenant satisfaction.

The regression model included key geographic, psychosocial, sociodemographic and housing-related factors. Although other factors (such as tenants' housing expectations) likely contribute to tenant satisfaction, only the directly measurable aspects of social housing were included as factors to maintain direct relevance to social housing performance.

Identifying key factors in tenant satisfaction using logistic regression analysis

Logistic regression analysis is a way to examine relationships between multiple factors (for example, social housing program, location and condition) with an outcome (such as tenant satisfaction). This statistical technique shows which individual factors are significantly associated with tenant satisfaction, after accounting for other factors included in the model (see, for example, Sperandei 2014); or in other words, when all else is equal between tenants. Using NSHS data, a regression model for tenant satisfaction (illustrated below) was developed to include housing-related, geographic, psychosocial and sociodemographic factors.

Factors that may contribute towards tenant satisfaction

Geographic
Jurisdiction
Remoteness

Sociodemographic
Age group
Educational attainment
Household Indigenous status
Household disability status
Household composition
Employment status

Housing-related
Housing program
Number of structural problems
Number of working facilities
Housing utilisation
Time in social housing
Previous dwelling type
Previous homelessness

Psychosocial
Relationship with neighbours
Well-being factors

The regression model is used to explore how likely it is that a tenant with a particular set of characteristics would be satisfied with their housing services. The value of the technique is that it allows comparisons of the 'predicted probabilities' for 2 tenant groups that differ by a single characteristic, when all else is equal (or held constant). If the model identifies a statistically significant difference, this suggests there could be a relationship between the factor in question and tenant satisfaction – a relationship that holds after accounting for all factors included in the model.

To create a point of reference, a **base case** is assigned for each variable in the model so that the direction and size of a factor's relationship with satisfaction can be seen. See Table C1 for the categories and base cases for all factors in the model. The **reference group** is a hypothetical group of tenants with all the base case characteristics combined. This provides a point of reference only and does not affect the findings. All estimates (such as predicted probabilities) presented in this report are in reference to the base case. See the technical notes for a detailed description of the base case.

The base case for each variable were chosen because they provide a useful point of reference. For example, they were the bottom or top of a variable range (for example, age group); they represented the most common group (for example, public housing); or they appear to have higher satisfaction levels (for example, Queensland).

This report presents the predicted probability of satisfaction for tenants in the reference group and shows how predicted satisfaction changes for tenants who differ on just one characteristic. For example, in the section on dwelling condition, the likelihood of being satisfied for tenants with structural problems is compared with those with no structural problems (the base case), while accounting for other factors. Predicted probabilities are presented as percentages but differ from the descriptive proportions included elsewhere in this report.

The technical notes present detailed information about the regression method and results.

Tips on interpreting regression results

Statistically significant results are when differences in results between groups or associations between a factor and result met a required statistical benchmark of confidence. Throughout this report, the term 'significantly' refers to statistically significant. More information on understanding significance is outlined in the introduction.

Factors significantly associated with tenant satisfaction

There are a range of factors that were significantly associated with tenant satisfaction for all social housing tenants and among tenants of the 3 social housing programs surveyed in 2023 (Figure Factors.1, Table R.2). Some factors were not statistically significant for social housing tenants collectively but were statistically significant for tenants within specific social housing programs.

Figure Factors.1. Summary of factors associated with tenant satisfaction, by social housing program, 2023

This interactive table shows which factors were significantly associated with tenant satisfaction for each of the housing programs. In 2023 across all programs and states/territories, the number of structural problems, level of comfort asking a neighbour for help and high level of worry or anxiety were all highly significant.

Social housing program
All programs

Domain	Factor	All programs		
		Highly significant	Significant	Not significant
Social housing characteristics	Housing program		●	
	State/territory	●		
	Remoteness			●
Tenant characteristics	Age group			●
	Highest education level			●
	Employment status		●	
	Indigenous household status			●
	Disability household status			●
	Children in household status			●
	Time in social housing			●
	Previous dwelling type			●
Housing conditions	Number of working facilities		●	
	Number of structural problems	●		
	Housing utilisation		●	
	Previous homelessness			●
Well-being/neighbours	Level of comfort asking neighbour for help	●		
	Experience: household income went down			●
	Experience: struggled to pay rent or bills		●	
	Experience: high level of worry or anxiety	●		
	Experience: high level of loneliness or isolation			●
	Experience: difficulties in personal relationship			●

Note: Highly significant is when the p-value is < 0.001, 'Significant' is when the p-value is < 0.05, and 'Not significant' is when the p-value is >= 0.05.

Source: National Social Housing Survey 2023. Regression Table R.2.

Only those results for factors that were significant among all social housing tenants are presented in this section. Also, only when a factor was found to be significant among all social housing programs, are the results for tenants within each of the specific programs presented. The results for the non-significant factors and those unique to specific programs can be found in the supplementary tables.

Housing conditions that affect tenant satisfaction

Housing conditions relate to the physical characteristics and quality of the dwelling, such as its structure, facilities and amenities. Whether a home is structurally sound and has access to working facilities is a key aspect of any housing experience, as it has the potential to influence multiple aspects of health and wellbeing, such as respiratory health and mental health (Baker et al. 2016; Clapham et al. 2017; Fujiwara 2013). In 2019–20, the Australian Bureau of Statistics (ABS) reported that renters from state and territory housing authorities accounted for the highest proportion of households reporting major structural problems (ABS 2020).

Likewise, whether a home is appropriate for a person's household size is another key aspect of the housing experience, as it can also influence multiple aspects of tenants' wellbeing, such as their sense of space and privacy (Dockery et al. 2022).

Structural problems affect tenant satisfaction

NSHS question about structural problems

NSHS respondents were asked if their home had any of the following problems:

- Major electrical problems
- Major plumbing problems
- Major cracks in walls/floors
- Walls/windows not square (out of alignment)
- Wood rot / termite damage
- Sinking/moving foundations
- Sagging floors
- Major roof problems
- Rising damp
- Other structural problems

For both 2021 and 2023, structural problems were a highly significant factor in tenant satisfaction. The more structural problems a tenant had with their social housing dwelling, the less likely the tenant will be satisfied (Figure Factors.2, Table R.2). Within each housing program, tenants living in a dwelling with one or more structural problems were less likely to be satisfied than those without, when all other factors were considered equal.

'I'm still waiting for repairs to be done on my bathroom (hole in tiles from a maintenance worker standing on them, no ventilation causing mould), fly screens to be installed in my lounge-room (can't use the window 'cause there's a wasp nest outside it), holes in walls to be patched up, and a gas heater to be removed since it's not ventilated. I've sent multiple emails and have heard nothing back.'

'Short Term Services – satisfied that basic items are inspected every year. e.g. safety switches. There are services to provide day-to-day support for plumbing, electrical and gas infrastructure. Medium Term Services – satisfied there was a program this year to replace water meters.'

'I have lived in this house for 38 years. In all this time my house has been painted once, my carpet is disgustingly old, my laundry never had any renovations or updates - no cupboards only a sink. It was supposed to be renovated back in 2014 - I'm still waiting. I don't have a security screen door; living alone I find it not very secure.'

Figure Factors.2: Predicted probability (%) of being satisfied with the overall service provided by their housing organisation, by the number of structural problems and social housing program, 2023

This interactive bar chart shows that tenant satisfaction (predicted probability) decreased with an increasing number of structural problems. This trend was consistent across housing programs and states and territories.

Note: # indicates characteristic is statistically significantly different at the 95% confidence level from the base case - No structural problems.

Source: National Social Housing Survey 2023. Regression Tables R.1 and R.3.

'Failure of Housing to respond to water flooding and significant water damage to fixtures, walls and floors.'

'It's almost impossible to get 'non-urgent' maintenance done. I have had water leaking into and mould patches on the ceiling in my bedroom since I moved in over 12 years ago. At least a dozen attempts to fix it have failed. It took 6-7 years to get moth-riddled carpet replaced. My back fence has collapsed into my courtyard – still waiting for that to be repaired. All the units in our complex have had rusted and leaking gutters for years. The outside of the units have been slowly eaten away by termites/wood rot over many years. Paths around the units are uneven due to tree roots lifting them. Units are not secure – window locks are rusted and don't work.'

Access to working facilities affects tenant satisfaction

Access to working facilities – such as cooking facilities, a refrigerator, bath or shower, toilet, a washing machine, kitchen sink and laundry tub – is a key aspect of housing condition that may affect tenant satisfaction (Hu et al. 2022). Tenants were asked whether they had access to 7 different working facilities in their social housing dwelling. Note that the following findings do not differentiate between facilities that are the ownership or responsibility of the housing organisation or tenant.

When all else was considered equal, tenants with access to 6 or fewer working facilities were significantly less likely to be satisfied than tenants that had access to all 7 facilities. This was true for all housing types.

Figure Factors.3: Predicted probability (%) of being satisfied with the overall service provided by an organisation, by the number of working facilities and social housing program, 2023

This interactive bar chart shows that tenant satisfaction (predicted probability) was significantly lower when there were fewer than 7 working facilities. This trend was consistent across housing programs.

Number of working facilities
- Base case
- 0–6 working facilities
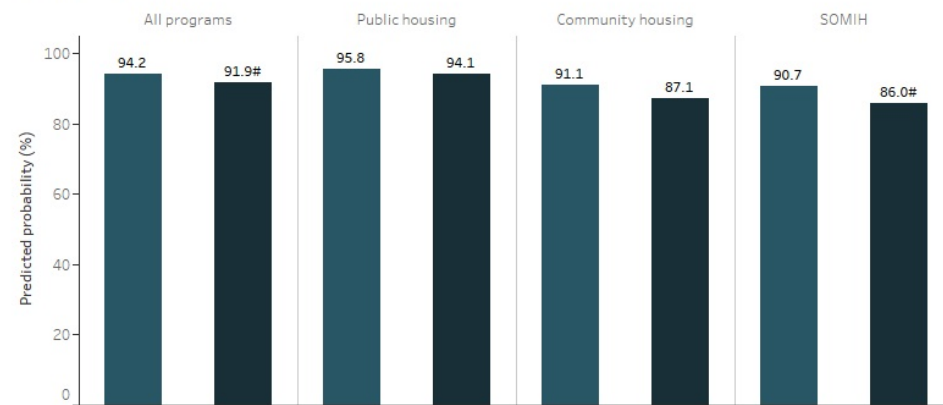
Note: # indicates characteristic is statistically significantly different at the 95% confidence level from the base case - 7 working facilities.

Source: National Social Housing Survey 2023. Regression Table R.3.

> 'Poorly maintained facilities, power outages without much notice, dirty.'
>
> 'With my disability, I have access to all necessary facilities.'

Household characteristics that affect tenant satisfaction

Household characteristics relate to a range of aspects relating to the home such as the composition of those who live there, overcrowding and underutilisation, and length of tenancy.

Employment status affects tenant satisfaction

Employment status was significantly associated with the likelihood of tenant satisfaction (Table R.2). Tenants who reported that they were employed were significantly more likely to be satisfied than those who were not employed. It should be noted that this factor was only found to be significant where all housing programs were combined, not for individual housing programs.

Housing utilisation affects tenant satisfaction

Housing utilisation was also found to be significantly associated with tenant satisfaction in regression analysis (Table R.2). With all else being equal, tenants living in overcrowded dwellings were less likely to be satisfied with their social housing than those living in dwellings that were classed as adequate. This factor was only found to be significant where all housing programs were combined, and for community housing. See Glossary for definition of the Canadian National Occupancy Standard (CNOS) that is used to classify housing utilisation status.

Social housing factors that affect tenant satisfaction

Housing program affects tenant satisfaction

Housing program was significantly associated with tenant satisfaction in 2023 (Table R.2). With all else being equal, community housing tenants were more likely to be satisfied than public housing tenants. SOMIH tenants were less likely to be satisfied than public housing tenants, but the difference was not found to be statistically significant (Table R.3).

State location affects tenant satisfaction

State or territory was also significantly associated with tenant satisfaction among social housing tenants in 2023. With all else being equal, social housing tenants in New South Wales, Victoria, Tasmania and the Australian Capital Territory were less likely to be satisfied than those in Queensland across all housing programs.

See technical notes for detailed information on these results. Other findings from the regression analysis relate to neighbours and wellbeing. These are described in the following section.

> 'The team leader was very professional, took notice of both my wife and my selves' disabilities and made sure our problems were solved.'
>
> 'Friendly and helpful staff interactions. Thank you for your assistance during these difficult times, it's very much appreciated. Not just for myself, but for also for my daughter.'

Psychosocial factors that affect tenant satisfaction

Relationship with neighbours affects tenant satisfaction

For the first time in 2023, tenants were asked whether they would be comfortable turning to a neighbour for assistance or support in various scenarios. Regression analysis found that tenants who reported they were not comfortable to turn to a neighbour for help were less likely to be satisfied than tenants who were comfortable to do so. This was true across all housing programs (Figure Factors.1, Table R.2). For SOMIH alone, however, this difference was not found to be statistically significant (Figure Factors.4, Table R.3).

> 'Difficulty with being understood stops me from engaging with strangers. It would depend on the neighbour. I have support from family and long-term friends.' 'I could call my neighbour if I was unable to help myself.'
>
> 'They are not the kind of people you would ask for anything at all.'
>
> 'I could call my neighbour if I was unable to help myself.'
>
> 'My neighbours treat me with disrespect.'

Figure Factors.4: Predicted probability (%) of being satisfied with the overall service provided by an organisation, by level of comfort with neighbours, 2023

This horizontal bar chart shows that tenant satisfaction (predicted probability) was lower when tenants were not comfortable turning to a neighbour. This trend was consistent across housing programs.
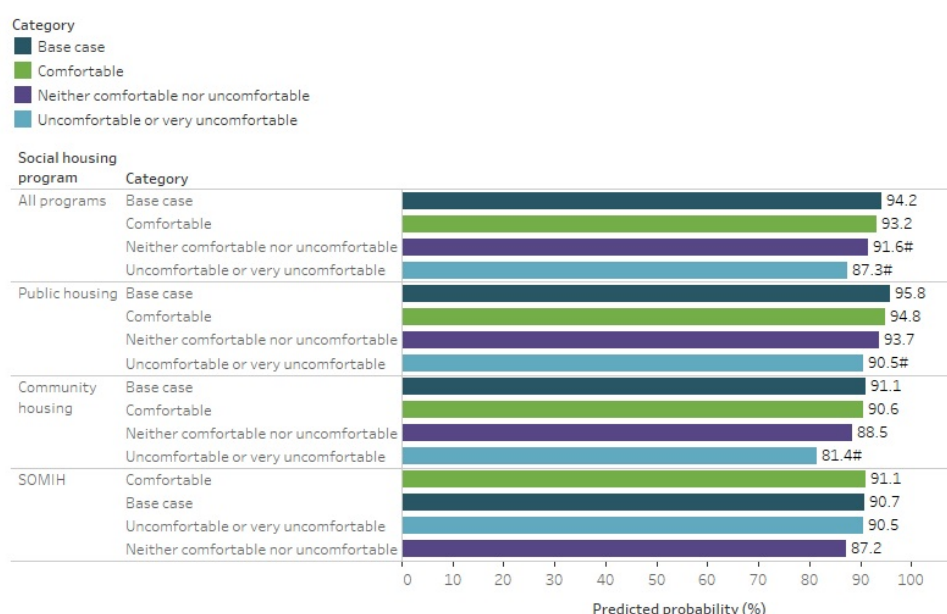
Note: # indicates characteristic is statistically significantly different at the 95% confidence level from the base case - very comfortable.

Source: National Social Housing Survey 2023. Regression Table R.3.

Experiences relating to wellbeing affect tenant satisfaction

In 2023, tenants were asked about a range of experiences related to their wellbeing over the past 12 months. Regression analysis found that, across all housing programs, tenants who reported higher levels of worry or anxiety and tenants who reported difficulty paying rent or bills were less likely to be satisfied than those who did not report these issues. This differed somewhat across housing programs, with public and community housing tenants less likely to be satisfied if they reported experiencing higher levels of worry or anxiety in the past 12 months, while struggling to pay rent or bills had a stronger negative effect on SOMIH tenants' satisfaction than that of the other to housing programs (Table R.3).

References

ABS (Australian Bureau of Statistics) (2019-20) _Housing Mobility and Conditions_, ABS website, accessed 30 January 2024.

Baker E, Lester H, Bentley R, and Beer A (2016) 'Poor housing quality: Prevalence and health effects', Journal of Prevention & Intervention in the Community, 44:4, 219-232, doi:10.1080/10852352.2016.1197714.

Clapham D, Foye C and Christian J (2017) 'The concept of subjective well-being in housing research', _Housing, Theory and Society_, _35_(3):261-280, doi:10.1080/14036096.2017.1348391.

Dockery A, Moskos M, Isherwood L and Harris M (2022) 'How many in a crowd? Assessing overcrowding measures in Australian housing', _AHURI Final Report No.382_, AHURI, Melbourne, doi:10.18408/ahuri8123401.

Fujiwara D (2013) *The Social Impact of Housing Providers*, Housing Associations' Charitable Trust, London.

Garnham L, Rolfe S, Anderson I, Seaman P, Godwin J and Donaldson C (2021) 'Intervening in the cycle of poverty, poor housing and poor health: the role of housing providers in enhancing tenants' mental wellbeing', *Journal of Housing and the Built Environment*, *37*(1):1-21, doi:10.1007/s10901-021-09852-x.

Hu M, Su Y and Xiaofen Y (2022) 'Housing difficulties, health status and life satisfaction'. Frontiers in Psychology, 13, doi:10.3389/fpsyg.2022.1024875.

Pawson H and Sosenko F (2011) 'Tenant satisfaction assessment in social housing in England: How reliable? How meaningful?', *International Journal of Consumer Studies, 36*(1): 70–79, doi:10.1111/j.1470-6431.2011.01033.x.

Sperandei S (2014) 'Understanding logistic regression analysis', *Biochemia Medica 24*(1): 12–18, doi:10.11613/BM.2014.003.

![Australian Government - Australian Institute of Health and Welfare](logo)

Neighbours and experiences related to wellbeing

On this page:

- Tenant experiences with neighbours
- Tenant experiences associated with wellbeing

Tenant experiences with neighbours

> 'We volunteer in local events, clean up rubbish etc with neighbours.'
>
> 'We don't talk to each other we keep to ourselves.'
>
> 'My neighbours seem hostile.'
>
> 'We say hi and keep a secure eye on each other's houses if anyone is away.'

Neighbours and the neighbourhoods people live in can have a strong impact on health and wellbeing. Fong et.al (2021) note that perceptions of the quality of an individual's neighbourhood can impact on their sense of loneliness, and that distrust of neighbours can lead to less social engagement, which can lead to a range of health concerns. In 2023, 2 new questions were added to the NSHS to gauge how comfortable tenants felt with their neighbours and whether they felt they could turn to a neighbour for assistance or a friendly encounter.

Questions about neighbours

NSHS respondents were asked 2 questions relating to neighbours in 2023:

How comfortable would you feel asking a neighbour to assist with a problem? Respondents selected from the following: Very Comfortable, Comfortable, Neither comfortable nor uncomfortable, Uncomfortable, Very uncomfortable, Not applicable.

Would you turn to a neighbour for the following? Respondents were asked to select all the below options that were applicable:

- To help you with a household or garden job that you can't do yourself
- To help you around the home or go shopping for you if you were sick and had to stay in bed for a few days
- To be there for you if you felt a bit down or depressed and wanted to talk about it
- To give you advice about family problems
- To enjoy a pleasant social occasion with
- Other (please specify)
- None of these

Across all housing programs, 59% of tenants were comfortable or very comfortable asking a neighbour to assist with a problem (Table S6.1).

Out of all respondents:

- 34% of tenants would turn to a neighbour to enjoy a pleasant social occasion with
- 30% of tenants would turn to a neighbour to help them with a household or garden job that they couldn't do themselves
- 23% of tenants would turn to a neighbour to help them around the home or go shopping, 23% would turn to a neighbour to be there for them if they felt down and wanted to talk about it, and
- 12% of tenants would seek advice from a neighbour about family problems (Table S6.2).

Responses were similar across public and community housing programs and between states and territories, however SOMIH tenants reported a higher willingness to turn to neighbours across all items, particularly those in Queensland, South Australia and Tasmania (Figure Neighbours.1: Table S6.2).

> 'We have developed a good rapport with most of our neighbours and will help them out regularly.'
>
> 'They talk to me but I wouldn't yarn to them about anything personal or ask for help.'
>
> 'Incidental social contact is good for mental health.'

Figure Neighbours.1: Likelihood of turning to neighbour (%), by housing program, states and territories, 2023

This interactive bar chart shows the proportion of tenants who would turn to a neighbour for various reasons, for each of the housing programs in each state and territory. Across all housing programs in 2023, tenants were most likely to turn to neighbours to enjoy a pleasant social occasion.
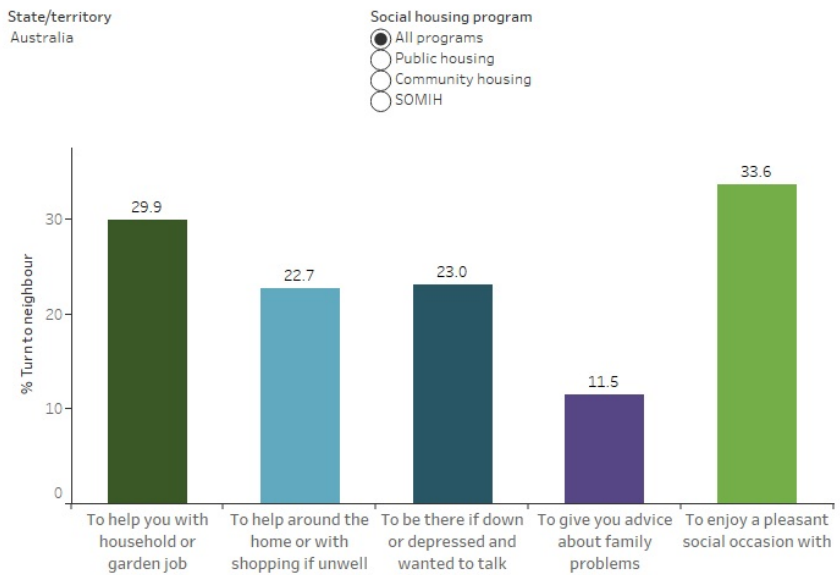
State/territory
Australia

Social housing program
⦿ All programs
◯ Public housing
◯ Community housing
◯ SOMIH

Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program.

Source: National Social Housing Survey 2023. Supplementary Table S6.2.

Tenant experiences in the last 12 months associated with wellbeing

Tenant wellbeing is of primary concern in social housing. With the overarching goal of social housing being to provide safe, secure and affordable housing, an extension of this should be improved wellbeing (Davison et al. 2021). Research has found that life stressors that have occurred over the past few years such as the COVID-19 pandemic, the cost-of-living, climate change and natural disasters have had a substantial impact on the health and wellbeing of Australians (O'Donnell 2023).

The AIHW (2023) notes that a range of factors such as longer-term impacts of COVID-19 restrictions on social supports as well as the global fiscal pressures that are still being felt may have a lasting effect on health and wellbeing. The Australian Psychological Society (2023) reported that more Australians appear to be struggling with mental health than ever before, with Lifeline receiving the highest searches for assistance on record in January 2023, and Beyond Blue reporting that a large proportion of people reported cost-of-living pressures as negatively impacting their mental health in recent times.

Considering this evidence, a question was included in 2023 to gauge impacts of experiences relating to wellbeing over the past 12 months. This question replaced the one asked in 2021 about experiences due to the COVID-19 pandemic.

Questions about experiences relating to wellbeing

In 2023, tenants were asked about experiences in the last 12 months that might have had an impact on their wellbeing:

In the last 12 months, did you experience any of the following?

Respondents were asked to select all of the below options that were applicable:

- My household income went down
- I struggled to make ends meet with rent or bills
- I stopped looking for work
- I felt high(er) levels of worry or anxiety
- I felt high(er) levels of loneliness or isolation
- I had difficulties in my personal relationships
- Other (please specify)
- None of these

Tenants reported a range of negative impacts to their lives over the past 12 months which were similar across states and territories and housing programs.

For all housing programs in 2023 (Figure Tenant Wellbeing, Table S6.3):

- 41% of tenants felt higher levels of worry or anxiety
- 36% of tenants struggled to make ends meet with rent or bills
- 25% of tenants felt higher levels of loneliness or isolation

> 'The cost of living (shopping/petrol/medicine etc) has risen making stress worries increase.'
>
> 'Mental and physical health issues increasing.'
>
> 'The price of everything is going up faster than my pension. Now I have to pick between food or bills.'
>
> 'Lost confidence/felt alone/working and social skill decreased.'

Figure Wellbeing.1: Tenant wellbeing (%), by experience and social housing program, 2023

This interactive bar chart shows the proportion of tenants impacted by experiences relating to wellbeing, for each of the housing programs in each state and territory. For all housing programs in 2023, the most common experience by tenants was feeling high(er) levels of worry or anxiety, followed by struggling to make ends meet with rent or bills.

Notes

1. # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program

2. * Estimate has a relative standard error of 25% to 50% and should be used with caution.

Source: National Social Housing Survey 2023. Supplementary Table S6.3.

References

AIHW (Australian Institute of Health and Welfare) (2023) *Report card on the wellbeing of Australians looks at what's changed since the COVID pandemic began*, aihw.gov.au, accessed 30 January 2024.

APS (Australian Psychological Society) (2023) *Unravelling the psychological impact of financial stress in a cost-of-living crisi*s, APS website, accessed 14 December 2023.

Davison J, Brackertz N and Alves T (2021) *Return on investment for social housing in the ACT*, report prepared for ACT Shelter, AHURI, Melbourne.

Fong P, Cruwys T, Robinson SL, Haslam SA, Hasla C, Mance PL, and Fisher CL (2021). 'Evidence that loneliness can be reduced by a whole-of-community intervention to increase neighbourhood identification', *Social Science & Medicine*, 277., doi:10.1016/j.socscimed.2021.113909.

O'Donnell J (2023) *Mapping Social Cohesion 2023*, Scanlon Foundation Research Institute.

Tenant satisfaction with maintenance services

On this page:

- Social housing tenants were more satisfied with emergency maintenance services
- Satisfaction with maintenance has decreased across all housing programs

Receiving quality maintenance services in a timely manner is of great importance to social housing tenants. Tenants were surveyed on their satisfaction with both day-to-day and emergency maintenance services. For 2023 it was found that nationally, for all housing programs, satisfaction declined for both day-to-day and emergency maintenance services. The only exception was for the ACT which showed increases in satisfaction for both day-to-day and emergency maintenance. Note: There is variability in the scope of what is included in maintenance services between and within housing programs.

Social housing tenants were more satisfied with emergency maintenance services

> 'On the whole, I'm generally satisfied, as the work eventually gets done. Emergency maintenance has been dealt with promptly and I have nothing to complain about. However, the less urgent maintenance can take a very long time before being dealt with, and lodging the maintenance work order can be a nightmare.'

Across all programs, a larger proportion of social housing tenants were satisfied with the emergency maintenance services (72%) provided by their housing organisation than with day-to-day maintenance services (62%) (Figure Maintenance.1, Table S5.1).

Among public housing tenants, while satisfaction rates with day-to-day maintenance services and emergency maintenance services remained relatively unchanged from 2014 to 2021, satisfaction with day-to-day services, decreased from 67% in 2021 to 61% in 2023 and from 75% to 71% respectively, for emergency maintenance services (Figure Maintenance.1, Table S5.1).

Satisfaction among community housing tenants decreased from 69% to 66% for day-to-day and from 76% to 75% for emergency maintenance services between 2021 and 2023.

In 2014, the satisfaction rate of SOMIH tenants with both day-to-day and emergency maintenance services was much lower than the other housing programs, but satisfaction steadily increased over time up until 2021. 2023 saw slight declines however, with day-to-day maintenance satisfaction decreasing from 62% to 61%, and satisfaction with emergency maintenance from 73% to 72%.

Figure Maintenance.1: Satisfaction with maintenance services (%), by social housing program and maintenance service type, 2014 to 2023
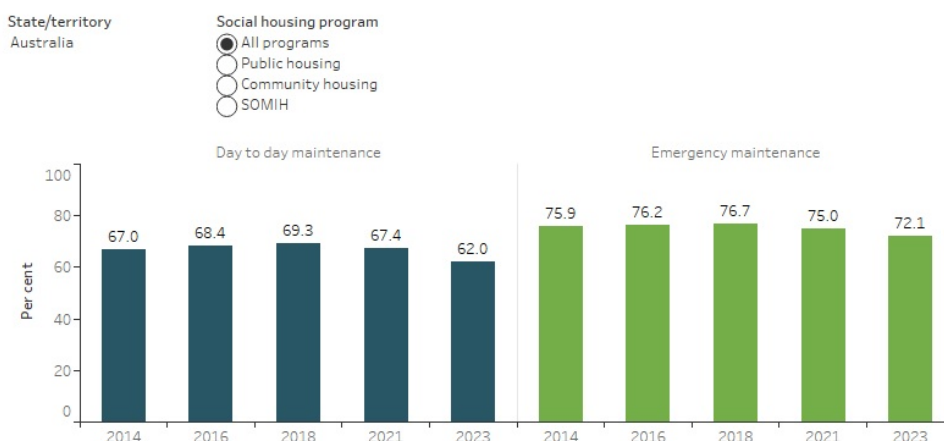
Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program

Source: National Social Housing Survey 2023. Supplementary Table S5.1.

Public housing: satisfaction with maintenance has decreased

> 'Some requests for maintenance can take several weeks to receive action. On occasions we're told that nothing can be done and we have to resolve the issue ourselves.'

Satisfaction with both day-to-day and emergency maintenance decreased in all states and territories since 2021 except the Australian Capital Territory and Tasmania.

Public housing tenants' satisfaction with maintenance services varied between states and territories in 2023 (Figure Maintenance.1, Table S5.1):

- Queensland had the highest satisfaction rate with day-to-day maintenance services (78%) and emergency maintenance services (86%). New South Wales had the lowest satisfaction with day-to-day maintenance services (48%) and emergency maintenance services (61%).
- Compared with 2014, the most notable changes were for satisfaction with day-to-day maintenance, with Western Australia showing a 10 percentage point increase from 63% to 73%, and Victoria, showing an 18 percentage point decrease from 71% in 2014 to 53% in 2023.

SOMIH: satisfaction with maintenance was variable

'When maintenance has been completed it seems that no supervisor comes to see if the work has been completed correctly.'

'I am very satisfied with the services that the housing authority provide as they are prompt and quick to action any maintenance requests that I have put in since living in my accommodation.'

In 2023, Queensland was the only state or territory with satisfaction rates above 70% for both day-to-day maintenance services (71%) and emergency maintenance services (78%) among SOMIH tenants (Figure Maintenance.1, Table S5.1). Satisfaction rates for both day-to-day and emergency maintenance services were higher in 2023 compared with 2014 for all states/territories aside from South Australia which declined from 66% in 2014 to 64% in 2023 (Figure Maintenance.1, Table S5.1).

Community housing: decreased satisfaction with maintenance services

'Mostly because of the waiting period and the fact I've still not had anything done when reported to the maintenance. I was meant to have a kitchen repaired due to black mould which is health affecting. The only thing that's happened so far is measurements taken and it's been over 6 months since the first report was made to the maintenance team.'

'Dissatisfied with the time you wait for repairs and maintenance. Communication with office at times is difficult.'

'Heating & cooling system was upgraded, giving a great improvement in comfort and economy. An excellent service provided by all involved. Similarly, cooktop replacement and oven servicing were attended to promptly and efficiently. Housing staff are supportive and encouraging with home maintenance and my personal home design plans. I have confidence in both government and my own housing team's ability to help me deal effectively with all issues that arise.'

In 2023, all states and territories had either lower or the same satisfaction rates with day-to-day maintenance compared with 2021, aside from South Australia which increased from 75% to 76%. Tenants in community housing (66%) had the highest satisfaction rate with day-to-day maintenance services in 2023. New South Wales community housing tenants (60%) had the lowest satisfaction rate (Figure Maintenance.1, Table S5.1).

Western Australian community housing tenants had the highest satisfaction with emergency maintenance services in 2023 (87%), followed by Queensland (82%). Tasmania (70%) was the lowest of all the states and territories (Figure Maintenance.1, Table S5.1).

Tenants living in homes with structural problems

Satisfaction with maintenance services decreased with an increasing number of structural problems. For more robust analysis on the importance of structural problems on overall satisfaction, see the regression analysis .

Rates of satisfaction with maintenance services were particularly low among those living in dwellings with multiple structural problems (Figure Maintenance.2, Table S5.4). While the proportions varied between the different social housing programs, the pattern was consistent. Satisfaction rates were highest for tenants living in dwellings with no structural problems and progressively decreased with 1, 2 and 3 or more structural problems. The pattern was more marked with day-to-day maintenance, with tenants in all housing programs having satisfaction rates below 35% when their dwelling had 3 or more structural problems.

'Since I've moved in maintenance has not been upkept, from blocked plumbing, poor insulation/sealant peeling from waterproofed areas while the organisation sends unrelated tradies to try and cover up structural issues with the unit that were known about prior to moving in.'

'Routine structural maintenance is never done. House painting, stumps, steps, exposed insulation, etc, are left to deteriorate despite them being aware of the issues.'

Figure Maintenance.2: Satisfaction with maintenance services (%), by social housing program and number of structural problems in the dwelling, 2023

This interactive bar chart shows the tenant satisfaction with maintenance services was lower when there were more structural problems with the residence. This trend was consistent for both day-to-day maintenance and emergency maintenance and within each housing program.

Day to day maintenance

Emergency maintenance

Per cent

No structural problems	76.4	
One structural problem	60.6	
Two structural problems	54.1	
Three or more structural problems	31.5	
No structural problems		82.7
One structural problem		71.1
Two structural problems		72.9
Three or more structural problems		46.5
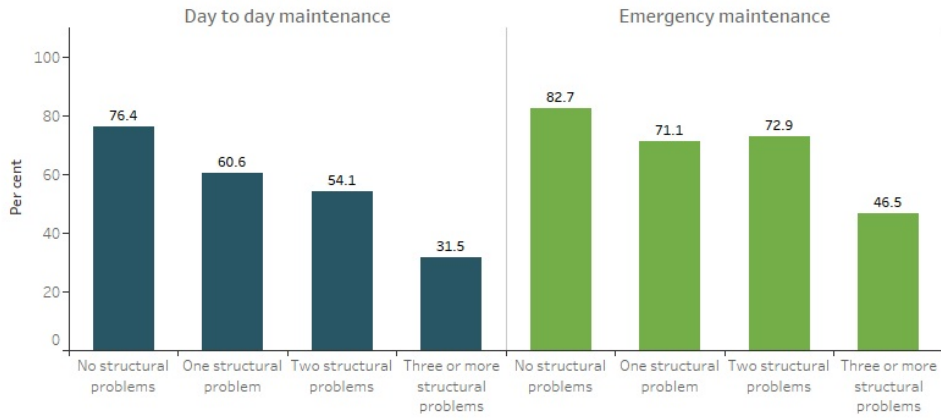
Source: National Social Housing Survey 2023. Supplementary Table S5.4.

Reported benefits of living in social housing

On this page:

- Tenants gained economic, health and social benefits
- Tenants in outer regional and remote areas felt various psychosocial benefits
- Tenants reported other benefits

Broadly, a goal of social housing is to provide affordable, safe and secure housing to those with limited opportunity to access other forms of housing (Freund et al. 2022). Social housing has been found to reduce financial burden, increase levels of support, and often remove individuals from situations where their wellbeing might be at risk of harm (Taylor et al. 2023). The greater security of tenure provided by social housing has been found to have multiple benefits such as the creation of safer and better resourced communities, boosting economic mobility, and the improvement of physical and mental health (Baumgartner et al. 2023).

Although tenants typically gain multiple benefits from living in social housing, benefits are not guaranteed (Cheshire et al. 2014; Muir et al. 2020; Ong et al. 2022; Pawson et al. 2020). Holding et al. (2019) note that individuals living in social housing are 1.5 times more likely to suffer with poor mental health, and 4 times more likely to report that the condition of their housing has a negative impact on their health. To explore whether the social housing provided to tenants improved their health and wellbeing, tenants were asked about some of the benefits they perceived to gain from living in social housing.

NSHS question about benefits of social housing

Information about the benefits of living in social housing was obtained from responses to the following question:

For you, what are the benefits of living in social housing?

Survey respondents were asked to select Yes, it is a benefit, No, it is not a benefit or Not applicable from a list of nominated benefits.

The estimates presented in this chapter are the proportion of tenants who agree the nominated item is a benefit of living in social housing (after excluding those who answered 'Not applicable').

This section categorises the specific benefits surveyed into the following 3 broad life domains: economic, health and social (Figure Benefits.1), and reports some of the results relating to the specific benefits nominated in the questionnaire.

Figure Benefits.1: Life domains included in the National social housing survey
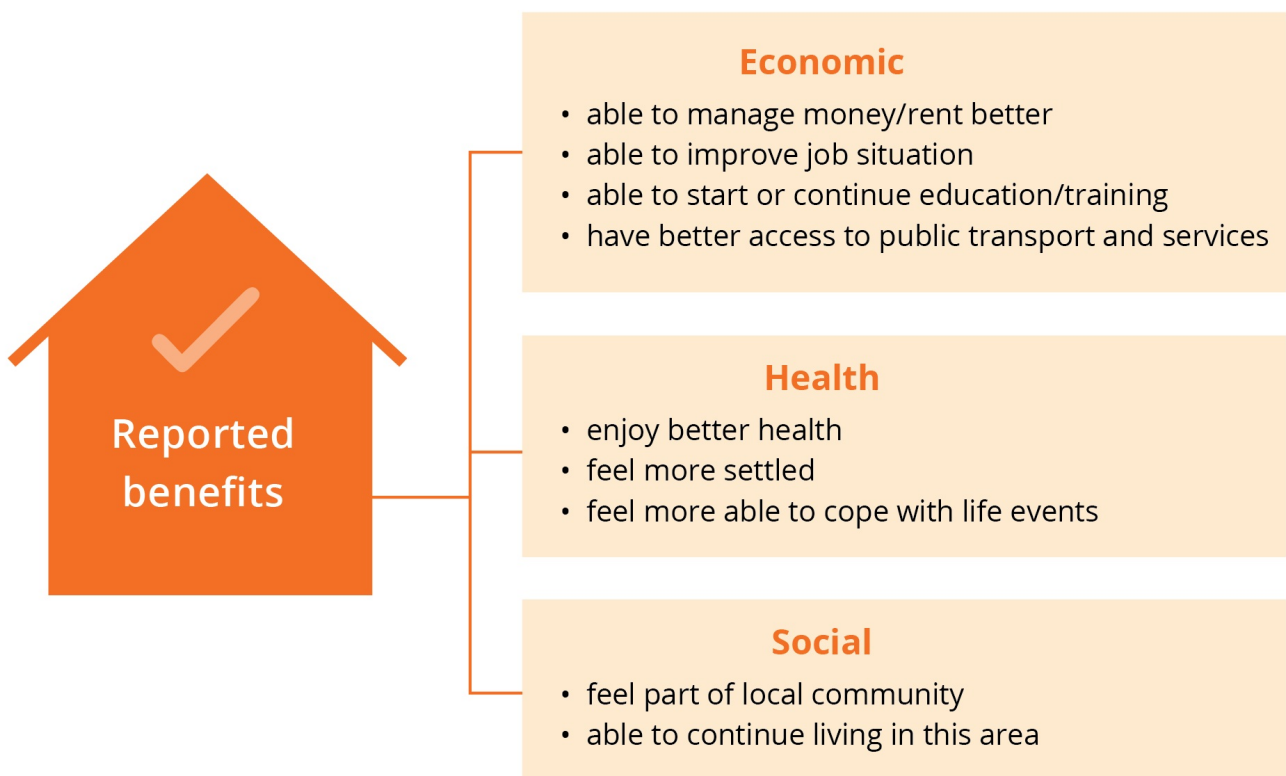
Tenants gained economic, health and social benefits

In 2023, around 80% of tenants reported benefits across all life domains – economic, social and health. However, tenants reported benefits across 2 domains more often than 3 (Figure Benefits.2, Table S2.1). Nonetheless, almost all tenants reported gaining at least one broad benefit from living in social housing – be it economic (97%), health (95%) or social (92%).

> 'We live in a beautiful place. We have access to good schools.'
>
> 'I feel so blessed that housing has been given to me. I love where I am, I love the neighbours, I love the convenience of where I live and I love the care that I'm given. I'm eternally grateful.'
>
> 'Feel more secure, without financial issues of private housing. I feel very supported in this home.'

Figure Benefits.2: Benefits of living in social housing by broad category, 2023

This interactive bar chart shows the proportion of tenants experiencing benefits from living in each of the social housing programs. Over 90 per cent of tenants reported either an economic, health or social benefit. The proportion of tenants reporting more than one benefit type was lower.

Source: National Social Housing Survey 2023. Supplementary Table S2.1.

Although the reported benefits of living in social housing were relatively similar across states and territories as well as all 3 housing programs, SOMIH te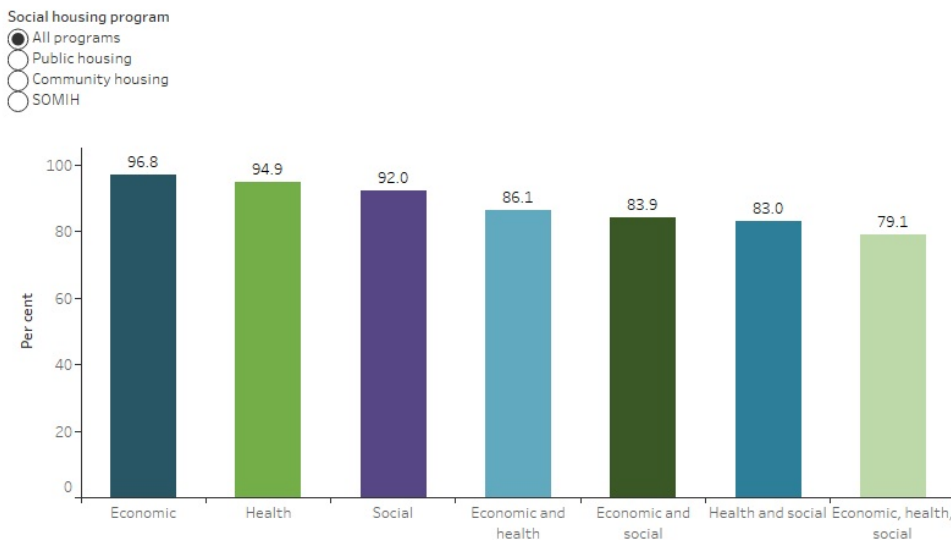nants generally reported benefits across all domains and combinations of domains at a higher proportion than the other housing programs (Figure Benefits 3.1, Table S2.1).

Across all the housing programs, the most common benefits for tenants were 'feeling more settled' (94%), 'being able to manage rent/money better' (93%), and 'able to continue living in the area' (91%) (Figure Benefits.3, Table S2.2). The least common benefit tenants reported across all programs was 'feeling more able to start or continue education/training' (75%), and 'feeling more able to improve their job situation' (72%).

> 'Have amazing access to shops and the centre of town. Transport is super easy to access with tram being just a five min walk down the road and bus stop out the front of my house. My therapy service is a short trip on the tram. Can be finally settled in my own house after being in and out of refuges and transitional housing for 5 years.'
>
> 'It is a benefit to be secure in my housing, no fear of unexpected rent increases, no unexpected selling or eviction. This security and stability is so crucial, to not only myself but my children, the stress relief improves all of our daily financial functions and enables us to set goals and achieve them.'
>
> 'I feel part of a small community of people like myself and more secure than in any private rentals. Also able to cope with the cost of living better.'
>
> 'The benefits for me are the rent affordability, knowing that the landlord isn't going to sell and I would have to find an alternative place to live, feeling safe and secure in the community and very close to services e.g. buses shops and doctors.'

Figure Benefits.3: Benefits by housing program, states and territories, 2023

This interactive bar chart shows specific benefits experienced by tenants within each of the social housing programs over time within each state and territory. The highest proportion of tenants across all programs in 2023 reported feeling more settled, followed by being able to manage rent and money better.

State/territory: Australia
Social housing program: ● All programs ○ Public housing ○ Community housing ○ SOMIH
Year: ○ 2023 ○ 2021 ○ 2018 ○ 2016 ○ 2014
Benefit type: ■ Health benefit ■ Social benefit ■ Economic benefit

Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program

Source: National Social Housing Survey 2023. Supplementary Table S2.2.

Tenants in outer regional and remote areas felt various psychosocial benefits

> 'Stability and able to make the house our home without fear of having to move. Improved mental health. Sense of belonging. Making long term friends in the local community. Can make gardens. Allowed to make minor alterations e.g. shade sails and air conditioning.'
>
> 'I feel blessed to have safe, secure and affordable housing; where I am connected with our community, we look out for each other.'

Tenants living in outer regional and remote and very remote areas felt 'part of the local community' (87% and 90%, respectively) at significantly higher proportions than those living in other areas and reported 'better access to public transport' (83% and 66%) at a significantly lower proportion compared with tenants in other areas. Tenants living in outer regional areas reported all health and social benefits, as well as 'able to manage rent/money better' at significantly higher proportions than those living in other areas (Figure Benefits.4, Table S2.4).

Figure Benefits.4: Benefits by social housing program and remoteness area, 2023

This interactive bar chart shows specific benefits experienced by tenants within each of the social housing programs by remoteness area. For all remoteness areas across all housing programs in 2023, tenants reported feeling more settled, and being able to manage rent and money better as their top 2 benefits.
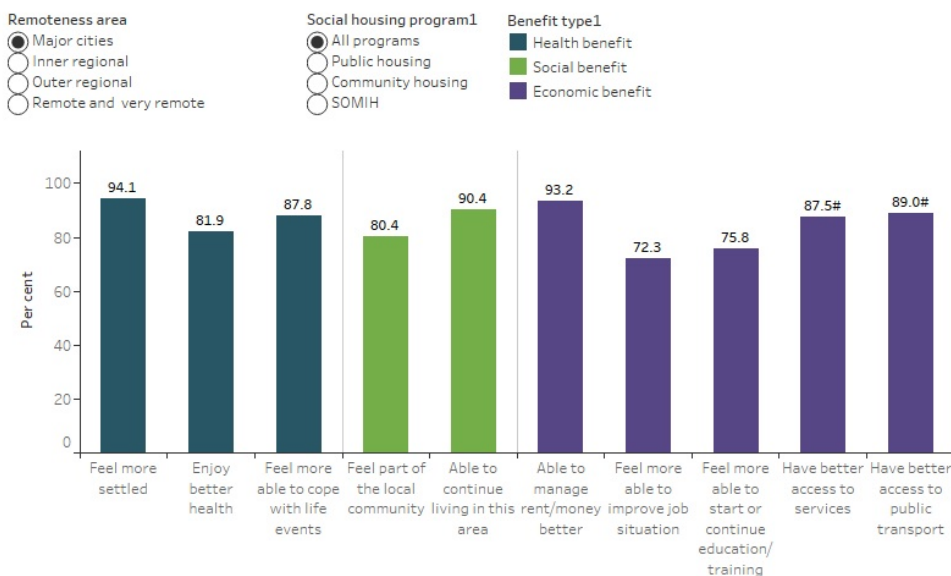
Remoteness area: ● Major cities ○ Inner regional ○ Outer regional ○ Remote and very remote
Social housing program1: ● All programs ○ Public housing ○ Community housing ○ SOMIH
Benefit type1: ■ Health benefit ■ Social benefit ■ Economic benefit

Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other remoteness areas combined, with the same level of satisfaction, in the same social housing program

Source: National Social Housing Survey 2023. Supplementary Table S2.4.

Tenants reported other benefits

Tenants were provided an option to report any additional benefits they felt as a result of being in social housing. Many of the comments reiterated benefits of the domains, with tenants commenting about the positive impact housing stability had on their overall wellbeing. This included being able to avoid homelessness, improved mental health and improved family relationships.

> 'Since employment opportunities are few & far between these days & job stability is not what it once was due to the economy, I can rest easier knowing that my rent will be adjusted to more or less accommodate my financial situation, whatever it may be. I've been homeless once; I never want to be in that situation again.'
>
> 'Security for starters. I still have nightmares about being homeless. This flat is weatherproof, snake and vermin free, my own space to live and exist. I have established an orchard and a vegetable garden in the back yard. First time in many, many years I have had a secure place to live a simple life and just 'be'.'
>
> 'Housing has helped me a lot thank you for looking after homeless women in general.'

References

Baumgartner J, Rodriguez J, Berkhout F, Doyle Y, Ezzati M, Owuso G, Quayyum Z, Solomon B, Winters M, Adamkiewicz G and Robinson BE (2023) 'Synthesizing the links between secure housing tenure and health for more equitable cities', *Wellcome Open Research*, 7, 18, doi:10.12688/wellcomeopenres.17244.2.

Cheshire L, Pawson H, Easthope H and Stone W (2014) 'Living with place disadvantage: community, practice and policy', *AHURI Final Report No. 228*, AHURI, Melbourne.

Freund M, Sanson-Fisher R, Adamson D, Norton G., Hobden B and Clapham M (2022) 'The wellbeing needs of social housing tenants in Australia: an exploratory study', *BMC Public Health* 22, 582, doi:10.1186/s12889-022-12977-5.

Holding E, Blank L, Crowder M, Ferrari E and Goyder E (2020) 'Exploring the relationship between housing concerns, mental health and wellbeing: a qualitative study of social housing tenants', *Journal of public health*, 42(3):e231–e238, doi:10.1093/pubmed/fdz076.

Muir K, Powell A, Flanagan K, Stone W, Tually S, Faulkner D, Hartley C, and Pawson H (2020) ''A pathway to where?' Inquiry into understanding and reimagining social housing pathways', *AHURI Final Report No. 332*, AHURI, Melbourne, doi:10.18408/ahuri-7118001.

Ong R, Singh R, Baker E, Bentley R and Hewton J (2022) 'Precarious housing and wellbeing: a multidimensional investigation', *AHURI Final Report No. 373*, AHURI, Melbourne, doi:10.18408/ahuri8123801.

Prentice D and Scutella R (2019) 'What are the impacts of living in social housing? New evidence from Australia', *Housing Studies*, 35(4):612–647, doi:10.1080/02673037.2019.1621995.

Pawson H, Milligan V and Yates J (2020) Housing Policy in Australia: A Case for System Reform, Palgrave Macmillan, Singapore.

Taylor S, Johnson G, Watson J and Tyrrell E (2023) 'Healthy, happy and housed? 12-month results from a longitudinal study of new social housing tenants', Union Housing Research Lab, Melbourne.

Needs of tenants – amenities

On this page:

- Amenities met the needs of most tenants in 2023
- Amenity needs met varied by priority groups

Housing amenities are vitally important to improving social housing tenants' standard of living. Many amenities such as thermal comfort, security, and modifications and fixtures for tenants with special needs as well as the overall quality of the property have been demonstrated to contribute to tenants' health and wellbeing (Rolfe et al. 2020).

Measuring the extent to which tenants had their need for amenities met provides an insight into which amenities tenants had the greatest need for and which amenities tenants were most satisfied with.

> **NSHS question about whether amenities meet tenants' needs**
>
> Information about whether features of a tenant's home meet their needs was obtained from responses to the following question:
>
> **Please indicate if these features currently meet the needs of your household or not.**
>
> Respondents were asked to respond for a list of amenities (see Figure Amenities.1).

Amenity of home

- thermal comfort
- energy efficiency
- safety/security of home
- indoor and outdoor storage
- fixtures for special needs
- car parking
- structural modifications for special needs
- ease of access and entry
- number of bedrooms
- water efficiency
- size of living spaces
- privacy of home
- fencing or enclosure of your outdoor space
- safety/security outside of the home within the neighbourhood

Amenities met the needs of most tenants in 2023

The majority of tenants reported that most of the features (that is, amenities) in their homes met the needs of their household (Figure Amenities.1, Table S3.1).

Although the rate of amenity needs met was high overall in 2023, there was variation between states and territories and housing programs and over time (Figure Amenities.1, Table S3.1). Nationally in 2023:

- the most commonly met amenity needs of public housing tenants were ease of access and entry (92%), access to outdoor space (91%), number of bedrooms and water efficiency (both 89%); the least commonly met amenity needs were outdoor storage (64%), thermal comfort (68%) and indoor storage (70%).
- among community housing tenants, the most commonly met amenity needs were ease of access and entry (95%), access to an outdoor space (93%) and water efficiency (92%); outdoor storage (64%), indoor storage (77%) and energy efficiency (77%) were the least met needs.
- the most commonly met amenity needs of SOMIH tenants were ease of access and entry (96%), access to an outdoor space (94%) and car parking (93%); outdoor storage (63%), indoor storage (69%) and thermal comfort (71%) were the least met needs.

> 'Housing has provided me with a brand new 2 bedroom apartment with a lift and carpark, they have been quite supportive with their community inclusion programs and maintenance.'
>
> 'Overall I'm satisfied with the level of maintenance usually – now after 4 years of asking for a shed/storage we still have not received any. One of our bedrooms (which was supposed to be our son's) is our storage room.'

Figure Amenities.1: Social housing tenants – needs met for an amenity (%), by social housing program, states and territories, 2023

This interactive horizontal bar graph shows the proportion of tenants whose needs were met by listed amenities, within each of the social housing programs over time. For Australia, 'Ease of access and entry' was the most commonly met tenant need in all social housing programs in all years.
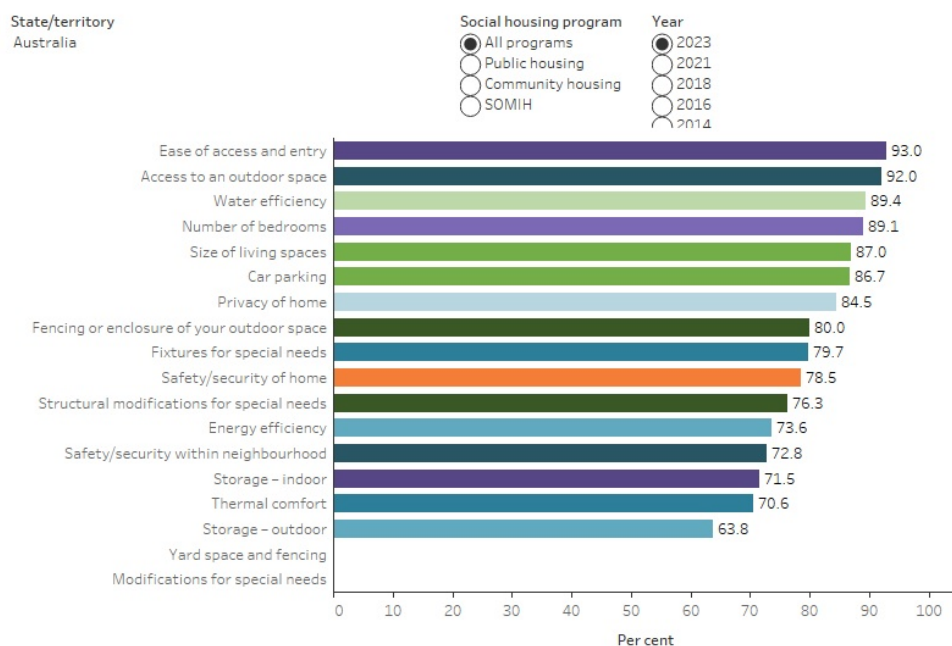
State/territory
Australia

Social housing program
- All programs
- Public housing
- Community housing
- SOMIH

Year
- 2023
- 2021
- 2018
- 2016
- 2014

Amenity	Per cent
Ease of access and entry	93.0
Access to an outdoor space	92.0
Water efficiency	89.4
Number of bedrooms	89.1
Size of living spaces	87.0
Car parking	86.7
Privacy of home	84.5
Fencing or enclosure of your outdoor space	80.0
Fixtures for special needs	79.7
Safety/security of home	78.5
Structural modifications for special needs	76.3
Energy efficiency	73.6
Safety/security within neighbourhood	72.8
Storage – indoor	71.5
Thermal comfort	70.6
Storage – outdoor	63.8
Yard space and fencing	
Modifications for special needs	

Note: # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program

Source: National Social Housing Survey 2023. Supplementary Table S3.1.

Are housing amenities meeting the needs of priority groups?

'Even though an Occupational Therapist's report has been forwarded to housing with recommendations to provide a railing so I can get outside my back yard, the step off the backdoor is too deep for me to exit this. Housing knows and has been made aware that I can't exit my rear back door and I'm on Disability Support Pension and I'm also receiving NDIS for at least 2 years and still nothing has been done.'

'They came quickly to repair the window. I've got taps that haven't been fixed. We've had to fix our taps many times ourselves. The screens have not been fixed. We've never had a door handle. It's ridiculous.'

'I'm dissatisfied as we don't have a maintenance person for any emergency or non-emergency repairs. We have had to temporarily fix things while waiting for repairs to be done. We also don't have any privacy in the backyard due to the fence being lower than regular and have multiple people invading our privacy.'

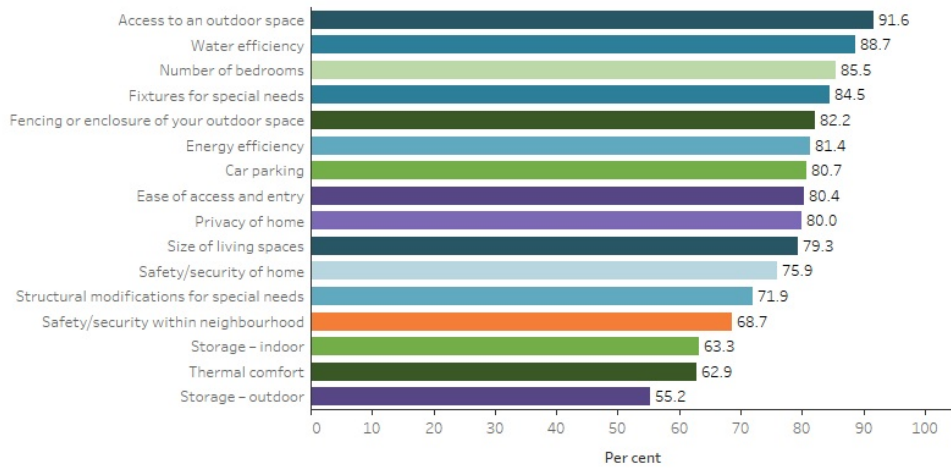In 2023 (Figure Amenities.2, Table S3.7) among tenants of all social housing programs:

- Indigenous households' needs were met less often than non-Indigenous households for most amenities, in particular, safety/security of home (70% compared with 81%, respectively), indoor storage (63% compared with 73%) and thermal comfort (63% compared with 72%) (Table S3.2).
- Tenant needs were less likely to be met among households with disability for all surveyed amenities compared with households without a person with disability, in particular, structural modifications for special needs (68% compared with 80% respectively), energy efficiency (66% compared with 76%), thermal comfort (63% compared with 73%) and safety/security of home (71% compared with 81%) (Table S3.3).
- Among tenants who had experienced homelessness in the last 5 years, a lower proportion reported that their needs were met across most amenities compared with other tenant groups, in particular, outdoor storage, privacy of home and number of bedrooms, privacy of the home and size of living spaces (Table S3.4).
- Tenants living in households with children less commonly reported their needs were met across all amenities compared with those living in households without children, in particular, indoor storage (52% compared with 76% respectively), thermal comfort (54% compared with 74%) and number of bedrooms (75% compared with 92%) (Table S3.5).

'I'm satisfied and dissatisfied. Firstly Housing was lovely with this apartment and my last rental property as they were very helpful with moving in, great friendly environment/ neighbours and regularly maintained in common areas. I'm very dissatisfied that I have lived here for 10 months with my 2 children and I haven't yet received my storage area in the basement.'

Figure Amenities.2: Social housing tenants – needs met for an amenity (%), by priority group, 2023

This interactive horizontal bar graph shows the proportion of tenants whose needs were met by listed amenities, for the priority population groups. Outdoor storage was the least commonly met need of all priority groups.

Priority population group 15–24 years	Per cent
Access to an outdoor space	91.6
Water efficiency	88.7
Number of bedrooms	85.5
Fixtures for special needs	84.5
Fencing or enclosure of your outdoor space	82.2
Energy efficiency	81.4
Car parking	80.7
Ease of access and entry	80.4
Privacy of home	80.0
Size of living spaces	79.3
Safety/security of home	75.9
Structural modifications for special needs	71.9
Safety/security within neighbourhood	68.7
Storage – indoor	63.3
Thermal comfort	62.9
Storage – outdoor	55.2

Per cent

Source: National Social Housing Survey 2023. Supplementary Table S3.7.

References

Rolfe S, Garnham L, Godwin J, Anderson I, Seaman P and Donaldson C (2020), 'Housing as a social determinant of health and wellbeing: developing an empirically-informed realist theoretical framework', *BMC Public Health*, 20(1):1–19, doi:10.1186/s12889-020-09224-0.

Needs of tenants – location of their home

On this page:

- Location of home met the needs of most tenants in 2023
- Location needs met varied by priority groups

Where people live can have far-reaching implications to their health, and the quality of life they may enjoy (Paddison 2012). It can affect whom they can socialise with, where they can work, what schools they can attend, and which services they can reasonably access (Ong et al. 2022; Paddison 2012; Phibbs and Thompson 2011). As such, it is often a critical factor in people's housing choice, as the impacts to health and wellbeing can be substantial.

The limited number of available dwellings in specific locations and social housing allocation policies can limit social housing location choice when housing is offered to tenants on the waiting list (Flanagan et al. 2020). Because of this, it is critical to explore whether tenants' homes meet their location related needs, such as access to education and training facilities, employment and friends and family.

> ## NSHS question about whether location of home meets tenants' needs
>
> Information about whether the location of a tenant's home meets their needs was obtained from responses to the following question:
>
> **For each of the following access to services, are your needs met in your current home (including the needs of those who live with you)?**
>
> Respondents were asked to respond for a list of facilities and services.

> 'We are very happy to live where we are, as we can walk to all the shops, post office, café.'
>
> 'Close to friends, community support, job, church, services for my children.'
>
> 'I'm only 10 minutes from the hospital, city centre, library, parks, and shops, public transport is fantastic, and there is a great selection of venues I can go to with family and friends.'

Location of home met the needs of most tenants in 2023

In 2023, nearly all tenants reported at least one of their location-related needs were met, with similar results across states and territories. Of the needs surveyed:

- Access to public transport (95%), parks and recreational facilities or sporting facilities (94%) and schools (93%) were the most commonly reported location needs met among public housing tenants (Figure Location.1, Table S4.1).
- Among community housing tenants, access to parks and recreational facilities or sporting facilities (96%), hospitals (95%), and shops and banking (94%) were the most common location-related needs met.
- Satisfaction with access to schools (98%), hospitals (96%), and parks and recreational facilities or sporting facilities (96%) were also high among SOMIH tenants nationally, however, there was some variation between state and territory results.

Figure Location.1: Satisfaction (%) with access to facilities and services, by social housing program, states and territories, 2014 to 2023

This interactive horizontal bar graph shows the satisfaction of tenants with their access to facilities and services, within each of the social housing programs over time. For almost all items in 2023, 90% or more of tenants were satisfied.
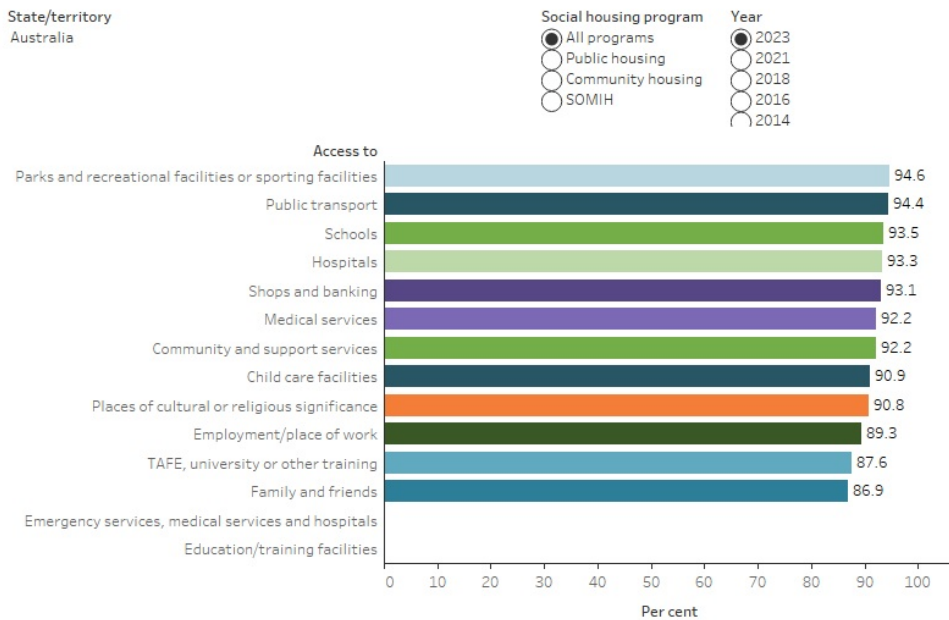
Social housing program
⦿ All programs
○ Public housing
○ Community housing
○ SOMIH

Year
⦿ 2023
○ 2021
○ 2018
○ 2016
○ 2014

Access to

Parks and recreational facilities or sporting facilities	94.6
Public transport	94.4
Schools	93.5
Hospitals	93.3
Shops and banking	93.1
Medical services	92.2
Community and support services	92.2
Child care facilities	90.9
Places of cultural or religious significance	90.8
Employment/place of work	89.3
TAFE, university or other training	87.6
Family and friends	86.9
Emergency services, medical services and hospitals	
Education/training facilities	

0 10 20 30 40 50 60 70 80 90 100

Per cent

Notes:
1. # indicates the proportion of households in the indicated social housing program, with the indicated level of satisfaction, is statistically significantly different (p <= 0.05) from the proportion of households in the other states/territories combined, with the same level of satisfaction, in the same social housing program
2. 'Places of cultural or religious significance' was added as an option for this question in 2023.
..

Location needs for priority groups

The location-related needs of priority groups can differ compared with other households. For example, access to health services may be important for tenants with specific disability needs.
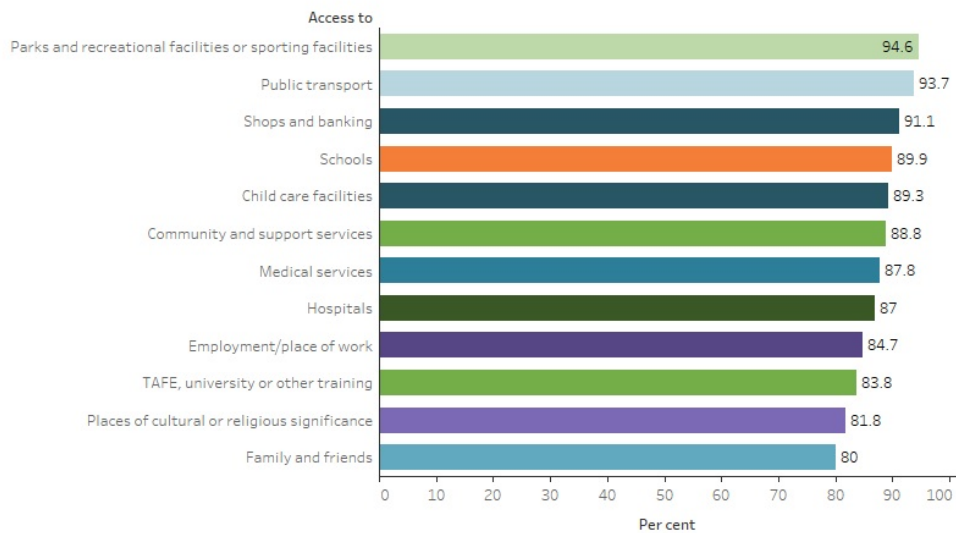
In 2023 (Figure Location.2, Table S4.7) among tenants of all social housing programs:

- Households with disability were less likely to report that the location of their dwelling met their needs than others. For example, a lower proportion of tenants in households with one or more persons living with disability reported that their dwelling met their needs for access to family and friends (81% compared with 89% for other households) and employment/place of work (84% compared with 91%).
- Across all programs, tenants who recently experienced homelessness (that is, in the last 5 years) reported less often that their needs were met by the location of their current home than other households; access to employment/place of work (82%) was the least location-related need met.
- The needs met by the location of the home were mostly similar between Indigenous households and non-Indigenous households. However, a lower proportion of Indigenous tenants reported that their homes provided access to family and friends (82%) and medical services (89%) compared with other households.

Figure Location.2: Satisfaction (%) with access to facilities and services, by priority population groups, 2023

This interactive horizontal bar graph shows the satisfaction of tenants with their home's access to facilities and services, for the priority population groups. Access to parks and recreational facilities or sporting facilities, schools, and public transport were the items with highest satisfaction across all priority groups in 2023.

Community and support services | 92.2

Priority population group
15–24 years

Access to

Access to	Per cent
Parks and recreational facilities or sporting facilities	94.6
Public transport	93.7
Shops and banking	91.1
Schools	89.9
Child care facilities	89.3
Community and support services	88.8
Medical services	87.8
Hospitals	87
Employment/place of work	84.7
TAFE, university or other training	83.8
Places of cultural or religious significance	81.8
Family and friends	80

Note: 'Places of cultural or religious significance' was added as an option for this question in 2023.

Source: National Social Housing Survey 2023. Supplementary Table S4.7.

References

Flanagan K, Levin I, Tually S, Varadharajan M, Verdouw J, Faulkner D, Meltzer A and Vreugdenhil A (2020) 'Understanding the experience of social housing pathways', *AHURI Final Report No. 231*, AHURI, Melbourne, doi:10.18408/ahuri-4118301.

Ong R, Singh R, Baker E, Bentley R and Hewton J (2022) 'Precarious housing and wellbeing: a multidimensional investigation', *AHURI Final Report No. 373*, AHURI, Melbourne, doi:10.18408/ahuri8123801.

Paddison R (2012) 'Housing and neighbourhood quality: Urban Regeneration', *International Encyclopedia of Housing and Home: 288–293*, doi:10.1016/B978-0-08-047163-1.00228-9.

Phibbs P and Thompson S (2011) 'The health impacts of housing: toward a policy-relevant research agenda', *AHURI Final Report No. 173*, AHURI, Melbourne.

Technical notes

2023 NSHS data collection and reporting methodology

Introduction

This appendix provides an overview of the 2023 National Social Housing Survey (NSHS) data collection and reporting methodology. Further information on the 2023 NSHS methodology, including a copy of the final questionnaire, can be found in the 2023 NSHS methodological report prepared by Lonergan Research, available in the Related material section of this report.

Data collection

The data quality statement for the 2023 NSHS is available online. Key information is as follows.

Survey scope

The 2023 NSHS collected information from tenants of 4 social housing programs – public housing (PH), community housing (CH), state owned and managed Indigenous housing (SOMIH), and Indigenous community housing (ICH).

Data collection methodology

Among PH, CH and SOMIH tenants (the latter South Australia and Tasmania only), the 2023 NSHS was conducted via a mail-out paper questionnaire, with an option provided for online completion.

Among SOMIH tenants in New South Wales and Queensland and a small number of ACT Community housing tenants, the 2023 NSHS was conducted via face-to-face interview. Face-to-face interviews were also conducted for all ICH tenants in Queensland. Where tenants were not at home, a drop-at-home survey pack was left at the property.

The 2023 NSHS used the same survey instrument across all housing programs, with the exception of 5 state-specific questions for Queensland. Before 2010, the survey content differed slightly across programs, reflecting different areas of interest in relation to each program. Since 2012, the adoption of more consistent survey instruments has allowed greater data comparability across social housing programs. See the Related materials for more information.

Each state and territory provided information for each tenancy and each social housing program to Lonergan Research. To protect tenancy privacy and confidentiality, information was handled in line with relevant legislation. All remoteness areas were included in the sample. For the postal component of the survey, various factors (see Survey and interview response rates) may have affected the number of responses received from tenants in these areas.

Sample design

Consistent with 2021, stratified sampling was undertaken to reduce sampling error and to maximise the chance that state and territory/ program sample targets were met. Minimum sample quotas were again employed for remoteness-based strata. For New South Wales, additional stratification was undertaken based on Department of Communities and Justice districts. Quotas were set for each jurisdiction/housing strata, as shown in Table A1. The actual responses received are shown in Table A2.

Table A1: Quotas set for 2023 NSHS, by housing program and state/territory

Jurisdiction	PH	SOMIH	CH	ICH
NSW	500	500	540	n.a.
Vic	500	. .	350	n.a.
Qld	1000	500	500	500
WA	500	. .	350	n.a.
SA	500	300	700	n.a.
Tas	400	200	400	n.a.
ACT	500	. .	200	. .
NT	500	n.a.	n.a.	n.a.

. .   Not applicable (state or territory does not have the program)

n.a.   Not available (state or territory not in scope for the 2023 NSHS in the program)

Survey and interview response rates

The response rate for the mail-out/online component of the 2023 NSHS was 26%; for face-to-face interviews, it was 65%. Some non-response bias is expected. The Sample alignment with administrative data section examines key differences between the sample population and the actual population – therefore providing some indication of the potential for non-response bias. Apart from sample weighting (see Weighting following this section), no adjustments have been made for non-response bias.

Changes to the management of tenant privacy has meant that Lonergan Research was unable to be provided with personal information for most tenants in both 2021 and 2023. Letters were instead addressed 'to the tenant', which impacted on response rates, partly because individuals are more likely to open mail that is addressed to them personally. Where no personal information was provided, tenants could not be sent digital reminders which also contributed to a drop in response rates.

Slower postal services since the COVID 19 pandemic also impacted on response rates in 2023. Response rates by housing program and state and territory are provided in Table A2.

Table A2: 2023 NSHS coverage and response rates (%), by housing program, by state and territory

	PH Responses (no.)	PH Response rate	CH Responses (no.)	CH Response rate	SOMIH Responses (no.)	SOMIH Response rate	ICH Responses (no.)	ICH Response rate
NSW	457	22.1	529	23.1	548	56.4	n.a.	n.a.
Vic	517	27.3	344	22.6	. .	. .	n.a.	n.a.
Qld	941	24.9	502	29.3	512	68.0	483	74.8
WA	500	32.2	336	30.9	. .	. .	n.a.	n.a.
SA	500	37.1	653	25.1	226	18.1	n.a.	n.a.
Tas	397	33.7	384	25.4	27	16.5	n.a.	n.a.
ACT	524	32.9	167	22.9	. .	. .	. .	n.a.
NT	464	17.5	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

Notes

1. For the mail-out/online component, the response rate was calculated as the number of completed surveys returned as a percentage of the total tenants mailed (excluding any that were returned to sender). For face-to-face surveys, the response rate was calculated as the number of completed interviews as a percentage of the total number of interviews attempted.
2. SOMIH tenants were surveyed via face-to-face interviews in New South Wales and Queensland, and ICH tenants were also surveyed face-to-face. South Australia and Tasmania SOMIH tenants were surveyed via mail out. Response rates between the 2 methodologies are not directly comparable.

Weighting

Consistent with the 2021 NSHS, a grouped weighting methodology was employed. Population groups were created across 3 variables: housing type, state and territory, and remoteness. The weighting was calculated as follows: the number of households in each population group divided by the number of usable survey responses. All population counts were confirmed by the states and territories.

Sampling error

The estimates are subject to sampling error. Relative standard errors (RSEs) are calculated for findings from the 2023 NSHS to help the reader assess the reliability of the estimates. Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% are marked as such and should be interpreted with caution. Those with RSEs greater than 50% are considered too unreliable and are not published. To help interpret the results further, 95% confidence intervals (the estimate plus or minus 2 standard errors) are available online as supplementary tables to the 2023 NSHS.

Non-sampling error

The estimates are subject to both sampling and non-sampling errors. The survey findings are based on self-reported data. Non-sampling errors can arise from errors in reporting of responses (for example, failure of respondents' memories or incorrect completion of the survey form), or the unwillingness of respondents to reveal their true responses. Further non-sampling errors can arise from coverage, interviewer or processing errors. It is also expected that there is some level of non-response error where there are higher levels of non-response from certain subpopulations.

Comparability with previous NSHSs

Surveys in this series began in 2001. Over time, the survey's methodology and questionnaire design have been modified. The sample design and the questionnaire of the 2023 survey differ in some minor respects from previous versions of the survey. Further details are available in Related materials.

The revisions of the survey undertaken for the 2021 NSHS were the most substantial since 2012. These revisions included some restructuring of sections, changes to question wording, the addition of COVID 19 pandemic-related questions and new state-specific questions (for South Australia PH/SOMIH and the Australian Capital Territory PH). For 2023, the COVID-19 pandemic-related questions were removed and

replaced with questions relating to neighbours and wellbeing.

The 2023 NSHS sampling and stratification methods were similar to those for the 2021 survey: a sample was randomly selected from each stratum. Some additional location-based stratification was undertaken for New South Wales in 2021 and 2023.

Caution should be used when comparing NSHS trend data or data between states and territories due to differences in response rates and non-sampling errors. Some substantial decreases in response rates for mail-out surveys were observed in 2021 and response rates were largely stable moving into 2023.

As in 2016, 2018, and 2021, the data collected for SOMIH was sourced using 2 methodologies: via mail-out and via face-to-face interview. Since 2016, the mail-out approach was used for SOMIH tenants in South Australia and Tasmania and the face-to-face approach was used for SOMIH tenants in New South Wales and Queensland. In 2021 the approach in Queensland for these tenants changed from face-to-face (used in 2016 and 2018) to mail-out due to COVID-19 pandemic restrictions. This reverted back to face-to-face in 2023.

Different methodologies not only influence the overall response rate, but also have potential impacts on the completion of each question and how tenants perceived and responded to questions. Trend data from before 2016 (and also in 2016 and 2018 for Queensland) and comparisons between states and territories, should therefore be interpreted with caution.

Refer to data quality statements for the 2014 NSHS, 2016 NSHS, 2018 NSHS and 2021 NSHS and their accompanying technical reports before comparing data across surveys.

Reporting methodology – respondents versus households

Responses to the NSHS can report information:

- about the social housing tenant completing the survey (the respondent), such as age and gender
- that refers to themselves and other individuals in the social housing household, such as whether there are any adults in the household currently working full time
- on behalf of all members of their household, such as whether the location of their dwellings meet the needs of the household.

In each instance, this is noted under the relevant chart or table throughout the report.

It is important to distinguish between household-level responses and responses to those questions that specifically target the individual who completed the survey. Responses related to the individual completing the survey may not apply to other members of the household.

It should also be noted that, where survey respondents have provided information on behalf of other household members, they have not been asked if they had consulted members in formulating their responses.

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the corresponding values were set to missing. Cleaning rules resulted in the imputation of responses for some missing values. Missing responses were excluded from the numerator and denominator of estimates presented in this report.

Sample alignment with administrative data

As part of the NSHS, tenants who responded to the survey were asked to report the gender and age of all members of their household; they were also asked questions to establish if anyone in the household was Indigenous or had a need for assistance due to disability. Table B1 compares the age and gender distribution of all 2023 NSHS household members with similar information from administrative data collections. The distribution of 2023 NSHS households across selected household-level characteristics is also compared with corresponding information from administrative data collections.

For this analysis, the 2023 NSHS data were weighted. Weighting helps account for over- or under-representation of particular groups of tenants in the responding sample, to the extent that these differences reflect differences across states and territories by remoteness and housing program categories (these are the groups, or strata, used to determine weights for sample responses).

As Table B1 shows, while there was broad alignment between the 2023 NSHS and administrative data results, there were also some differences, particularly among SOMIH households. This may be partly due to the much smaller size of that program, so that relatively small differences in numbers would lead to greater differences in proportions.

Within PH and CH, tenants aged 5–17 appeared to be under-represented in the NSHS, compared with administrative data, while the profile of NSHS SOMIH tenants was younger than in the administrative data. SOMIH was conducted via face-to-face interviews in New South Wales and Queensland which contributed more than one-third of the total SOMIH sample. It may be that the different collection methodologies resulted in different response biases.

One characteristic recording a noticeable difference between 2023 NSHS results and the corresponding information drawn from administrative data is household composition. For all programs, the proportion of sole parents with children was markedly higher in the NSHS than in the administrative data collections, and the proportion of group or mixed composition households was lower in the NSHS.

While most of the NSHS analysis in this report drew on information about the entire time a tenant had been living in social housing, in Table B1, NSHS information about time in the current home was used, as that information would more closely compare with information about tenure length from administrative data collections. Even so, it appeared that households who had been in social housing for longer were over-represented in the NSHS, particularly among SOMIH tenants.

Finally, there were some discrepancies between the NSHS and administrative data in the proportions of Indigenous households, and households where there was one or more household member with disability.

Table B1: Distribution of 2023 NSHS households and occupants across selected characteristics, compared with distribution in 2023 administrative collections (%)

Gender (all occupants)	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Males	40	44	44	45	39	44
Females	49	56	53	55	51	55
Other/not stated	11	1	3	0	9	1

Age (years) (all occupants)	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Under 5	4	4	8	5	4	5
5 to 17	16	21	29	31	12	19
18 to 24	5	7	11	12	7	9
25 and over	69	67	50	52	68	67
Not stated	6	0	1	0	9	1

Household composition	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Single adult	57	58	24	21	61	62
Couple only	9	7	5	4	10	5
Sole parent with dependent children	17	13	36	26	14	11
Couple with dependent children	5	3	11	8	4	2
Group and mixed composition	4	16	21	41	4	2
Not stated	8	4	3	1	6	5

Tenure length (years)	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
2 years or less	14	14	15	14	22	n.a.
Over 2 to 5 years	17	17	17	21	20	n.a.
Over 5 to 10 years	16	20	17	23	19	n.a.
Over 10 to 15 years	13	12	12	18	17	n.a.
Over 15 to 20 years	10	10	9	6	6	n.a.
Over 20 years	27	19	30	10	14	n.a.
Not stated	3	7	1	8	3	

Indigenous household status	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Indigenous household	12	14	97	100	13	11
Non-Indigenous household	78	66	3	0	79	85

Household disability status	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Not determined	9	20	1	1	8	4

Household disability status	PH NSHS 2023	PH Admin. data	SOMIH NSHS 2023	SOMIH Admin. data	CH NSHS 2023	CH Admin. data
Person(s) in household with disability	27	40	15	20	24	30
No person in household with disability	71	50	84	44	74	65
Not determined	2	11	1	36	2	5

Note:

1. Components within each characteristic may not add to 100% because of rounding.
2. ICH has not been included in this table due to limited information at this level of detail

Sources: AIHW National Housing Assistance Data Repository; NSHS 2023.

Regression analysis – details

Regression analysis of NSHS data to examine the statistical relationships between multiple explanatory factors and tenant satisfaction. This type of statistical technique shows which individual factors are significantly associated with tenant satisfaction, after simultaneously accounting for the confounding effects of the other factors included in the model (see, for example, Sperandei 2014).

In particular, regression analysis was used to help answer the following key questions:

- What are the most important factors associated with tenant satisfaction, after accounting for differences in geography, demographic and housing-related factors?
- Do the factors associated with satisfaction differ depending on the type of housing program?
- How do we account for apparent differences in satisfaction between different populations? What factors best explain the observed differences?

This appendix provides a detailed description of the regression analysis method and results.

Method

Logistic regression was the statistical technique used for this analysis. Logistic regression is an appropriate analytical technique to use when the outcome variable has 2 categories. In the analysis used for this report, the outcome variable had 2 categories: whether the social housing tenant was satisfied (satisfied or very satisfied) or not satisfied (neither satisfied nor dissatisfied, dissatisfied or very dissatisfied) with the services provided by their housing organisation.

A regression model was developed that included variables available in the NSHS data set (referred to as factors in this report) that had been identified in previous analyses as being potentially related to tenant satisfaction, along with key geographic, psychosocial and sociodemographic factors (Table C1). This model (Model 1) was used to analyse all social housing tenants in the 3 main programs combined – PH, CH and SOMIH. Similar models were used to analyse tenants within each program – (Models 2–4). The only differences in Models 2–4 compared with Model 1 were:

- Models 2–4 did not include housing program as a variable, as each was single-program only.
- Model 3 (SOMIH) did not include the variable Whether Indigenous household as the SOMIH program is specifically targeted at Indigenous households.

More information about the variables used in the analysis is provided in Table C1. To have a point of reference, so that the direction and size of a factor's relationship with satisfaction can be seen, a base case (reference category) is assigned for each variable in the model (for example, for the variable housing program, the base case is PH). The reference group is a hypothetical group of tenants with all the base case characteristics combined.

Base cases for each variable were selected because they provide a useful point of reference – for example, they were the bottom or top of a variable range (for example, age group 0–34, education less than Year 10, employed); they represented the most common group (for example, PH, major cities, Non-Indigenous households, households without disability, no children in household, no structural problems, 7 working facilities, 'adequate' home utilisation, house as the previous dwelling type, no experience of homelessness in the last 5 years, very comfortable asking neighbour for help, no experience of household income going down, no experience of struggling to pay rent or bills, no experience of high level of worry or anxiety, no experience of high level of loneliness or isolation, no experience of difficulties in personal relationships); or they represent a benchmark for tenant satisfaction (for example, Queensland, and living in social housing for 0–5 years).

The logistic regression analyses were conducted in R using the 'svyglm' function to incorporate survey design and weights. The survey weight was included in these analyses to partly account for over- or under-representation (by housing program, state/territory and remoteness and program type) of particular groups of tenants in the responding sample.

Table C1: Variables and categories used in the regression model

Variable/category	Variable construction
Outcome variable:	Outcome variable:
Tenant satisfaction	Observations with invalid or missing responses were excluded from the analysis.
Satisfied	Satisfied = Very satisfied or satisfied
Not satisfied	Not satisfied = Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied
Explanatory variables (factors)	Explanatory variables (factors)
State/territory NSW, Vic, Qld (base case), WA, SA, Tas, ACT, NT	As recorded. No missing or invalid responses.
Remoteness Major cities (base case), Inner regional, Outer regional, and Remote/very remote	Categories 'Remote' and 'Very remote' were combined. No missing or invalid responses.
Age group (years) 0–34 (base case) 35–44, 45-54, 55-64, 65 and over	Observations with invalid or missing responses were excluded from the analysis. Self-reported continuous age of the main tenant was grouped into categories.
Highest level of education Bachelor degree or above, Certificate, Apprenticeship, Diploma or Advanced Diploma, Years 11–12, Year 10, lower than year 10 (base case)	Observations with invalid or missing responses were excluded from the analysis. Categories 'Year 11' and 'Year 12' were combined. Categories 'Did not go to school', 'Year 6 or below', 'Year 7', 'Year 8' and 'Year 9' were combined.
Employment status Employed (base case) Not employed	Observations with invalid or missing responses were excluded from the analysis.
Whether Indigenous household (this factor not in SOMIH model) Indigenous household Household not Indigenous (base case)	Observations with invalid or missing responses for any of the relevant questions were excluded from the analysis. Classified as Indigenous if tenant identified that they or another member of their household were Indigenous. Classified as non-Indigenous if tenant (a) did not identify any member of their household (including themselves) as Indigenous and (b) identified that they (and any other members of the household)
Whether person with disability in household One or more persons with disability in household, other households (base case)	Observations with invalid or missing responses for the relevant questions were excluded from the analysis. Classified as at least one person with disability in household if tenant identified that they or another member of their household had difficulties seeing, hearing, walking or climbing stairs, remembering or concentrating, self-care or communicating using usual language due to a long-term physical, mental or emotional health condition. Else classified as no household members with disability.
Children in household One or more children in household, no children in household (base case)	Observations with invalid or missing responses were excluded from the analysis. Classified as one or more children in household if the household includes at least one tenant aged under 18. Else classified as no children in household.
Housing program Public housing (base case), community housing, state owned and managed Indigenous housing	As recorded by fieldwork provider No missing or invalid responses.

Number of structural problems	Observations with invalid or missing responses were excluded from the analysis.
0 (base case), 1, 2, 3+	
Number of working facilities	Observations with invalid or missing responses were excluded from the analysis.
0–6, all 7 nominated (base case)	
Housing utilisation	Observations with invalid or missing responses to the relevant questions were excluded from the analysis.
Overcrowded, Adequate (base case), Underutilised	Refer to Canadian National Occupancy Standard definition in Glossary.
Time living in social housing (years)	Observations with invalid or missing responses were excluded from the analysis.
0–5 (base case), 6-10, 11-15, 16+	Categories 'Less than a year', '1-2 years' and '3-5 years' were combined, categories '16–20' and '21 or more' were combined.
Previous dwelling type	Observations with invalid or missing responses were excluded from the analysis.
House/ townhouse/ flat (base case), Other than a house/ townhouse/ flat	All categories other than 'House/townhouse/flat' were combined into a single category, comprising caravan/cabin/boat/mobile home, no dwelling/improvised dwelling/motor vehicle/tent, and temporary accommodation/institution/other.
Previous homelessness	Observations with invalid or missing responses were excluded from the analysis.
Had not experienced homelessness in the last 5 years (base case), Had experienced homelessness in the last 5 years.	Classified as having experienced homelessness in the last 5 years.
Neighbours	Observations with invalid or missing responses were excluded from the analysis.
Very comfortable asking for help (base case), comfortable, neither comfortable nor uncomfortable, uncomfortable or very uncomfortable.	Uncomfortable and very uncomfortable combined.
Wellbeing	Observations with invalid or missing responses were excluded from the analysis.
Had not experienced household income going down (base case), Had experienced household income going down	

Results

The results from the regression analysis are in the form of predicted probabilities. These are the likelihood, estimated by the models, of a tenant's reporting that they are satisfied given they hold a particular set of characteristics (a category for each of the factors included in the model). This can be compared with the predicted probability for the reference group, who hold all the base case characteristics. A higher probability for a particular category (say, the category community housing for the factor housing program), when compared with the reference group, indicates that the category of interest (in the example just given, CH) is positively associated with tenant satisfaction in comparison to the base case (for housing program the base case is PH). A negative difference between the category of interest and the reference group indicates a negative association (for example, SOMIH versus the base case of PH).

The predicted probability (expressed as a percentage) was derived from the R 'svyglm' outputs, which were in the form of odds and odds ratios. This was done as follows (see ABS 2012; Eckel 2008):

Step 1. The predicted probability for the reference group was calculated. The log-odds for the reference group is reported in the R output as the model intercept. To convert this to a predicted probability, the log-odds was converted to odds by exponentiating the log-odds. The odds was then converted to a predicted probability using the formula:

$$Predicted\ probability = \frac{odds}{(1+odds)} \times 100$$

Step 2. The odds ratio (exponentiating the model coefficients of the R output) for each factor category was applied to the reference group odds (obtained from Step 1) to obtain the odds for that factor category (with all other factors having the reference category values). This was then converted to a predicted probability using the formula provided in Step 1.

Step 3. The difference between the predicted probability for the factor category and the reference group was obtained.

Table C2 shows the predicted probability of the reference group for each model, and the number of observations for each.

Table C2: Summary of logistic regression models

	M1 – All tenants	M2 – PH only	M3 – SOMIH	M4 – CH
Predicted probability of reference group (%)	94	96	91	91
Number of observations	5795	2819	1006	1972

Note: See Table C1 for the base case for each variable in the models – these are the characteristics of the reference groups

Factor by factor, the regression results presented in Table R.3 show:

- The predicted probability of satisfaction for a tenant with the characteristics of the reference group (the base case categories combined), except in the factor of interest (category as shown).
- The p value of model estimates – this indicates the level of confidence we can have in there being a relationship between a factor category and the outcome (satisfaction). The smaller the p value, the greater the confidence of an association between the factor and the outcome. A typical convention is to describe p values of less than 0.05 as being statistically significant (with a 95% level of confidence). However, there may be results that do not meet this standard but are still of importance or interest (perhaps they complement/align with other findings, or the magnitude of the association is large). Conversely, not all differences with a p value < 0.05 are necessarily important or noteworthy, especially if the effect is small.

An example will illustrate how to use the results from Table R.3 by examining the factor structural problems using Model 1 (M1). The preceding table (Table C2) shows the predicted probability of being satisfied for the reference group in M1 is 94%. The base case for the factor structural problems is 0 structural problems in the home. The results presented in Table R3 for the categories 1 structural problem through to 3 or more structural problems allow us to see the predicted change in satisfaction when comparing tenants with no structural problems to tenants with one or more, while holding all other factors constant. The predicted probability in M1 of being satisfied for tenants living with 3 or more structural problems is 76%. This is substantially lower than the probability of being satisfied for the reference group (94%), with a category of 0 structural problems. Not only is the effect large, it is also statistically significant (p<0.0001).

Abbreviations and symbols

Abbreviations

Term	Meaning
AIHW	Australian Institute of Health and Welfare
CNOS	Canadian National Occupancy Standard
CH	community housing
CI	confidence interval
ICH	Indigenous community housing
NSHS	National Social Housing Survey
PH	public housing
RSE	relative standard error
SOMIH	state owned and managed Indigenous housing

Symbols

Symbol	Meaning
. .	not applicable
n.a.	not available
n.p.	not published because of small numbers, confidentiality or other concerns about the quality of the data

References

ABS (2012) A Comparison of Volunteering Rates from the 2006 Census of Population and Housing and the 2006 General Social Survey methodology, ABS website, accessed 30 January 2024.

ABS (2018) Australian Statistical Geography Standard (ASGS): volume 5—remoteness structure, ABS website, accessed 30 January 2024.

Eckel S (2008) Interpreting logistic regression models, viewed 18 December 2018,

Sperandei S (2014) 'Understanding logistic regression analysis', Biochemia Medica 24(1): 12–18, doi:10.11613/BM.2014.003.

Glossary

base case

A defined level for each variable (factor) included in the regression model, chosen as a point of reference for other categories within each factor. For example, in the factor housing program, the base case is PH. For more information see Identifying key factors within the Key factors associated with tenant satisfaction page.

Canadian National Occupancy Standard (CNOS)

A measure of the number of bedrooms a household needs to be appropriately accommodated. It is sensitive to both household size (number of people) and household composition (age, gender and couple relationships). The CNOS specifies that:

- no more than 2 people shall share a bedroom
- parents or couples may share a bedroom
- children under 5, either of the same sex or opposite sex, may share a bedroom
- children under 18 of the same sex may share a bedroom
- a child aged 5–17 should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 and over and any unpaired children require a separate bedroom.

community housing (CH)

Housing that offers short, medium or long-term tenure for low-income individuals and families, or those with particular needs not well catered for by the private market. CH is generally delivered by not-for-profit organisations and covered in the National Social Housing Survey in all states and territories except the Northern Territory. Currently, the CH program operates in all states and territories.

demographic profile

A term used to describe a demographic grouping or segment of the population. This can include age bands, gender, educational attainment and labour force status.

facilities

An amenity or piece of equipment provided in a home for a particular purpose. For the list of amenities examined in the 2023 NSHS see Supplementary table S3.1. See also working facility.

homelessness

Describes times when the respondent had to live in emergency accommodation provided by a homelessness agency or had stayed temporarily with friends or relatives because they had nowhere to live, or had been totally without permanent shelter, or had lived in shelter unlawfully (such as squatting in derelict buildings).

Note: 'homelessness' can be defined in different ways for different purposes.)

household

Either a group of 2 or more related or unrelated people who usually reside in the same dwelling, and who make common provision for food or other living essentials; or a single person living alone who makes provision for their own food and other essentials.

household composition

The grouping of people living in a dwelling. In general, household composition is based on couple and parent–child relationships. In the NSHS, tenants are asked to select a category that best describes their household, based on:

- whether they are a single person, couple or extended family, and
- whether they are living with one or more children, or
- whether they are a group of unrelated adults, or
- some other situation.

Indigenous community housing (ICH)

Housing owned or managed by an Indigenous community housing organisation. These organisations may either directly manage the dwellings they own or sublease tenancy management services to the relevant state/territory housing authority or another organisation. This housing is made available to households with at least one Indigenous tenant. ICH is provided in all states and territories except the Australian Capital Territory.

Indigenous household

A household which contains one or more people who identify as being of Aboriginal and/or Torres Strait Islander origin.

overcrowding

A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard.

predicted probability

For any choice of factor values (base case or otherwise), each regression model developed for the 2023 NSHS estimates the chance that a tenant with the nominated characteristics would be satisfied with services from their housing provider. This chance of satisfaction is called the predicted probability.

public housing (PH)

The publicly owned or leased dwellings administered by state and territory governments (also referred to as public rental housing). PH aims to provide appropriate, affordable and accessible housing, mainly for low-income households who have difficulty in obtaining and maintaining housing in the private market.

reference group

A hypothetical group of tenants with all the base case characteristics combined. The group, along with its predicted probability of being satisfied, is used as a point of reference for regression analysis results. For more information see Identifying key factors within the Key factors associated with tenant satisfaction page.

regression analysis

A statistical technique that identifies significant relationships between variables (characteristics or factors) and an outcome, after simultaneously accounting for the confounding effects of other factors. The regression analysis used in this report identifies relationships between housing, demographic and geographic factors and tenant satisfaction.

remoteness

Remoteness areas divide Australia into broad geographical regions that share common characteristics of remoteness for statistical purposes. There are 5 remoteness classes:

- *Major cities*
- *Inner regional*
- *Outer regional*
- *Remote*
- *Very remote*.

Remoteness is based on relative access to services and is measured using the Accessibility and Remoteness Index of Australia (ABS 2018).

satisfaction rate

The percentage of tenants who were satisfied or very satisfied with services provided by their housing organisations, in relation to either overall housing services, day-to-day maintenance services or emergency maintenance services.

social housing

Rental housing that is funded or partly funded by government, and that is owned or managed by the government or a community organisation and let to eligible people. This housing includes:

- public housing
- state owned and managed Indigenous housing
- community housing
- Indigenous community housing.

state owned and managed Indigenous housing (SOMIH)

Housing that is administered by state governments and specifically targeted at households with at least one Indigenous member. SOMIH aims to provide appropriate, affordable and financially accessible housing for low- to moderate-income Indigenous households. As at 30 June 2023, SOMIH is provided in New South Wales, Queensland, South Australia, Tasmania and the Northern Territory.

structural problems

In this report, refers to problems in the home reported by respondents to the NSHS:

- rising damp (moisture absorbed from the ground into walls or floors)
- major cracks in walls/floors
- sinking/moving foundations
- sagging floors
- walls/windows not square (out of alignment)
- wood rot/termite damage
- major electrical problems
- major plumbing problems
- major roof defect
- other structural problems.

underutilisation

A situation where a dwelling contains 2 or more bedrooms that are surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.

working facility

An amenity or piece of equipment provided in a home for a particular purpose, in correct working order.

See also Housing assistance – Glossary

Fact sheets by state

Notes

Data quality statement

National Social Housing Survey, 2023 – Data Quality Statement

---

Data

Report editions

This release

National social housing survey 2023 | 03 May 2024

Previous releases

- National Social Housing Survey 2021 |
  Web report | 20 Oct 2022
- National Social Housing Survey 2018 |
  Publication | 18 Jul 2019
- National Social Housing Survey: detailed results 2016 |
  Publication | 10 Aug 2017
- National Social Housing Survey: detailed results 2014 |
  Publication | 28 Aug 2015
- National Social Housing Survey: detailed results 2012 |
  Publication | 05 Dec 2013

Related material

This report, National social housing survey 2023, is the latest in a series of publications presenting results from surveys of social housing tenants conducted every 2 years. The earlier reports can be accessed from Report editions of the current report.

The 2023 National Social Housing Survey Methodological Report includes detailed information on elements such as survey sampling, design and fieldwork, and copies of materials used in the survey process. To request a copy, please email NSHS@aihw.gov.au.

The 2023 National Social Housing Survey fact sheets are available by state, territory and national level.

Resources

Related topics

- Homelessness services