Community Housing
National Data Collection

Jurisdiction Processing and Data Manual
2014-15

Contents

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
ARIA	Accessibility/Remoteness Index of Australia
CDs	Census Collection Districts
CH	Community Housing
CHO	Community Housing Organisation
CNOS	Canadian National Occupancy Standard
CRA	Commonwealth Rent Assistance
HHDN	Housing and Homelessness Data Network
NAHA	National Affordable Housing Agreement
NRAS	National Rental Affordability Scheme
RoGS	Report on Government Services

Introduction

This manual has been developed by the Australian Institute of Health and Welfare (AIHW) to assist the collection and reporting of national data for Community Housing (CH).

The 2012-13 version of the Community Housing data set specification (is available from: http://meteor.aihw.gov.au/content/index.phtml/itemId/290515), this provides standard concepts, definitions and procedures to enable the collection and reporting of performance data that are comparable across states/territories. The 2013-14 Data Set Specifications (DSS) will be published to METeOR when approved by HHDN. When approved the DSS will be available at the following location: http://meteor.aihw.gov.au/content/index.phtml/itemId/594489. Historically the DSS has been approved after the CH collection has been finalised. The AIHW is actively working to have the approval of the collection DSS brought forward.

The content in this manual and related data set specification reflects the decisions made by the relevant intergovernmental committees, including the Housing and Homelessness Data Network.

The manual is ordered sequentially and covers the phases to be undertaken for data collection and processing by the AIHW, states/territories and Community Housing organisations (CHOs).

This manual is intended to be used in conjunction with the:

- information guides prepared for community housing providers; and
- *AIHW VALIDATA Housing Collection Guide 2014-15*.

This manual is **not** a reference for community housing organisations. The survey kits provided by the AIHW include the relevant documentation for community housing organisations.

Findings from the national community housing data collection will be published, such as in the annual Report on Government Services and performance reports, the two-yearly Indigenous Expenditure Report and various AIHW reports. States/territories retain ownership of the data. However by signing off the finalised data and data quality information, states/territories acknowledge and authorise the AIHW to use and release the data.

The data is used for performance reporting to the federal government, and stored in the national housing assistance data repository for use in the AIHW publications and in responding to ad hoc data requests.

For further information or assistance, please contact housing@aihw.gov.au.

Section 1 – The Community Housing Data Collection

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1.1 What is the Community Housing data collection?

1.2 What information does the CH data collection contain?

      Scope and coverage of the collection

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！！！ Please note that this section applies to <u>all</u> states/territories.

1.1 What is the Community Housing data collection?

Community housing (CH) is rental housing provided for low to moderate-income or special-needs households, managed by community-based organisations that have received capital or a recurrent subsidy from government. Community housing models vary across states/territories, and the housing stock may be owned by a variety of groups including government.

The AIHW compiles CH data that are collected from the states and territories on an annual basis. The CH data collection captures data held by state and territory housing authorities on all community housing organisations managing government-funded dwellings.

All state and territory governments provide information to the Federal Government about the CH sector. The AIHW manages this collection of CH data on behalf of all states and territories. The information collected is used by the AIHW to report state, territory and national information about the sector.

The community housing national data collection draws on different forms of data:

- **Administrative data**—unit record level dwelling and community housing provider information stored in state and territory information systems.

- **Data collection survey data**—information provided by individual community housing providers on their organisation, dwellings managed, tenants assisted and the costs associated with providing community housing. The survey is undertaken at either an aggregate or unit record (i.e. household) level. States and territories are responsible for managing the survey process.

These data are used for reporting in the Report on Government Services (RoGS) and AIHW internal publications, bulletins and in response to ad hoc data requests.

1.2 What information does the Community Housing data collection contain?

1.2.1 Scope and coverage of the collection

The Community Housing data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the financial year is also collected. Dwellings are excluded where the tenancy management function is managed under:

- Public Rental Housing

- the Aboriginal Rental Housing Program state/territory owned and managed Indigenous housing

- the Crisis Accommodation Program.

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations such as those that are not registered or funded by the state/territory housing authority and inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by community housing organisations.

Victoria, Western Australia, South Australia, Tasmania, the Australian Capital Territory and New South Wales supply unit record level data. These data include details on individuals, organisations, dwellings and associated tenancies of the organisations that responded to the survey. Queensland and the Northern Territory submit finalised aggregate data, which includes dwelling- and organisational-level data, but not information on individual tenancies or persons. Queensland provides aggregate data supplemented by unit record administrative data for funded organisations, properties and current waitlist applications. The Northern Territory does not provide any household data.

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information is sourced from community housing organisations via a survey tool and/or from administrative records held by state/territory housing authorities.

The data are highly relevant for monitoring trends in the number of households assisted in community housing. The data are used for many purposes, including by policy-makers to evaluate both the living conditions of tenants in community housing dwellings, the amount of rent paid by tenants relative to their income, and to assess the efficiency of community housing organisations in providing dwellings.

Additional information on the scope of each state/territory can be found in **Appendix F**.

1.2.2 Reference Period

Data is to be provided in relation to two reference periods:

• *point in time,* that is, **status at 30 June of the reference year**.

Generally assistance is ongoing or current at the end of the financial year for these records. Where assistance **ceased on 30 June**, these records are **also counted**. Such items are usually described as "…at 30 June".

• *financial year,* **for the period of 1 July to 30 June of the reference year**.

These records were current at any point during the financial year, and are not necessarily current as of 30 June. Financial year indicators must be greater than or equal to point in time indicators in magnitude. These items are usually described as "…for the year ending 30 June".

1.2.3 Data items

The **list of data items** and applicable formatting and value requirements for the Community Housing Collection can be found in '**Appendix A: List of Data items – Formatting and Value Requirements'.**

Until the DSS is approved by HHDN and published to METeOR, the contents of this manual form the specifications of the collection for 2014-15. These will be incorporated and updated in METeOR at a later date.

Section 2 – The AIHW *Validata* tool

❗❗❗ **Please note that this section applies to <u>all</u> states/territories.**

From the 2013-14 collection, states/territories have been using the AIHW *Validata* tool to validate their respective data and submitting data quality information for the purpose of this collection.

- *Validata* is a secure website that allows data to be automatically checked for errors prior to submission to the AIHW.

- States/territories **upload and validate data via the *Validata*** website before submitting files to the AIHW, also via *Validata*. Subsequent quality assurance processes are undertaken by the AIHW.

- Validation results are available to users shortly after data is uploaded (i.e. 5 minutes on average), for each data upload, and on the *Validata* website.

- States/territories can:
    - submit data to the AIHW;
    - view error results / validation reports;
    - preview descriptors;
    - discuss issues with the AIHW via the *Validata* website (this replaces emails and discussion within the Excel-based processing workbooks);
    - sign off the data (this replaces the manual sign-off forms).

These changes are significant and streamline data processing in a number of ways. This includes:

- Improving data processing efficiencies by providing users with more timely and detailed validation results for their jurisdiction without the AIHW intervention.
- Improving record-keeping by providing a dedicated and secure website that holds all records relating to each jurisdiction's annual data collection (i.e. complete audit trail of all submissions and results, questions asked, and advice provided).
- Improving the quality assurance and data sign-off processes by providing states/territories with more detailed reports.

This system replicates the validation rules that were applied in previous collections.

For more information about *Validata* please refer to the *AIHW VALIDATA Housing Collections Guide 2014-15.*

Section 3 – Completing the Community Housing data collection: overview of the process

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3.1 General overview

3.2 Key dates

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3.1 General overview

The phases involved in the 2014-15 community housing national data collection are illustrated in **Figure 1**, and described below:

- **Phase 1**: the AIHW sends supporting documentation to states/territories.

- **Phase 2**: States/territories prepare administrative data and send them to CHOs. To prepare administrative data for CHOs, states/territories can:
    - Prepopulate kit 1 or kit 2 provided by the AIHW; or
    - Populate the 'Organisation' and 'Dwelling' csv files.

  Before sending administrative data to CHOs, states/territories need to ensure a unique identifier has been attributed for each distinct organisation.

  Detailed information about the particular steps that need to be completed during this phase can be found in <u>Section 4</u> of this manual.

- **Phase 3**: CHOs check administrative data sent by states/territories and:
    - Make modifications if needed, complete the kits (consulting the *Survey Tool Information Guide* for guidance about how to complete Kit 1, and the *Data Validator Information Guide* for guidance about how to complete Kit 2), and return them back to states/territories ; or
    - Use internal processes to verify data.

  Phase 3 is not addressed in this manual. The *Survey Tool Information Guide* and *Data Validator Information Guide* provided with the kits contain the information relevant to this phase.

- **Phase 4**: States/territories:

- o Compile the data received from CHOs by transferring them into the final csv file templates provided by the AIHW;

- o Prepare final csv files and conduct quality assurance processes by uploading them onto the *Validata* website for validation;

   States/territories can validate the files as many times as is necessary to ensure that the quality of the data is high;

- o Calculate required performance information, populate the PI file accordingly, and submit to the AIHW using *Validata*;

- o Submit final validated csv files to the AIHW via the *Validata* website.

Detailed information about the particular steps that need to be completed during this phase can be found in <u>Section 4</u> of this manual.

- • **Phase 5**: the AIHW conducts additional quality assurance processes and prepares final results and data quality information for approval and reporting. States/territories will be consulted by the AIHW should issues concerning data quality be identified.

   Detailed information about the particular steps that need to be completed during this phase can be found in <u>Section 5</u> of this manual.

- • **Phase 6**: States/territories sign off the finalised data, performance indicators and data quality statements for national reporting.

   Detailed information about the particular steps that need to be completed during this phase can be found in <u>Section 5</u> of this manual.

AIHW

Phase 1
Preparing and sending processing documentation to jurisdictions

Phase 5
Finalising data and data quality information
Includes:
Checking validation results, finalising footnotes and data quality statements

Files and documentation sent to jurisdictions by the AIHW

Includes:
Kit 1 documentation, Kit 2 documentation, CH Data Manual, jurisdiction scope document, csv file templates, PI file, *Validata* User Guide and *Validata* reference sheets.

Includes:
Final csv files and PI file.

Files sent to AIHW via Validata website

JURISDICTIONS

Phase 2
Preparing and sending data and/or kits to CHOs
Includes:
Preparing reference year administrative data and sending it to jurisdictions for review, ensuring a unique organisation identifier is provided for each distinct provider, and choosing and sending the most appropriate kit to CHOs for them to complete.

Phase 4
Preparing and submitting final quantitative data
Includes:
Compiling data and preparing the final csv files, running files through the *Validata* until satisfied with the results, making required PI calculations, submitting the PI file using *Validata*, and submitting the final validated csv files using *Validata*.

Phase 6
Signing off data and data quality information

Files sent to organisations by jurisdictions

Includes:
Administrative data and appropriate collection tools

Includes:
Completed collection data materials and data quality comments.

Data files returned to jurisdictions by community housing organisations

COMMUNITY HOUSING ORGANISATIONS

Phase 3
CHOs review administrative data, populate the collection tools, and conduct quality assurance processes
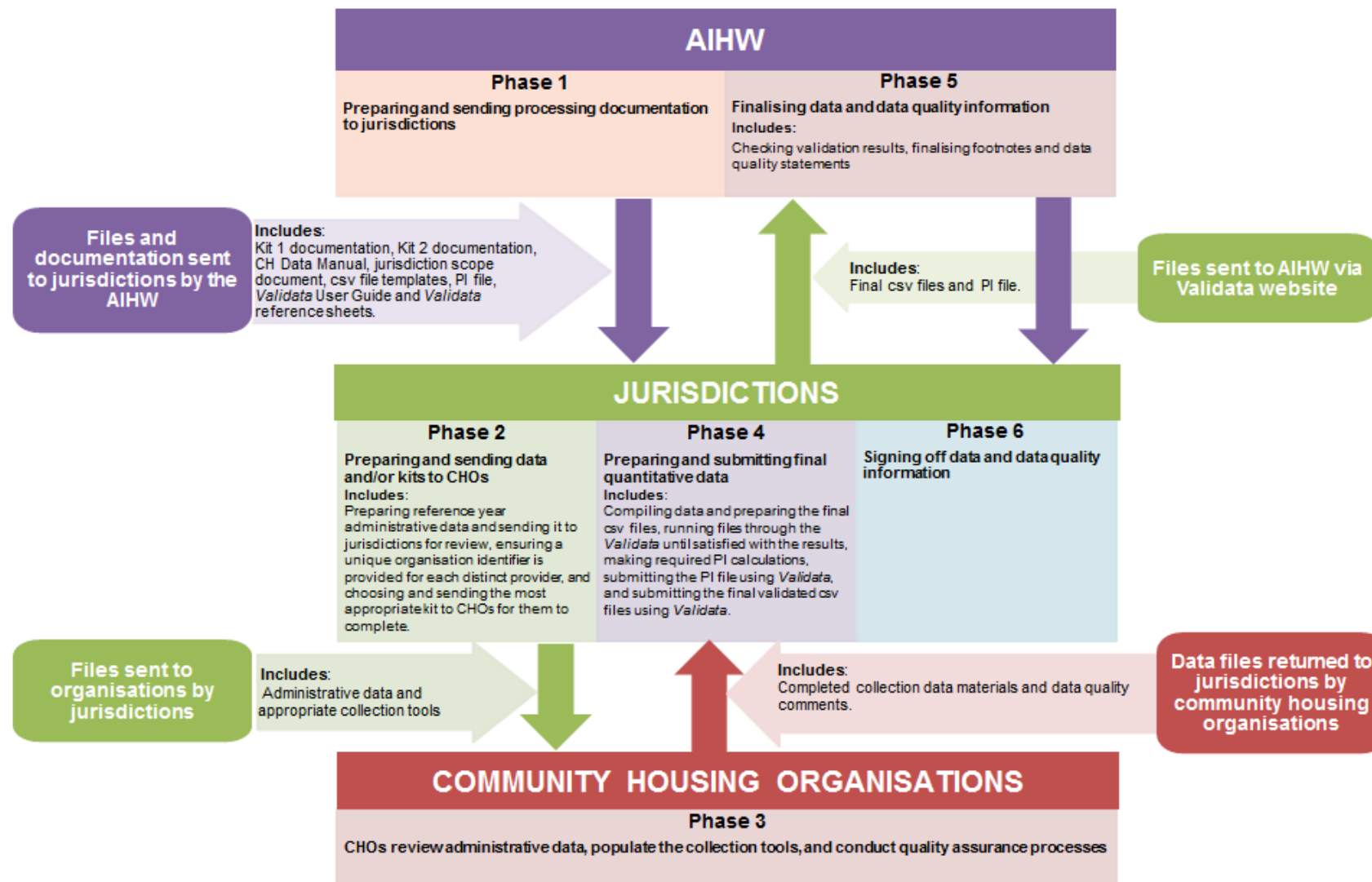
Figure 1: Community housing data collection and processing overview.

3.2 Key dates

The agreed timeline is outlined in the table below. Community Housing organisations are encouraged to prepare their data early and make any necessary amendments as soon as possible after 30 June 2015.

Table 2: Key dates

Date	Task
29 May 2015	AIHW to circulate process documentation and electronic files to states/territories
15 June	States/territories to circulate data and documentation to community housing organisations
1 Jul	Earliest date States/territories can commence uploading and validating all data to *Validata* website
24 July	Latest date organisations to return survey data to states/territories
1 July –11 Sept	States/territories to upload and validate files using *Validata*. Each load will generate the following reports after each file is uploaded: • Validation reports, • Descriptors report *(This report will be available as soon as testing is complete)* ○ descriptors ○ performance Indictors ○ comparison States/territories should liaise with CHO to rectify edits. States/territories should continue to upload and validate files until all edits are corrected or explanations are provided for outstanding edits. When satisfied with upload results, States/territories are to "Submit" their validated data to AIHW in *Validata*.
11 Sept	States/territories latest date to: • Have files to be "Submitted" in *Validata*. • Loaded into *Validata* via the provided PI file performance indicator data – DC2 (administrator net recurrent costs for 2013-14) and DC4 (the number of tenancy [rental] units that DC2 relates to) or finalised aggregate figures • Supply data quality information to AIHW
25 Sep	AIHW latest date to "Approved" data in *Validata* and send data quality statements for comments
2 Oct	States/territories latest date to "Signed-off" data in *Validata* and data quality statements
3 Nov	AIHW to send data and data quality statements to the Productivity Commission
Jan 2016	RoGS 2016 released

Section 4 – What do states/territories need to do?

4.1 Preparing data and sending kits to community housing organisations
> Preparing and sending data and/or kits to CHOs
> Choosing the most appropriate kit to send CHOs

4.2 Preparing and submitting your final quantitative data
> Compiling data and preparing your csv files for submission via *Validata*
> Running files through *Validata* until errors are solved and data quality is satisfied
> Making required PI calculations, populating the PI file provided by the AIHW, and submitting it via *Validata*
> Submitting final validated csv files

4.3 Providing information for footnotes and data quality statements

This section describes the processes involved in 'Phase 2' and 'Phase 4' of the CH data collection process, as outlined in Section 3 and Figure 1 of this document.

4.1 Preparing and sending data / kits to community housing organisations

This part describes the steps involved in 'Phase 2' of the CH data collection process, as outlined in Section 3 and Figure 1 of this document.

> States/territories should ensure:
>   - administrative data records are accurate by checking with each relevant CHO;
>   - a unique identifier is provided for each distinct provider; and,
>   - where relevant, the most appropriate kit is sent to the CHO to collect survey data.
>
> → Details on how to do this are provided below and vary depending on the jurisdiction.

4.1.1 Preparing and sending data and/or kits to CHOs

It is recommended that **all states/territories**

- prepare their 2014-15 administrative data and **forward them to CHOs to ensure records held by states/territories are accurate**:
    - For states/territories that will be providing unit record data to the AIHW the existing administrative dwelling data is to be pasted into the survey tool (kit 1) or csv files (kit 2) to allow CHOs to 'fill in the blanks' (i.e. insert tenancy

and person details for each dwelling) and to make any necessary modifications;

  o Alternatively, if states/territories will only be providing aggregate data to the AIHW, they may populate the 'Organisation' and 'Dwelling' csv files (and not the other two files) with administrative unit record data. These files do not differ from the files the other states/territories complete, just the method by which the jurisdiction completes the files differ in that they complete the files themselves. Internal processes should be used to verify administrative data is correct and up to date. The AIHW recommends sending the files to CHOs for verification. Unit record organisation and dwelling data is required from states/territories submitting finalised aggregate performance indicators.

- provide a **unique organisation identifier** for each distinct provider:

  o **If using kit 1**, the organisation identifier should be entered into cell 'J5' of the 'Provider worksheet'.

  To enter the organisation identifier, you will first need to unprotect the worksheet. Protect it again after you have entered the organisation identifier – the 'organisation identifier' data item will be populated automatically on the 'Dwelling', 'Tenancy' and 'Person worksheets as records are entered;

  o **If using kit 2**, states/territories will need to provide the organisation identifier on all required csv files;

Note: The AIHW intention is that all states/territories collect data at the unit record level by supplying all four csv files. We understand that some states/territories may not be able to meet this criteria and, if that the case, we would ask them to contact the AIHW stating their intentions. This manual provided information on both collection methods.

The below section will assist states/territories with choosing the appropriate kit depending on the CHO they are sending it to.

4.1.2 Choosing the most appropriate kit to send CHOs

States/territories should only send one of the survey kits to each CHO. States/territories should select the most appropriate kit for each organisation based on the information provided below. This is frequently determined by organisational size.

What should states/territories take into consideration when deciding what kit to send to what community housing organisation?

Table 3 below describes the pros and cons of each kit to assist states/territories with their decision:

Table 3: Kit 1 and kit 2: pros and cons.

Kit 1	Kit 2
Pros: • most organisations should be familiar with the format; • can be printed and filled in; • data definitions and guidance are included in the survey tool.	Pros: • can be quicker to fill in than the Excel survey tool if an organisation already has the required data in a similar format; • organisations can use the Excel data validation tool, which can save time for states/territories by providing better quality data the first time around; • easier for states/territories to collate data.
Cons: • limited data validation process resulting in more errors which states/territories will need to chase up; • may be time-consuming to use for larger organisations; • more work for states/territories to collate survey responses into the csv files.	Cons: • no data definitions or guidance included in the csv files (organisations must refer to the information guide); • organisations may choose not to follow instructions or use the Excel data validation tool; • may not be user-friendly for smaller organisations.

⇨ Kit 1: Excel survey tool, cover letter, scope document & information guide

This collection method is the most appropriate method **for smaller organisations that cannot provide completed csv files that have been validated using the Excel data validation tool (this is used in Kit 2)**. Organisations should be encouraged to complete the survey tool electronically. This enables the jurisdiction to transfer the data directly to csv files, i.e. so that manual data entry is not required.

The survey tool contains seven worksheets:

• (1) Provider;
• (2) Waitlist and Financial;
• (3) Dwelling;
• (4) Tenancy;
• (5) Person;
• (6) Summary; and
• (7) Organisation (hidden worksheet).

CHOs are required to complete worksheets (1) to (5).

The Summary worksheet (6) provides CHOs with an overview of data completeness and consistency, and highlights the incomplete fields in the previous worksheets. It also provides a summary of the information entered, giving CHOs the opportunity to assess whether the information they entered is correct.

Also included is a checklist CHOs need to address to ensure the data provided is as accurate as possible. The Organisation worksheet (7) is a 'hidden' worksheet and is used for administrative purposes by states/territories only.

The **2014-15 Community housing survey tool Information Guide** is also provided in this kit to assist CHOs in completing the data.

⇨ **Kit 2: CSV files, Excel data validation tool (for CHOs), cover letter, scope document and information guide**

This collection method is the most appropriate method for larger organisations that can provide completed csv files that have been validated by the CHOs using the Excel data validation tool.

The csv files are the same as the four final files sent to the AIHW at the end of the data collection process:

- organisation.csv;

- dwelling.csv;

- person.csv; and

- tenancy.csv.

This kit includes the **2014-15 Community housing Data Validator Information Guide** to help CHOs provide data in the required format and use the Excel data validation tool.

4.2 Preparing and submitting your final quantitative data

This part describes the steps involved in 'Phase 2' of the CH data collection process, as outlined in Section 3 and Figure 1 of this document.

In all states/territories, after:

- reviewing the administrative data;

- making modifications if needed;

- completing the survey tool (kit 1) or extracting data (kit 2); and

- ensuring quality assurance processes have been followed;

should continue with the data compilation and submission process.

⇨ **Note: CHOs should return the completed survey tool (kit 1), validated csv files (kit 2) or checked csv files (NT and Qld) to states/territories. This is not addressed in this manual. The Survey Tool Information Guide and Data Validator Information Guide provided with the kits contain the information relevant to this phase.**

Once states/territories have collected the data from CHOs, they should:

- Compile all data and transfer it into the final csv file templates provided by the AIHW;

- Prepare the compiled csv files for upload onto *Validata*;

- Run the compiled csv files in *Validata* as many times as needed and liaise with the AIHW until errors are resolved and data quality is satisfying;

- Complete additional PI calculations and populate the PI file with the results;

- Submit the final validated csv files and PI file to the AIHW via *Validata.*

> → These steps are detailed below.

4.2.1 Compiling data and preparing your csv files for submission via *Validata*

The AIHW *Validata* requires input files to be saved in comma delimited ('csv') format. As such, the AIHW has created templates for states/territories to collate data. These must be used for data submission into *Validata*.

> ⇨ **Once states/territories have collected the data from CHOs, they should <u>all</u> compile the data and transfer it into the csv file templates provided by the AIHW.**

The table below shows the two options that states/territories have for preparing csv file templates.

Table 4: Csv files to be prepared by states/territories.

Option 1	Option 2
States/territories are required to submit four csv files: - **Organisation.csv –** Contains organisation level details, organisation waitlist figures, previous financial year information and aggregate dwelling counts. - **Dwelling.csv –** Contains administrative data about each dwelling managed by community housing organisations for the current financial year. - **Tenancy.csv –** Contains details about each tenancy in community housing organisations' dwellings during the financial year. De-identified tenant details, income and rent details as well as start and end dates of tenancies are recorded. - **Person.csv –** Contains details about each person who resided in the community housing organisations' dwellings during the financial year. Date of birth, gender and relationship status is recorded.	States/territories are required to submit two csv files: - **Organisation.csv –** Contains administrative data about each organisation, including postcode and organisation type. - **Dwelling.csv** – Contains administrative data about each dwelling managed by each community housing organisation for the current financial year.

What steps should be followed by states/territories to compile/transfer their data into the csv file templates provided by the AIHW?

! ! ! **If you are:**

→ <u>Transferring data from Kit 1</u> (survey tool) into the csv file templates: please **follow steps 1 to 5** described below;

→ <u>Transferring data from Kit 2</u> (csv files) into the csv file templates: please **ensure the Excel Validation Tool has been used by CHOs**. Once this is done, transfer the data into the corresponding csv file template. Make sure you do not overwrite existing data in your compiled csv file (e.g. data from other organisations using Kit 1). Prepare your compiled csv files for upload onto *Validata* by **following Steps 3, 4 and 5** below.

→ For states/territories only completing '**Organisation'** and '**Dwellings'** csv files: please **follow Steps 3, 4 and 5** described below (as per **Table 4** above).

Step 1- **Review the data provided by CHOs**:

→ Check for any cells highlighted from the automated data checks. These should be reviewed and clarified with the community housing organisation. Data entry specifications must be complied with (See **Appendix D** for further detail);

→ Check for changes to administrative data. Liaise with organisations to determine whether the jurisdiction database should be updated to reflect this change, or whether the organisational return is incorrect.

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Step 2 - A worksheet in the electronic survey tool has been hidden. **To enable the transfer of organisation data from the survey tool into the 'Organisation' csv file**:

→ Select *'Tools'/'Protection'/'Unprotect Workbook',* **or**, if using Excel 2007/2010, select *'Review' Tab/'Changes group'/'Unprotect workbook'*;

→ Select *'Format'/'Sheet'/'Unhide from the menu bar'*;

→ Click *'OK'* to unhide the '**Organisation'** worksheet.

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Step 3 - **Paste all records into the relevant csv file template** *('Edit'/'Paste special'/'Values' if from an Excel file)*. Please make sure you do not overwrite existing data in your compiled csv file.

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Step 4 - **Prepare your file for upload onto the *Validata* website** (*Validata* requires the file to be in a CSV format and any incorrectly formatted files will result in a **'Can't load'** error message. Please ensure that you have performed the steps below before uploading the data onto *Validata):*

→ **Delete any blank rows;**

→ **Define blank rows using blank field;**

→ **Remove commas (,) from the data**:

- Use *'Find and Replace'/'Edit'/'Replace'* (the shortcut to the *'Find and Replace'* function is *'Ctrl'* and *'F');*

- Enter a comma (,) in the *'Find what'* box and leave the *'Replace with'* box empty;

- Click *'Replace All'*.

→ **Remove spaces from blank cells only and any trailing (hidden) spaces from populated cells:**

- Highlight the columns that should not have any spaces in them;
- Use *'Find and Replace'/'Edit'/'Replace'* (the shortcut to the *'Find and Replace'* function is *'Ctrl'* and *'F');*

- Enter a space in the *'Find what'* box and leave the *'Replace with'* box empty;

- Click *'Replace All'*.

→ **Remove any carriage returns that may exist**. These are particularly common in address fields.

→ **Ensure that all variables take on the appropriate format** by highlighting a column and selecting *'Format'/'Cells'* (by default, cells will have a *'General'* format before data is pasted into the csv file). Once data has been transferred:

- Ensure all number fields are not formatted to separate 1000's by a comma (,).The below is an example of <u>*an incorrect format*</u>:
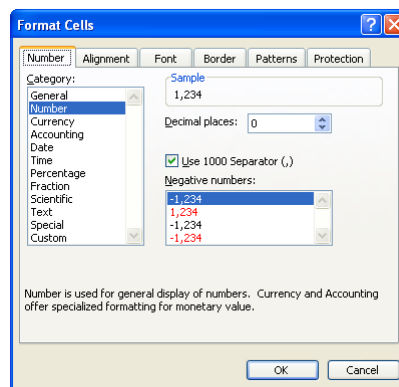
- Ensure currency is formatted to 2 decimal places;

- Ensure all date variables take on the 'dd/mm/yyyy' format. This can be done by creating and applying a custom format.

→ **Ensure that the data entered is expected**:

- For fields that are expecting a number to be entered (e.g. provider direct costs or number of bedrooms), make sure that no characters other than 'u' or 'U' have been entered;

- Replace any N/A or NA values with a 'U'

→ **Advise the AIHW if you are unable to supply a variable**;

→ **Remove any dashes from variables which are not identifiers**. For example, if a dash has been used in the currency fields, replace with this with a decimal place if appropriate.

! ! ! When transferring data into the compiled csv files, **please ensure that:**

- The appropriate state/territory code and a unique organisation identifier are added to each record; and

- Data is pasted into the correct cells.

! ! ! The '**Organisation**' and '**Dwellings**' csv files **must contain all in-scope organisation and dwelling records** regardless of whether community housing organisations have completed a survey collection tool.

! ! ! **Ensure that the 'Survey response' variable in the 'Organisation' csv file is updated for every organisation record**.

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Step 5- Save your file. Dialogue boxes will appear while trying to save the csv file. See below for examples. Click 'OK' or 'Yes' to save.
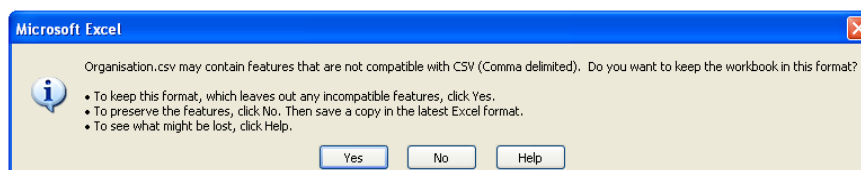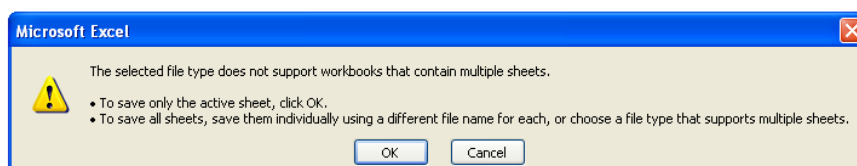
 Repeat this process for the remaining worksheets.

*For definitions of each data item and allowable values and formats, please refer to **Appendix A**.*

4.2.2 Running files through *Validata* until errors are solved and data quality is satisfied

Please refer to the AIHW VALIDATA Housing Collections Guide 2014-15 for more detailed information on how to upload your compiled csv files onto the *Validata* website and how to use *Validata*, including FAQs.

! ! ! **Before using *Validata*, ensure you have prepared the csv files properly by following the steps as described in part 4.2.1 of this document**.

When data is uploaded onto *Validata*, the following reports will be generated:

- **Validation Report**:

    The report will include a summary of the validation results and samples of the records that failed each edit.

    Appendix B outlines the possible validation errors identified by *Validata* and presented in the validation report available on *Validata* after running a CSV file.

！！！ **It is the jurisdiction's responsibility to investigate and amend data in consultation with providers where appropriate** (**note**: *Validata* differs from the Excel-based validation tool designed for CHOs' use prior to submitting data to states/territories).

The AIHW will liaise with states/territories to help address validation errors and improve data quality. States/territories should continue to upload and validate files until all edits are corrected or explanations are provided for outstanding edits.

- **Descriptors Report**:

   Descriptors reports will also be available for viewing after each upload, allowing states/territories to preview descriptors and performance indicators.

Please refer to the *AIHW VALIDATA Housing Collections Guide 2014-15* for more information on how to view the reports produced by *Validata*.

4.2.3 Making required PI calculations, populating the PI file provided by the AIHW, and submitting it via *Validata*

As mentioned earlier in this manual, a descriptors report will be generated after each file upload onto *Validata*. This file contains performance for jurisdictional preview. However, **all states/territories** are asked to supply:

- DC2 - administrator net recurrent costs for the previous financial year; and,

- DC4 - the number of tenancy (rental) units that DC2 relates to.

More information about required calculations can be found in **Appendix E** of this manual.

Once calculations have been made, states/territories should populate cells C129 and C131 in the PI file provided by the AIHW. **This information then needs to be submitted via *Validata*.**

！！！ <u>Please note</u>: **in addition to DC2 and DC4, some states/territories may calculate their own performance indicators (refer to Appendix E for details on how to make these calculations) and should also use the PI file provided by the AIHW to submit results to the AIHW using *Validata*.**

4.2.4 Submitting final validated csv files

When satisfied with the upload results – i.e. all outstanding *Validata* edits are rectified or explanations are provided, **states/territories should upload the csv files one last time and 'submit' them to the AIHW for consideration via *Validata*.**

！！！ Final data quality information should also be submitted at that time. More details about this process can be found in section 4.3 below.

4.3 Providing information for footnotes and data quality statements

！！！ **Please note that data quality information can be provided by states/territories throughout the process. In addition, final data quality information should be submitted**

along with your final validated csv files using *Validata*, as mentioned in section 4.2.4 above.

For more details about how to use *Validata* to submit data quality information, please consult our *AIHW VALIDATA Housing Collections Guide 2014-15*.

Data quality information and footnotes are essential to explain data quality issues that affect comparability of data across states/territories and over time.

Data quality information may include:

- collection methodologies;
- the use of localised definitions;
- changes in reporting;
- varying policy and programs between states/territories;
- gaps in data reporting; and,
- outstanding edits and variances between current and previous results.

Footnotes may relate to one of the following aspects of data quality:

- *relevance* — how well the statistical product or release meets the needs of users in terms of the concept(s) measured, and the population(s) represented.

- *timeliness* — the delay between the reference period (to which the data pertain) and the date at which the data become available; and the delay between the advertised date and the date at which the data become available (the actual release date).

- *accuracy*:
    - exactly what has been reported, i.e. any deviation from the data items specifications outlined in **Appendix A**;
    - any aspect of collection methodology that potentially affects what actually ends up being reported against a particular data item, or summary data item (i.e. is household information: 1) current at the end of the financial year; or 2) on the date assistance was received only?);
    - anything that might introduce disparity between the reported data items and the 'true' values;
    - any factors that might have affected data quality, and if it is known, the direction of any bias that may have been introduced;
    - any deviation from the collection scope.

- *coherence* — the internal consistency of a statistical collection, product or release, as well as its comparability with other sources of information, within a broad analytical framework and over time:
    - changes in what has been reported over time, in terms of alignment to data item specifications outlined in **Appendix A**;
    - changes in collection methodology that might affect what actually ends up being reported against a particular data item, or summary data item;
    - any factors that may have resulted in a change in data quality, and if it is known, whether the change in data quality is thought to be an improvement or not;

- changes in scope compared to previous collection years;
- anything that affects the comparability of data across time and between states/territories.

Some of the issues identified in the Validation report (available from the *Validata* website) may assist you in providing footnotes and data quality information.

The AIHW will compile this information into final footnotes and data quality statements to be reported against individual data items or performance indicators, as further explained in section 5.2.1 of this manual.

Section 5 - What does the AIHW do after states/territories submit their data?

> **5.1 Finalising Data and Data Quality Information for sign-off**
>   Checking validation results and performance information
>   Writing final footnotes and data quality statements
> **5.2 Data Custodians sign off**

! ! ! **Please note that this section applies to <u>all</u> states/territories.**

5.1 Finalising Data and Data Quality Information for sign-off

5.1.1 Checking Validation results and performance information

Once states/territories submit data and the required PI file via the *Validata* website, the AIHW will check them and contact states/territories to discuss data quality issues before final summary data items and performance indicators are generated for jurisdiction approval.

States/territories are to address any issues raised by the AIHW and resubmit data if necessary. Once all the errors are resolved and/or appropriate reasoning or explanation is provided on any outstanding edits, the AIHW will approve the data, and the final summary data items will be available for jurisdictional sign-off as explained in section 5.2 below.

5.1.2 Writing final footnotes and data quality statements

As mentioned in section 4.3, footnotes and data quality information supporting the finalised data are essential to explain data quality issues that affect the comparability of data across states/territories and time.

Once the data has been submitted and is finalised, **the AIHW may seek additional data quality comments to produce final footnotes and data quality statements**.

These footnotes and data quality statements will be sent to states/territories as part of the formal sign-off process described below in section 5.2.

5.2 Data custodians sign off

Once the summary data items and performance indicators are checked for internal consistency, compared with significant variances from the previous year, and footnotes and data quality statements are finalised, the AIHW approves them on *Validata*.

States/territories will receive an email to alert them that the data and data quality information are ready for final sign-off.

!!! **When data custodians receive the email notification mentioned above, they then need to log onto** *Validata,* **review the final summary data items and complete the sign-off process (please refer to the** *AIHW VALIDATA Housing Collections Guide 2014-15* **for more information).**

Who can you contact for further information?

Any enquiries about the Community Housing dataset can be sent to either:

Email AIHW at: housing@aihw.gov.au.

OR

The **Submission Summary** in *Validata* also provides you with the opportunity to leave queries and/or discussion points for AIHW. See section 3.3 of the *Validata Manual* or more information on how you can do this.

Where to go for additional Community Housing information:

The housing webpage on the AIHW website at: http://www.aihw.gov.au/housing-assistance/

Appendix A – List of data items – Formatting and value requirements

The structure and content requirements of each csv file for submission are detailed in **Table A.1, A.2, A.3** and **A.4**.

Please note:

Data item – variable name as identified by the AIHW.

Source – Data is either sourced from jurisdiction administrative systems (admin) or the provider collection tool (survey tool or csv files). The corresponding question number in the provider collection tool is listed.

Description – Additional detail about the data item.

Values/Format – The only acceptable format for each data item.

Alphanumeric nn	specifies that any combination of numbers and characters to a chosen length (nn) is acceptable.
Numeric nn	specifies that only 'nn' number/s are acceptable.
$$$$$.cc	any number formatted to 2 decimal places.
dd/mm/yyyy	any date formatted as shown. e.g. 21/08/2006
Other	Where shown, only certain values or characters are acceptable. e.g. if a provider type (org_type) of 'cooperative' is to be recorded, only 'C' is acceptable.

Unit level data – A tick (✓) indicates that the data item is required for states/territories submitting unit level data.

Finalised aggregate data – A tick (✓) indicates that the data item is required for states/territories submitting finalised aggregate performance indicators.

Table A.1: Organisation file

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
sur_resp	survey	Survey response flag	**Y** = yes **N** = no	463320	✓	✓
org_id	admin	Organisation Identifier	Alphanumeric 15	414987	✓	✓
org_name	admin	Organisation Name	Alphanumeric 50	461595	✓	✓
org_address	admin	Address	Alphanumeric 40	497755	✓	✓
org_suburb	admin	Suburb	Alphanumeric 46	429889	✓	✓
org_pcode	admin	Postcode	Numeric 4 **U** = unknown	429894	✓	✓
org_type	admin	Provider type	**A** = association **C** = cooperative **O** = other **U** = unknown	414990	✓	✓
S40	Q 2	Assistance/support	**1** = Yes	463084	✓	

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
		other than housing assistance indicator	**0** = No			
S33	Q 2	Daily living support	**1** = Yes **0** = No	462314	✓	
S34	Q 2	Personal support	**1** = Yes **0** = No	462314	✓	
S35	Q 2	Community living support	**1** = Yes **0** = No	462314	✓	
S36	Q 2	Support for children, families and carers	**1** = Yes **0** = No	462314	✓	
S37	Q 2	Training, vocational rehabilitation and employment	**1** = Yes **0** = No	462314	✓	
S38	Q 2	Financial and material assistance	**1** = Yes **0** = No	462314	✓	
S39	Q 2	Information, advice and referral	**1** = Yes **0** = No	462314	✓	
other_support	Q 2	Other (please specify):	Alphanumeric 40	462314 & 462320	✓	
S11	Q 5.1c	Number of applicants on a community organisation's managed waiting list, excluding applicants for transfer	Numeric **U** = unknown	594558	✓	
S11a	Q5.1b	Number of applicants on a community organisation's managed waiting list who are internal applicants and have applied for a transfer	Numeric **U** = unknown	594558	✓	
S11b	Q5.1d	Total number of applicants on a community organisation's managed waiting list	Numeric **U** = unknown	594558	✓	
S10	Q 5.3	Number of new applicants on a community organisation managed waiting list that were in greatest need	Numeric **U** = unknown	594558	✓	
Common_ Waitlist	Q 5.3	Part of a consolidated jurisdiction waitlist	**1** = Yes **0** = No	463305	✓	
DC1	Q 3.1	Provider direct cost ($)	$$$$$.cc **U** = unknown	494442 & 494428	✓	
RA1	Q 3.2	Total rent collected	$$$$$.cc	608442	✓	

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
		($)	**U** = unknown			
RA2	Q 3.3	Total rent charged ($)	$$$$$.cc **U** = unknown	608435	✓	
DC4	Q 4	Total number of tenancy (rental) units	Numeric **U** = unknown	480163	✓	
S27	Q 6.1	Total number of head leased dwellings	Numeric **U** = unknown	480166	✓	
S28a	Q 6.2	Total number of boarding house buildings	Numeric **U** = unknown	480168	✓	
S28b	Q 6.3	Total number of boarding house units	Numeric **U** = unknown	480172	✓	
S28c	Q 6.4	Total number of boarding house rooms	Numeric **U** = unknown	480170	✓	

Table A.2: Dwelling file

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
state	admin	State / Territory	NSW Vic Qld WA SA Tas ACT NT	289083	✓	✓
org_id	admin	Organisation ID	Alphanumeric 15	414987	✓	✓
dwell_id	admin	Dwelling ID	Alphanumeric 15	302656	✓	✓
dwell_add	admin	Dwelling address (building number and street name)	Alphanumeric 40	497755	✓	✓
dwell_suburb	admin	Dwelling suburb	Alphanumeric 46	429889	✓	✓
postcode	admin	Postcode	Numeric 4 **U** = unknown	429894	✓	✓
beds	admin	Number of bedrooms	>= 1 **U** = unknown	608497	✓	✓
program_type	admin	Type of community housing program	**1** = Long term community housing **2** = Short to medium term housing **3** = Boarding/rooming house **4** = Joint venture **5 =** National Rental Affordability Scheme (NRAS) **9** = Other	462619	✓	✓

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
			U = Unknown			
dwelling_type	admin	Type of dwelling	**1** = Separate house **2** = Semi-detached, row or terrace house, townhouse, etc. **3** = Flat, unit or apartment **8** = Boarding/rooming house unit **9** = Other **U** = Unknown	270125	✓	✓
boarding_unit_room	Q 7 (h)	Boarding unit or room? (For boarding/rooming houses only)	Only for dwellings with dwelling type of '8' (Boarding/rooming house) **1** = Boarding house room **2 =** Boarding house unit **U** = unknown Blank for dwellings where dwelling_type is not '8'	480184	✓	
OR2	Q 6(i)	Number of tenancies normally assigned to this dwelling when at full capacity	Numeric **U** = unknown	480188	✓	
Ten	Q 6(j)	Number of tenancies in dwelling as at 30th June	Numeric **U** = unknown	480190	✓	
TenVacs	Q 6(k)	Number of tenantable vacancies in dwelling at 30 June	Numeric **U** = unknown	480192	✓	
S13	Q 6(l)	Number of untenantable vacancies in dwelling at 30 June	Numeric **U** = unknown	480194	✓	

Table A.3: Tenancy file

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
state	general	State/territory	NSW Vic Qld WA SA Tas ACT NT	289083	✓	
org_id	general	Org ID	Alphanumeric 15	414987	✓	
dwell_id	Q 8 (a)	Dwelling identifier	Alphanumeric 15	302656	✓	
unit_id	Q 8 (b)	Tenancy unit identifier	Alphanumeric 15	387586	✓	
hhold_id	Q 8 (c)	Household identifier	Alphanumeric 15	607886	✓	
transfer	Q 8 (d)	Is this a transfer?	**Y** = Yes **N** = No **U** = Unknown	608149	✓	
bedrooms	Q 8 (e)	No. of bedrooms per tenancy	>= 1 **U** = unknown	608497	✓	
hh_comp	Q 8 (f)	Household composition (use codes)	**1** = single person **2** = sole parent with child/ren aged less than 16 years **3** = couple only **4** = couple with child/ren aged less than 16 years **5** = Family (with other family members present including children aged 16 years and over) **6** = Family (with other non-related members present) **7** = Group (unrelated adults) **U** = Unknown	608018	✓	
occupants	Q 8 (g)	No. of occupants	>= 1 **U** = unknown	479783	✓	
indigenous	Q 8 (h)	Is this an Indigenous household?	**Y** = Yes **N** = No **U** = Unknown	607888	✓	
disability	Q 8 (i)	Is this a Disability household?	**Y** = Yes **N** = No **U** = Unknown	607876	✓	
nesb	Q 8 (j)	Is this a NESB household?	**Y** = Yes **N** = No **U** = Unknown	608028	✓	
g_need	Q 8 (k)	At allocation, was the household in greatest need?	**Y** = Yes **N** = No **U** = Unknown	456559	✓	
homeless	Q 8 (l)	At allocation, was the household homeless?	**Y** = Yes **N** = No **U** = Unknown	608014	✓	

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
inc_source	Q 8 (m)	Main income source of household	**1** = Wages **2** = Centrelink payments **3** = Other **U** = Unknown	608478	✓	
gross_inc	Q 8 (n)	Total gross household income 2014 **(ex CRA)** for week of 30 June 2014**)**	$$$$$$.cc **U** = unknown	607882	✓	
asses_inc	Q 8 (o)	Total assessable household income 2014 **(ex CRA)** for week of 30 June 2014	$$$$$$.cc **U** = unknown	462194	✓	
cra	Q 8 (p)	Total C'wealth Rent Assistance for week of 30 June 2014	$$$$$$.cc **U** = unknown	270141	✓	
rent_chged	Q 8 (q)	Rent charged to tenant 2014**(ex CRA)** for week of 30 June 2014	$$$$$$.cc **U** = unknown	607894	✓	
market_rent	Q 8 (r)	Does the h'hold pay market rent?	**Y** = Yes **N** = No **U** = Unknown	608032	✓	
start_date	Q 8 (s)	Date tenancy started	dd/mm/yyyy **U** = unknown	608007	✓	
end_date	Q 8 (t)	Date tenancy ended	dd/mm/yyyy **U** = unknown Blank if tenancy is still current	608011	✓	

Table A.4: Person file

Data item	Source	Description	Values/Format	METeOR Reference	States/territories submitting 4 files	States/territories submitting 2 files
state	general	State/territory	NSW Vic Qld WA SA Tas ACT NT	289083	✓	
org_id	general	Organisation identifier	Alphanumeric 15	414987	✓	
hhold_id	Q 9 (a)	Household identifier	Alphanumeric 15	607886	✓	
main_tenant	Q 9 (b)	Is this the principal tenant (Y/N/U)	**Y** = Yes **N** = No **U** = Unknown	463018	✓	
dob	Q. 9 (c)	Date of birth	DD/MM/YYYY **U** = Unknown	287007	✓	
sex	Q.9 (d)	Sex	**M** = Male **F** = Female **U** = Unknown	287316	✓	
rel_status	Q. 9 (e)	Relationship status of household	**1** = Single status OR couple relationship with non-household member **2** = Couple relationship with another household member (de facto or married) **U** = Unknown	608109	✓	

Appendix B – Possible *Validata* Validation Report Edits

The following table (**Table B.1**) provides details of the edit checks that are performed when data is uploaded or submitted to the AIHW *Validata* website by states/territories.

Edit checks vary between data submission type (i.e. unit record and finalised aggregate data).

Shortly after data is uploaded or submitted to the AIHW via the *Validata* website, a report will be available from the Validata website containing validation results. This report will list relevant error codes, the associated data item(s) and a short description of the potential error.

<u>Note the following key regarding error codes for single file edits</u>:

The first character refers to the file name the edits refer to

"O" refers to the Organisation data file

"D" refers to the Dwelling data file

"T" refers to the Tenancy data file

"P" refers to the Person data file

The second character refers to where the data may have has come from

"A" refers to data that may have been inserted by states/territories based on administrative records

"S" refers to data captured from CHO's

The third character refers to the type of edit check

"I" refers to invalid

"M" refers to missing

"R" refers to invalid relationship between two variables

"V" refers to variance errors (i.e. a value appears to be too high or low)

"U" refers to unknown

<u>Note the following key regarding error codes for cross file edits</u>:

The first character is "C", indicating it is a cross file check

The second and third character refers to the file names the cross check relates to

"OD" refers to cross file edits between the Organisation and Dwelling data files

"OT" refers to cross file edits between the Organisation and Tenancy data files

"OP" refers to cross file edits between the Organisation and Person data files

"DT" refers to cross file edits between the Dwelling and Tenancy data files

"TP" refers to cross file edits between the Dwelling and Tenancy (tenancy records only) data files

Invalid, missing and unknown edit checks will be presented in the validation report.

Table B.1: Organisation data file edits

Error code	Data items(s)	Error description	Validata	
			States/territories submitting 4 files	States/territories submitting 2 files
OAI01	sur_resp	Invalid survey response	✓	✓
OAI06	org_pcode	Invalid organisation postcode	✓	✓
OAI07	org_type	Invalid organisation type	✓	✓
OAM01	sur_resp	Missing survey response	✓	✓
OAM02	org_id, org_name	Missing organisation ID	✓	✓
OAM03	org_name	Missing organisation name	✓	✓
OAM04	org_address	Missing organisation street address	✓	✓
OAM05	org_suburb	Missing organisation suburb	✓	✓
OAM06	org_pcode	Missing organisation postcode	✓	✓
OAM07	org_type	Missing organisation type	✓	✓
OAR01	org_id	Duplicate organisation ID	✓	✓
OAR02	org_name	Duplicate organisation name	✓	✓
OAU01	org_pcode	Unknown organisation postcode	✓	✓
OAU02	org_type	Unknown organisation type	✓	✓
OSI01	S40	Invalid able to offer support service(s)	✓	n.a.
OSI02	common_waitlist	Invalid common waitlist	✓	n.a.
OSI03	S33, S34, S35, S36, S37, S38, S39	Invalid support service(s)	✓	n.a.
OSI10	DC1	Invalid financial information	✓	n.a.
OSI11	RA1	Invalid financial information	✓	n.a.
OSI12	RA2	Invalid financial information	✓	n.a.
OSI13	DC4	Invalid total number of tenancies	✓	n.a.
OSM01	S11b	Missing number of waitlist applicants	✓	n.a.
OSM02	S10	Missing number of new waitlist applicants	✓	n.a.
OSM03	DC1	Missing provider direct costs	✓	n.a.
OSM04	RA1	Missing total rent collected	✓	n.a.
OSM05	RA2	Missing total rent charged	✓	n.a.
OSM06	DC4	Missing total number of tenancies	✓	n.a.

Error code	Data items(s)	Error description	Validata States/territories submitting 4 files	States/territories submitting 2 files
			Validata	
			States/territories submitting 4 files	**States/territories submitting 2 files**
OSM07	S27	Missing the number of headleased dwellings	✓	n.a.
OSM08	S28a	Missing the number of boarding house buildings	✓	n.a.
OSM09	S28b	Missing the number of boarding house units	✓	n.a.
OSM10	S28c	Missing the number of boarding house rooms	✓	n.a.
OSM11	S40	Missing able to offer support service(s)	✓	n.a.
OSM12	common_waitlist	Missing common waitlist	✓	n.a.
OSR01	S10, S11b	Number of new applicants on the waiting list in greatest need is greater than the number of applicants on the waiting list	✓	n.a.
OSR02	S28a, S28b, S28c	Boarding house building records do not match boarding house unit and boarding house room records	✓	n.a.
OSR04	other_support, S33, S34, S35, S36, S37, S38, S39, S40	Record for ability to offer support service(s) did not match the record for each service	✓	n.a.
OSU01	S11b	Unknown number of waitlist applicants	✓	n.a.
OSU02	S10	Unknown number of new waitlist applicants	✓	n.a.
OSU03	DC1	Unknown provider direct costs	✓	n.a.
OSU04	RA1	Unknown total rent collected	✓	n.a.
OSU05	RA2	Unknown total rent charged	✓	n.a.
OSU06	DC4	Unknown total number of tenancies	✓	n.a.
OSU07	S27	Unknown the number of headleased dwellings	✓	n.a.
OSU08	S28a	Unknown the number of boarding house buildings	✓	n.a.
OSU09	S28b	Unknown the number of boarding house units	✓	n.a.

| Error code | Data items(s) | Error description | Validata | |
			States/territories submitting 4 files	States/territories submitting 2 files
OSU10	S28c	Unknown the number of boarding house rooms	✓	n.a.
OSV01[1]	DC1	Provider direct cost for previous financial year is high	✓	n.a.
OSV02[2]	DC1	Provider direct cost for previous financial year is low	✓	n.a.
OSV03[3]	RA1	Total rent collected for previous financial year is high	✓	n.a.
OSV04[4]	DC4, RA1	Total rent collected for previous financial year is low	✓	n.a.
OSV05[5]	RA2	Total rent charged for previous financial year is high	✓	n.a.
OSV06[6]	RA2	Total rent charged for previous financial year is low	✓	n.a.
OSV07[7]	DC4	Total tenancy rental units for previous financial year is high	✓	n.a.
OSV08[8]	DC4	Total tenancy rental units for previous financial year is low	✓	n.a.

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[1] This is the average provider direct costs for previous financial year per rental tenancy unit. Average (derived value of DC1 and DC4) costs per rental tenancy unit should not be greater than the threshold value of '20800'.

[2] This is the average provider direct costs for previous financial year per rental tenancy unit. Average (derived value of DC1 and DC4) costs per rental tenancy unit should not be lower than the threshold value of '520'.

[3] This is the average rent per rental tenancy unit collected from tenants for previous financial year. Average (derived value of RA1 and DC4) should not be greater than the threshold value of '20800'.

[4] This is the average rent per rental tenancy unit collected from tenants for previous financial year. Average (derived value of RA1 and DC4) should not be lower than the threshold value of '520'.

5 This is the average rent charged per rental tenancy unit from tenants for previous financial year. Average (derived value of RA2 and DC4) should not be greater than the threshold value of '20800'.

6 This is the average rent charged per rental tenancy unit from tenants for previous financial year. Average (derived value of RA2 and DC4) should not be lower than the threshold value of '520'.

7 This is the total tenancy rental units for previous financial year. Value for DC4 cannot be greater than the threshold value. Threshold value for DC4 is '600'.

8 This is the total tenancy rental units for previous financial year. Value for DC4 cannot be lower than the threshold value for DC4. Threshold value for DC4 is '5'.

Table B.2: Dwelling data file edits

Error Code	Data items(s)	Error description	Validata States/territories submitting 4 files	States/territories submitting 2 files
DAI04	postcode	Invalid postcode	✓	✓
DAI05	beds	The number of bedrooms is zero	✓	✓
DAI06	program_type	Invalid program type	✓	✓
DAI07	dwelling_type	Invalid dwelling type	✓	✓
DAI08	beds, OR2	OR2 is greater than the number of bedrooms	✓	n.a.
DAM02	org_id	Missing organisation ID	✓	✓
DAM03	dwell_add, dwell_id	Missing dwelling ID	✓	✓
DAM04	postcode	Missing postcode	✓	✓
DAM05	beds	Missing the number of bedrooms	✓	✓
DAM06	program_type	Missing program type	✓	✓
DAM07	dwelling_type	Missing dwelling type	✓	✓
DAR01	beds	The number of bedrooms is greater than 10	✓	✓
DAR02	dwell_id, org_id, state	Duplicate records	✓	✓
DAU01	postcode	Unknown postcode	✓	✓
DAU02	beds	Unknown number of bedrooms	✓	✓
DAU03	program_type	Unknown program type	✓	✓
DAU04	dwelling_type	Unknown dwelling type	✓	✓

Table B.3: Tenancy data file edits

Error Code	Data items(s)	Error description	Validata States/territories submitting 4 files	States/territories submitting 2 files
TSI05	transfer	Invalid transfer (i.e. not Y or N)	✓	n.a.
TSI06	bedrooms	Number of bedrooms is equal to zero	✓	n.a.
TSI07	hh_comp	Invalid household composition	✓	n.a.
TSI10	indigenous	Invalid Indigenous household status	✓	n.a.
TSI11	disability	Invalid disability household status	✓	n.a.
TSI12	nesb	Invalid NESB household status	✓	n.a.
TSI13	g_need	Invalid greatest need at time of allocation	✓	n.a.
TSI14	homeless	Invalid homeless at time of allocation	✓	n.a.
TSI15	inc_source	Invalid main income source	✓	n.a.
TSI19	start_date	Start date is after the end of the collection period	✓	n.a.
TSI20	end_date	End date is outside of the collection period	✓	n.a.
TSI21	occupants	Number of occupants is zero	✓	n.a.

Error Code	Data items(s)	Error description	Validata States/territories submitting 4 files	States/territories submitting 2 files
TSI22	market_rent	Invalid market rent flag	✓	n.a.
TSM02	org_id	Missing organisation ID	✓	n.a.
TSM03	dwell_id	Missing dwelling ID	✓	n.a.
TSM05	transfer	Missing transfer	✓	n.a.
TSM06	bedrooms	Missing number of bedrooms	✓	n.a.
TSM07	hh_comp	Missing household composition	✓	n.a.
TSM10	indigenous	Missing Indigenous household status	✓	n.a.
TSM11	disability	Missing disability household status	✓	n.a.
TSM12	nesb	Missing NESB household status	✓	n.a.
TSM13	g_need	Missing greatest need at time of allocation	✓	n.a.
TSM14	homeless	Missing homeless at time of allocation	✓	n.a.
TSM15	inc_source	Missing main income source	✓	n.a.
TSM16	gross_inc	Missing gross income	✓	n.a.
TSM17	asses_inc	Missing assessable income	✓	n.a.
TSM18	rent_chged	Missing rent charged	✓	n.a.
TSM19	start_date	Missing start date	✓	n.a.
TSM20	hhold_id	Missing household ID	✓	n.a.
TSM21	occupants	Missing number of occupants	✓	n.a.
TSM22	cra	Missing total Commonwealth Rent Assistance (for the last week of the collection period)	✓	n.a.
TSM23	market_rent	Missing market rent flag	✓	n.a.
TSR02	gross_inc, rent_chged	Rent charged is greater than gross income	✓	n.a.
TSR03	asses_inc, rent_chged	Rent charged is greater than assessable income	✓	n.a.
TSR04	hh_comp, occupants	Household composition and number of occupants is not consistent	✓	n.a.
TSR09	gross_inc	Gross income is missing for an ongoing household	✓	n.a.
TSR10	end_date, start_date	Start date is after end date	✓	n.a.
TSR11	g_need, homeless	Homeless at allocation but not in greatest need at allocation	✓	n.a.
TSR12	hhold_id, org_id	Duplicate household ID that have overlapping tenancy periods	✓	n.a.
TSR13	asses_inc, gross_inc	Gross income is less than assessable income	✓	n.a.
TSR14	dwell_id, hhold_id, org_id, transfer	Duplicate household identifiers with transfer status equal to N	✓	n.a.
TSR15	dwell_id, end_date, hhold_id, org_id	Duplicate household identifiers that are ongoing at the end of the collection period	✓	n.a.

Error Code	Data items(s)	Error description	Validata States/territories submitting 4 files	States/territories submitting 2 files
			Validata	
TSR16	end_date, start_date	Start date is the same as the end date	✓	n.a.
TSU01	transfer	Unknown transfer	✓	n.a.
TSU02	bedrooms	Unknown bedrooms	✓	n.a.
TSU03	hh_comp	Unknown household composition	✓	n.a.
TSU04	indigenous	Unknown indigenous	✓	n.a.
TSU05	disability	Unknown disability	✓	n.a.
TSU06	nesb	Unknown NESB	✓	n.a.
TSU07	g_need	Unknown household in greatest need	✓	n.a.
TSU08	homeless	Unknown homeless	✓	n.a.
TSU09	inc_source	Unknown main source of household income	✓	n.a.
TSU10	gross_inc	Unknown total gross household income	✓	n.a.
TSU11	asses_inc	Unknown total assessable household income	✓	n.a.
TSU12	rent_chged	Unknown rent charged	✓	n.a.
TSU13	start_date	Unknown start date	✓	n.a.
TSU14	end_date	Unknown end date	✓	n.a.
TSU15	occupants	Unknown number of occupants	✓	n.a.
TSU16	cra	Unknown CRA	✓	n.a.
TSU17	market_rent	Unknown market rent	✓	n.a.
TSV01	start_date	Start date is over 50 years ago	✓	n.a.
TSV02	bedrooms	Number of bedrooms is equal to or greater than 5	✓	n.a.
TSV05	gross_inc	Gross income is low	✓	n.a.
TSV06	gross_inc	Gross income is high	✓	n.a.
TSV07	asses_inc	Assessable income is low	✓	n.a.
TSV08	asses_inc	Assessable income is high	✓	n.a.
TSV09[9]	rent_chged	Rent charged is low	✓	n.a.
TSV10[10]	rent_chged	Rent charged is high	✓	n.a.
TSV11	cra	Commonwealth Rent Assistance is high	✓	n.a.
TSV12	gross_inc	Gross income is zero	✓	n.a.
TSV13	asses_inc	Assessable income is zero	✓	n.a.
TSV14	rent_chged	Rent charged is zero	✓	n.a.

[9] Threshold value for rent charged low is '10'.

[10]Threshold value for rent charged high is '400'.

			Validata	
			States/territories submitting 4 files	**States/territories submitting 2 files**
Error Code	**Data items(s)**	**Error description**		
TSV15	gross_inc, rent_chged	Households paying 30% or more of gross income on rent at the end of the collection period	✓	n.a.
TSV16	gross_inc, rent_chged	Households paying 5% or less of gross income on rent at the end of the collection period	✓	n.a.

Table B.5: Person data file edits

			Validata	
			States/territories submitting 4 files	**States/territories submitting 2 files**
Error Code	**Data items(s)**	**Error description**		
PSI01	main_tenant	Invalid main tenant flag	✓	n.a.
PSI03	sex	Invalid gender	✓	n.a.
PSI04	rel_status	Invalid relationship status	✓	n.a.
PSM02	org_id	Missing organisation ID	✓	n.a.
PSM03	hhold_id	Missing household identifier	✓	n.a.
PSM04	main_tenant	Missing main tenant flag	✓	n.a.
PSM05	dob	Missing date of birth	✓	n.a.
PSM06	sex	Missing gender	✓	n.a.
PSM07	rel_status	Missing relationship status	✓	n.a.
PSR01	CoupleCount, hhold_id, org_id	Relationship status does not match the number of occupants in the household	✓	n.a.
PSR02	hhold_id, MainTenantCount, org_id	More than 1 principal tenant for each household	✓	n.a.
PSR03	hhold_id, MainTenantCount, org_id	No main tenant for a household	✓	n.a.
PSU01	main_tenant	Unknown principal tenant flag	✓	n.a.
PSU02	dob	Unknown date of birth	✓	n.a.
PSU03	sex	Unknown sex	✓	n.a.
PSU04	rel_status	Unknown relationship status	✓	n.a.
PSV01	dob, main_tenant	Main tenant is too young	✓	n.a.
PSV02	dob	Date of birth is after the end of the collection period	✓	n.a.
PSV03	dob	Date of birth indicates person is older than 100	✓	n.a.
PSV04	dob, rel_status	Relationship status does not match age	✓	n.a.

Table B.6: Cross file edits

			Validata

Error Code		Error description	States/territories submitting 4 files	States/territories submitting 2 files
CDT02	Dwelling (org_id, dwell_id) Tenancy (org_id, dwell_id)	The dwelling (in the dwelling file) has no corresponding tenancy record (in the tenancy file); or the tenancy record (in the tenancy file) has no corresponding dwelling record (in the dwelling file). Records between the files are matched on organisation ID (org_id) and dwelling ID (dwell_id)	✓	✓
CDT03	Dwelling (org_id, dwell_id, Ten) Tenancy (org_id, dwell_id, end_date)	The number of current tenancies at the end of the collection period (ten)(in the dwelling file) does not match the count of ongoing tenancy records, where an end date has not been recorded (end_date)(in the tenancy file)	✓	✓
CDT04	Dwelling (org_id, dwell_id, beds, OR2) Tenancy (org_id, dwell_id, bedrooms)	The number of tenancies in the dwelling does not match the number of bedrooms. Possible reasons for this error: The number of tenancies normally assigned (OR2) is 1 but the number of bedrooms (beds) in the dwelling file does not equal the number of bedrooms (bedrooms) in the tenancy file ; or more bedrooms (bedrooms) are recorded in the tenancy file (for ongoing tenancies only) than the dwelling file (beds)	✓	n.a.
COD01	Organisation (org_id, org_name) Dwelling (org_id)	If an organisation (in the organisation file) has no corresponding dwelling record (in the dwelling file). Records between the files are matched on organisation ID (org_id)	✓	n.a.
COD02	Organisation (org_id) Dwelling (org_id, dwell_id)	If the dwelling (in the dwelling file) has no corresponding organisation record (in the organisation file). Records between the files are matched on organisation ID (org_id)	✓	n.a.
COD03	Organisation (org_id, org_name, sur_resp) Dwelling (org_id)	Survey response is inconsistent with survey information provided/not provided in the dwelling file. Possible reasons for this error: Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the dwelling file; or survey response (sur_resp) has been recorded as 'No' and details have been recorded in the dwelling file	✓	n.a.
COD05	Organisation (org_id, S28b, S28c, sur_resp) Dwelling (org_id, boarding_unit_room, dwelling_type, OR2)	Number of boarding units and/or rooms recorded in the organisation file is inconsistent with what is recorded in the dwelling file. Possible reasons for the error: The value for boarding house units (S28b) (from the organisation file) does not match the count of tenancy units (OR2), where dwelling type (dwelling_type) is 'boarding/rooming house' (8) and boarding unit or room (boarding_unit_room) is 'Unit' (2) (from the dwelling file); or the value for boarding house rooms (S28c) (from the organisation file) does not match the count of tenancy units (OR2), where dwelling type (dwelling_type) is 'boarding/rooming house' (8) and boarding unit or room (boarding_unit_room) is 'Room' (1) (from the dwelling file)	✓	n.a.

| Error Code | Error description | | Validata | |
			States/territories submitting 4 files	States/territories submitting 2 files
COP01	Organisation (org_id, sur_resp) Person (org_id, hhold_id)	Survey response is inconsistent with survey information provided/not provided in the person file. Possible reasons for this error: Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the person file; or survey response (sur_resp) has been recorded as 'No' and details have been recorded in the person file	✓	n.a.
COT01	Organisation (org_id, sur_resp) Tenancy (org_id, dwell_id, rental)	Survey response is inconsistent with survey information provided/not provided in the tenancy file. Possible reasons for this error: Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the tenancy file; or survey response (sur_resp) has been recorded as 'No' and details have been recorded in the tenancy file	✓	n.a.
CTP01	Tenancy (org_id, dwell_id, hhold_id) Person (org_id, hhold_id)	The tenancy record (in the tenancy file) has no corresponding person record (in the person file); or the person record (in the person file) has no corresponding tenancy record (in the tenancy file). Records between the files are matched on organisation ID (org_id) and household ID (hhold_id)	✓	n.a.
CTP03	Tenancy (org_id, dwell_id, hhold_id, occupants) Person (org_id, hhold_id)	The number of occupants (occupants) listed in the tenancy file does not match the count of people in each household in the person file	✓	n.a.
CTP04	Tenancy (org_id, hh_comp, hhold_id) Person (org_id, hhold_id, DOB)	Household composition (hh_comp) in the tenancy file is inconsistent with the number of adults and children recorded in the person file. Possible reasons for this error: household composition is 'Single person' (1) but the count of adults is not 1 or the count of children is not zero; or household composition is 'Sole parent with child/ren aged less than 16 years' (2) but the count of adults is not 1 or the count of children is zero; or household composition is 'Couple only' (3) but the count of adults is not 2 or the count of children is not zero; or household composition is 'Couple with child/ren aged less than 16 years' (4) but the count of adults is not 2 or the count of children is zero; or household composition is 'Group (unrelated adults)' (7) but the count of adults is less than 2 or the count of children is not zero	✓	n.a.
CTP09	Tenancy (org_id, hh_comp, hhold_id) Person (org_id, hhold_id, rel_status)	Household composition (hh_comp) in the tenancy file is inconsistent with the relationship status (rel_status) recorded for household members in the person file. Possible reasons for this error: household composition is 'Single person' (1) but the count of people in a couple (where relationship status is 2) is not zero; or household composition is 'Sole parent with child/ren aged less than 16 years' (2)	✓	n.a.

Error Code		Error description	Validata	
			States/territories submitting 4 files	States/territories submitting 2 files
		but the count of people in a couple (where relationship status is 2) is not zero; or household composition is 'Couple only' (3) but the count of people in a couple (where relationship status is 2) is not 2; or household composition is 'Couple with child/ren aged less than 16 years' (4) but the count of people in a couple (where relationship status is 2) is not 2; or household composition is 'Group (unrelated adults)' (7) but the count of people in a couple (where relationship status is 2) is not zero		
DSR01	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, OR2, S13, Ten, TenVacs)	The number of tenancies normally assigned to this dwelling when at full capacity (OR2) does not equal the sum of: tenancies currently assigned to the dwelling (Ten); plus the total number of tenantable vacancies in the dwelling (TenVacs); plus the number of untenantable vacancies in the dwelling (S13)	✓	n.a.
DSR05	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, boarding_unit_room, dwelling_type)	Possible reasons for the error: If dwelling_type (dwelling_type) is 'boarding/rooming house' (8) but boarding unit or room (boarding_unit_room) is missing or invalid (not 1, 2 or U); or there is a value for boarding unit or room (boarding_unit_room) and dwelling type (dwelling_type) is not 'boarding/rooming house' (8)	✓	n.a.
DSU02	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, Ten)	Unknown number of tenancies currently assigned (Ten)	✓	n.a.
DSU03	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, TenVacs)	Unknown number of tenantable vacancies (TenVacs)	✓	n.a.
DSU04	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, S13)	Unknown number of untenantable vacancies (S13)	✓	n.a.
TSM04	Dwelling (org_id, dwell_id, OR2) Tenancy (org_id, hhold_id, rental)	The tenancy identifier (unit_id) is missing in the tenancy file however there is more than one tenancy (rental) unit in dwelling (where the value for tenancies normally assigned (OR2) in the dwelling file is greater than 1)	✓	n.a.

Appendix C – Data relationships

Table C.1: Data item relationships checklist

Data item / Performance indicator	Data relationship description	Relationship
S1	Total new households should be less than or equal to the total number of households (S4)	S1 <= S4
S1	Total number of new households (S1) should equal the sum of households in major cities, inner regional, outer regional, remote, very remote and migratory areas (S1a+S1b+S1c+S1d+S1e+S1f)	S1 = S1a+S1b+S1c +S1d+S1e+S1f
S2	New indigenous households (S2) should be less than or equal to the number of new households (S1)	S2 <= S1
S3	Homeless households (S3) at the time of allocation should be less than or equal to the number of new households (S1)	S3 <= S1
S4	Total number of households (S4) should equal the sum of households in major cities, inner regional, outer regional, remote, very remote and migratory areas (S4a+S4b+S4c+S4d+S4e+S4f)	S4 = S4a+S4b+S4c +S4d+S4e+S4f
S5	Indigenous households (S5) should be less than or equal to the total number of households (S4)	S5 <= S4
S6	Disability households (S6) should be less than or equal to the total number of households (S4)	S6 <= S4
S7	NESB households (S7) should be less than or equal to the total number of households (S4)	S7 <= S4
S8	Households with a principal tenant aged 24 years or less (S8) should be less than or equal to the total number of households (S4)	S8 <= S4
S9	Households with a principal tenant aged 75 years or more (S9) should be less than or equal to the total number of households (S4)	S9 <= S4
S10	Applicants on the waiting list who have a greatest need (S10) should be less than or equal to the total number or applicants on the waiting list (S11b)	S10 <= S11b
S14	Total low income households paying 20% or less of gross income in rent (S14) should be less than or equal to the total number of households (S4)	S14 <= S4
S15	Total low income households paying more than 20% but not more than 25% of gross income in rent (S15) should be less than or equal to the total number of households (S4)	S15 <= S4
S16	Total low income households paying more than 25% but not more than 30% of gross income in rent (S16) should be less than or equal to the total number of households (S4)	S16 <= S4
S20	Households with underutilisation (S20) should be less than or equal to the total number of households (S4)	S20 <= S4
S20	Total number of households with underutilisation (S20) should equal the sum of households with underutilisation of 1, 2, 3, 4 and 5 or more bedrooms (S20a+S20b+S20c+S20d+S20e)	S20 = S20a+S20b+S20c +S20d+S20e
S29	Community housing providers (S29) should equal the sum of housing associations, housing co-operatives and other service organisations (S30+S31+S32)	S29 = S30+S31+S32
S29	Community housing providers (S29) should equal the sum of community housing providers managing 200 or more dwellings, 100-199, 50-99, 20-49 and less than 20 dwellings (S41a+ S41b+ S41c+ S41d+ S41e)	S29 = S41a+ S41b+S41c+S41d+ S41e
S40	Community housing providers that were able to offer support service(s) should be less than or equal to the total number of community housing providers (S29)	S40 <= S29
AL2	Total number of low income households for which gross income and rent details are known (AL2) should equal to the sum of the different income categories (S14+S15+S16+AL1)	AL2 = S14+S15+S16+AL1

Data item / Performance indicator	Data relationship description	Relationship
HS1	Households with overcrowding (HS1) should be less than or equal to the total number of households (S4)	HS1 <= S4
HS2	Households for which household and tenancy (rental) unit details are known (HS2) should be less than or equal to the total number of households (S4)	HS2 <= S4
HS3	Indigenous households with overcrowding (HS3) should equal the sum of indigenous households that require an additional 1, 2, 3, 4 and 5 or more bedrooms (HS3a+ HS3b+ HS3c+ HS3d+ HS3e)	HS3 = HS3a+ HS3b+ HS3c+ HS3d+ HS3e
HS4	Households for which household and tenancy (rental) unit details are known (HS4) should be less than or equal to the total number of indigenous households (S5)	HS4 <= S5
SN1	New households with special needs (SN1) should be less than or equal to the total number of new households for whom special needs details are known (SN2)	SN1 <= SN2
SN2	New households for whom special needs details are known (SN2) should be less than or equal to the total number of new households (S1)	SN2 <= S1
PA1	New greatest need allocations (PA1) should be less than or equal to the total number of new allocations (PA2)	PA1 <= PA2
PA1	Total number of new and greatest needs allocation households (PA1) should equal the sum of new and greatest need households in major cities, inner regional, outer regional, remote, very remote and migratory areas (PA1a+PA1b+ PA1c+PA1d+PA1e +PA1f)	PA1 = PA1a+PA1b+ PA1c+PA1d+PA1e +PA1f
PA1	New greatest need allocations (PA1) should be greater than or equal to the total number of new households that were homeless at the time of allocation (S3)	PA1 => S3
PA2	New allocations (PA2) should be equal to the total number of new households (S1)	PA2 = S1
OR1	Occupied tenancy (rental) units (OR1) should be equal to the total number of households (S4)	OR1 = S4
OR2	Tenancy (rental) units (OR2) should be more than or equal to the sum of the tenantable and untenantable tenancy (rental) units (S12+S13)	OR2 >= S12+S13
DC4	Tenancy (rental) units should be equal to OR2 as reported in previous financial year	DC4 = previous OR2
P2	Household income or rent charged is missing. If so, a different figure will be displayed next to the first value based on only those records that have *both* income and rent charged recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	
P8a	Provider cost or the number of tenancy (rental) units is missing. If so, a different figure will be displayed next to the first value based on only those records that have *both* provider cost and number of tenancy (rental) units recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	
P11	Total rent collected or total rent charged is missing. If so, a different figure will be displayed next to the first value based on only those records that have *both* rent collected and rent charged recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	

Appendix D – Summary data items

The Community housing data set specification
(http://meteor.aihw.gov.au/content/index.phtml/itemId/565261) is the authoritative
source of data definitions and standards for this collection. Additional information is also
available in the *National housing and homelessness data dictionary*
(http://www.aihw.gov.au/publication-detail/?id=60129543695).

All relevant terms and definitions are listed in the Glossary (**Appendix F**).

An indication is provided where data has been requested for RoGS in the past. Future
reporting requirements have yet to be determined.

Summary data items

S1	Total number of new households assisted for year ending 30 June 2015	RoGS ✓
	Count the total number of households who:	
	• commenced receiving community housing for year ending 30 June 2015; and	
	• were identified as a new household to the community housing provider.	
Definitions:	Refer to glossary for:	
	• date assistance commenced;	
	• new allocation status.	
Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider and commenced receiving community housing at any time during the year ending 30 June 2015.	
	Households who transferred from another community housing provider.	
	Households who were directly tenanted and as such were not waitlisted.	
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.	
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider.	
	However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new households assisted by the community housing sector.	
Counting units:	Number of households.	

S1a-S1f	Total number of households by remoteness at 30 June 2015	
Reporting categories:	**OPTIONAL: Also reported as a disaggregation of the number of households assisted in social housing.** - in Major cities of Australia - in Inner Regional Australia - in Outer Regional Australia - in Remote Australia - in Very Remote Australia - in Migratory areas	
Relation:	The sum of S1a–S1f should be equal to S1 (or less where location details are not known).	

S2	Total number of new Indigenous households assisted for year ending 30 June 2015	RoGS ✓
	Count the total number of households who: • commenced receiving community housing for year ending 30 June 2015; • were identified as a new household to the community housing provider; and • satisfy the Indigenous household definition.	
Definition:	Refer to glossary for: • date assistance commenced; • Indigenous household; • new allocation status.	
Include:	Indigenous households who are not currently tenants but who were identified as a new household to the community housing provider and commenced receiving community housing at any time during the year ending 30 June 2015. Indigenous households who transferred from another community housing provider. Indigenous households who were directly tenanted and as such were not waitlisted.	
Exclude:	Indigenous households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.	
Note:	If an Indigenous household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider. However, if an Indigenous household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new Indigenous households assisted by the community housing sector.	
Counting units:	Number of households.	

S3	**Total number of new households assisted for year ending 30 June 2015 that were homeless at the time of allocation**	
	Count the total number of households who: • commenced receiving community housing for year ending 30 June 2015; • were identified as a new household to the community housing provider; and • satisfied the homeless definition at the time of allocation.	
Definitions:	Refer to glossary for: • date assistance commenced; • homeless; and • new allocation status.	
Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider; commenced receiving community housing at any time during the year ending 30 June 2015; and satisfied the homeless definition. Households who transferred from another community housing provider. Households who were directly tenanted and as such were not waitlisted.	
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.	
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider. However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new households assisted by the community housing sector.	
Counting units:	Number of households.	

S4	**Total number of households at 30 June 2015**	✓
	Count the total number of households who were tenants in community housing at 30 June 2015.	
Definition:	Refer to glossary for: household.	
Exclude:	Households who were assisted during the financial year but were no longer tenants at 30 June 2015.	
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.	
Counting units:	Number of households.	

S4a-S4f	**Total number of households by remoteness at 30 June 2015**
Reporting categories:	**OPTIONAL: Also reported as a disaggregation of the number of households assisted in social housing.** - in Major cities of Australia - in Inner Regional Australia - in Outer Regional Australia - in Remote Australia - in Very Remote Australia - in Migratory areas
Relation:	The sum of S4a–S4f should be equal to S4 (or less where location details are not known).

S5	**Total number of Indigenous households at 30 June 2015**	RoGS ✓
	Count the total number of households who: • were tenants in community housing at 30 June 2015; and • satisfy the Indigenous household definition.	

Definition:	Refer to glossary for:
	• Indigenous household.
Exclude:	Indigenous households who were assisted during the financial year but were no longer tenants at 30 June 2015.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households.

S6	Total number of households containing a member with a disability at 30 June 2015
	Count the total number of households who:
	• were tenants in community housing at 30 June 2015; and
	• contained a household member with a disability.
Definition:	Refer to glossary for:
	• disability; and
	• household.
Exclude:	Households containing a member with a disability who were assisted during the financial year but were no longer tenants at 30 June 2015.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households.

S7	Total number of households from a non–English speaking background at 30 June 2015
	Count the total number of households who:
	• were tenants in community housing at 30 June 2015; and
	• satisfy the non–English speaking background household definition.
Definition:	Refer to glossary for:
	• non–English speaking background household.
Exclude:	Households from a non–English speaking background who were assisted during the financial year but were no longer tenants at 30 June 2015.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households.

S8	**Total number of households with a principal tenant aged 24 years or less at 30 June 2015**
	Count the total number of households who:
	• were tenants in community housing at 30 June 2015; and
	• had a principal tenant aged 24 years or less at 30 June.
Definition:	Refer to glossary for:
	• principal tenant.
Exclude:	Households with a principal tenant aged 24 years or less who were assisted during the financial year but were no longer tenants at 30 June 2015.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
	This item is determined as at 30 June 2015 and as such households with a principal tenant who was aged 24 years during the financial year but was aged 25 years at 30 June 2015 will not be counted.
Counting units:	Number of households.

S9	**Total number of households with a principal tenant aged 75 years or more at 30 June 2015**
	Count the total number of households who:
	• were tenants in community housing at 30 June 2015; and
	• had a principal tenant aged 75 years or more at 30 June.
Definition:	Refer to glossary for:
	• principal tenant.
Exclude:	Households with a principal tenant aged 75 years or more who were assisted during the financial year but were no longer tenants at 30 June 2015.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households.

S10	**Total number of new applicants who have a 'greatest need' at 30 June 2015**	**RoGS** ✓

Count the total number of applicants on the community housing waiting list at 30 June 2015 who:

- were identified as a new household to the community housing provider; and
- satisfy the greatest need definition.

Definitions: Refer to glossary for:

- greatest need status;
- new allocation status; and
- waitlist applicant household.

Exclude: Potential applicants still awaiting eligibility assessment at 30 June 2015.

Applicants on the waiting list whose greatest need status has not been identified.

Note: The reliability and comparability of this indicator depends on the accuracy of the waiting list information. The waiting list information used in this indicator requires that all applicants, at 30 June 2015:

- are still eligible for community housing;
- 'greatest need' circumstances still prevail; and
- still wish to pursue their application.

Where this is not the case, footnotes should detail current practice.

Counting units: Number of households.

S11	**Total number of applicants on waiting list at 30 June 2015 <u>excluding</u> applicants for transfer**	**RoGS** ✓

Count the total number of applicants on the community housing waiting list at 30 June 2015 who were identified as a new household to the community housing provider.

Definitions: Refer to glossary for:

- new allocation status;
- waitlist applicant household.

Exclude:

- Potential applicants still awaiting eligibility assessment at 30 June 2015
- Applicants currently in receipt of community housing who were waiting to transfer from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.

Note: The waiting list information used in this indicator requires that all applicants, at 30 June 2015:

- are still eligible for community housing; and
- still wish to pursue their application.

Where this is not the case, footnotes should detail current practice.

Counting units: Number of households.

S11a	**Total number of applicants for transfer on the waiting list at 30 June 2015**	**RoGS** ✓

Count the total number of applicants on the community housing waiting list at 30 June 2015 who were waiting to transfer from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.

Definitions: Refer to glossary for:
- new allocation status;
- waitlist applicant household.

Exclude:
- Potential applicants still awaiting eligibility assessment at 30 June 2015

Note: The waiting list information used in this indicator requires that all applicants, at 30 June 2015:
- are still eligible for community housing; and
- still wish to pursue their application.

 Where this is not the case, footnotes should detail current practice.

Counting units: Number of households.

S11b	**Total number of applicants on the waiting list at 30 June 2015**	**RoGS** ✓

Count the total number of applicants on the community housing waiting list at 30 June 2015.

Definitions: Refer to glossary for:
- new allocation status;
- waitlist applicant household.

Exclude: Potential applicants still awaiting eligibility assessment at 30 June 2015

Note: The waiting list information used in this indicator requires that all applicants, at 30 June 2015:
- are still eligible for community housing; and
- still wish to pursue their application.

Where this is not the case, footnotes should detail current practice.

Counting units: Number of households.

Relation: The sum of S11 and S11a should equal S11b.

S12	**Total number of tenantable tenancy (rental) units at 30 June 2015**	**RoGS** ✓

Count the total number of tenantable community housing tenancy (rental) units at 30 June 2015, including both occupied and vacant tenantable tenancy (rental) units.

Definition: Refer to glossary for:
- tenancy (rental) unit;
- tenantable tenancy (rental) unit.

Include: Tenantable tenancy (rental) units for which there is no demand or suitable applicant such as single bedroom or disabled modification.

Exclude: Stock outside the scope of this collection (refer to your scope document for more information).

Tenancy (rental) units where maintenance has not been completed at 30 June 2015.

Counting units: Number of tenancy (rental) units.

S13	**Total number of untenantable tenancy (rental) units at 30 June 2015**	**RoGS** ✓

Count the total number of untenantable community housing tenancy (rental) units at 30 June 2015.

Definition:	Refer to glossary for: • tenancy (rental) unit; • untenantable tenancy (rental) unit.
Include:	Dwellings that are vacant and awaiting a decision on their future, including those awaiting insurance evaluation or which are structurally damaged. Dwellings identified for sale or undergoing upgrade or maintenance.
Exclude:	Stock outside the scope of this collection (refer to the scope document for more information).
Note:	Dwelling level information rather than tenancy (rental) unit information will be reported for dwellings that may have more than 1 tenancy (rental) unit depending on the utilisation of stock by providers. However, where a defined number of tenancy (rental) units exist within a dwelling structure (e.g. boarding house), each untenantable tenancy (rental) unit should be counted separately.
Counting units:	Number of tenancy (rental) units.

S14	**Number of low income households paying 20% or less of gross income in rent at 30 June 2015**	**RoGS** ✓
S15	**Number of low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2015**	**RoGS** ✓
S16	**Number of low income households paying more than 25% but not more than 30% of gross income in rent at 30 June 2015**	**RoGS** ✓

These items count the number of low income households at 30 June 2015 that satisfy each of the above criteria. They use tenant household-level information about the amount each low income household spends on rent and the total household gross income.

Definition:	Refer to glossary for: • low income household; • income – gross; • rent charged to tenant.
Exclude:	Households for which rent charged or income details are not known. Households for which gross income is zero dollars. Households for which rent charged is greater than gross income.
Note:	Multiple tenant low income households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately. If gross income is not available, assessable income is to be used as the proxy. If assessable income is used, ensure that the AIHW is informed of this.
Counting units:	Number of households.
Relation:	The sum of S14:S16 + AL1 should equal AL2.

S20	**Number of households with underutilisation at 30 June 2015**	**RoGS** ✓

These items count the total number of households that satisfy the moderate overcrowding and underutilisation definitions.

Definition:	Refer to glossary for:
	• Number of bedrooms
	• Canadian National Occupancy Standard
	• Under utilisation
Exclude:	Households for which household details and/or size of tenancy (rental) unit (i.e. the number of bedrooms) is not known.
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households.

S20a-S20e	**Number of households by additional bedrooms at 30 June 2015**

Reporting categories:	**OPTIONAL**
	- with under-utilisation of 1 additional bedroom
	- with under-utilisation of 2 additional bedrooms
	- with under-utilisation of 3 additional bedrooms
	- with under-utilisation of 4 additional bedrooms
	- with under-utilisation of 5 or more additional bedrooms
Relation:	The sum of S20a–S20e should be equal to S20.

S21	**Total number of tenancy (rental) units in Major Cities of Australia at 30 June 2015**	**RoGS** ✓
S22	**Total number of tenancy (rental) units in Inner Regional Australia at 30 June 2015**	**RoGS** ✓
S23	**Total number of tenancy (rental) units in Outer Regional Australia at 30 June 2015**	**RoGS** ✓
S24	**Total number of tenancy (rental) units in Remote Australia at 30 June 2015**	**RoGS** ✓
S25	**Total number of tenancy (rental) units in Very Remote Australia at 30 June 2015**	**RoGS** ✓
S26	**Total number of tenancy (rental) units in Migratory areas at 30 June 2015**	**RoGS** ✓

These data items count the total number of tenancy (rental) units in each of the six specified remoteness areas. Although the total number of tenancy (rental) units in each area may vary from month to month, the number reported is as at 30 June 2015.

Definitions:	Refer to glossary for:
	• Australian Statistical Geography Standard (ASGS) of remoteness areas;
	• tenancy (rental) unit.
Include:	All tenancy (rental) units in each remoteness area that meet the specified definition on 30 June 2015 that were:
	• tenantable (occupied and vacant);
	• untenantable; and
	• head-leased stock used for community housing rental.
Exclude:	Stock outside the scope of this collection (refer to the scope document for more information).
	Tenancy (rental) units for which the postcode is not known.
Note:	ASGS remoteness structure is being used to identify in which remoteness area the tenancy (rental) unit is located. Postcodes have been converted into a remoteness area – contact the AIHW for more information.
	States/territories may provide the AIHW with electronic postcode data for each tenancy (rental) unit from which remoteness areas can be derived.
Counting units:	Number of tenancy (rental) units

S27	**Total number of head-leased dwellings (private) at 30 June 2015**

This data item counts the number of tenantable and untenantable dwellings managed by community housing providers that are owned by private individuals or private corporations at 30 June 2015.

Definition: Refer to glossary for:

- head-leased dwelling (private).

Include: All occupied and vacant dwellings owned by private individuals or private corporations that are leased to community housing providers.

Exclude: Dwellings owned by State Housing Authorities and other government entities and leased to the community housing providers.

Stock outside the scope of this collection (refer to the scope document for more information).

Note: Not all states/territories head-lease dwellings from the private sector. Where no dwellings are head-leased from the private sector record 'n.a.'

Counting units: Number of dwellings.

S28a	Total number of boarding / rooming / lodging house buildings at 30 June 2015
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house buildings managed by community housing providers at 30 June 2015.
Definition:	Refer to glossary for: • boarding house building.
Include:	Occupied and vacant boarding / rooming / lodging house buildings.
Exclude:	Stock outside the scope of this collection (refer to the scope document for more information).
Note:	Not all states/territories have boarding / rooming / lodging houses. Where there is no boarding / rooming / lodging house buildings record.
Counting units:	Number of buildings.

S28b	Total number of boarding / rooming / lodging house units at 30 June 2015
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house units managed by community housing providers at 30 June 2015.
Definition:	Refer to glossary for: • boarding house unit.
Include:	Occupied and vacant boarding / rooming / lodging house units.
Exclude:	Boarding / rooming / lodging house bedrooms that are not self-contained. Stock outside the scope of this collection (refer to the scope document for more information).
Note:	Not all states/territories have boarding / rooming / lodging house units. Where there is no boarding / rooming / lodging house units record.
Counting units:	Number of units.

S28c	Total number of boarding / rooming / lodging house rooms at 30 June 2015
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house rooms managed by community housing providers at 30 June 2015.
Definition:	Refer to glossary for: • boarding house room.
Include:	Occupied and vacant boarding / rooming / lodging house rooms.
Exclude:	Rooms within self-contained boarding / rooming / lodging house units. Stock outside the scope of this collection (refer to the scope document for more information).
Note:	Not all states/territories have boarding / rooming / lodging house rooms. Where there is no boarding / rooming / lodging house rooms record.
Counting units:	Number of rooms.

S29	Total number of community housing providers at 30 June 2015	RoGS ✓

This data item counts the total number of community housing providers at 30 June 2015.

Definition:	Refer to glossary for: • community housing provider.
Include:	Community housing providers may include: • housing cooperatives; • housing associations; • other community service organisations.
Exclude:	Community housing providers outside the scope of this collection.
Note:	Community housing providers are defined by the organisation's tenancy management and tenure arrangements and not necessarily defined by who owns the property. Administrative data should be used.
Counting units:	Number of providers.

S30	Total number of housing associations at 30 June 2015
S31	Total number of housing cooperatives at 30 June 2015
S32	Total number of other service organisations at 30 June 2015

These data items count the total number of community housing providers at 30 June 2015 by provider type.

Definitions:	Refer to glossary for: • community housing provider; • housing association; • housing cooperative; • other community service organisation.
Exclude:	Community housing providers outside the scope of this collection.
Note:	Community housing providers are defined by the organisation's tenancy management and tenure arrangements and not necessarily defined by who owns the property. Administrative data should be used.
Counting units:	Number of providers.

S33	Total number of community housing providers at 30 June 2015 that were able to offer daily living support to households
S34	Total number of community housing providers at 30 June 2015 that were able to offer personal support to households
S35	Total number of community housing providers at 30 June 2015 that were able to offer community living support to households
S36	Total number of community housing providers at 30 June 2015 that were able to offer support for children, families and carers
S37	Total number of community housing providers at 30 June 2015 that were able to offer training and employment support to households
S38	Total number of community housing providers at 30 June 2015 that were able to offer financial and material assistance to households

S39	**Total number of community housing providers at 30 June 2015 that were able to offer information, advice and referral to households**
	These data items count the total number of community housing providers at 30 June 2015 by the type of support (other than housing) the provider was able to offer to the households they assist.
Definitions:	Refer to glossary for: • community housing provider; • support type.
Include:	Community housing providers that did not directly provide support but ensured links to appropriate support services were established and maintained.
Exclude:	Community housing providers outside the scope of this collection.
Note:	Community housing providers are defined by the organisation's tenancy management and tenure arrangements and not necessarily defined by who owns the property. Providers should be counted once under each type of support/assistance they provide regardless of the number of households assisted.
Counting units:	Number of providers.

S40	**Total number of community housing providers that were able to offer support service(s) at 30 June 2015**
	This data item counts the total number of community housing providers at 30 June 2015 that were able to offer support service(s).
Definitions:	Refer to glossary for: • community housing provider; • support type.
Include:	Community housing providers that did not directly provide support but ensured links to appropriate support services were established and maintained.
Exclude:	Community housing providers outside the scope of this collection.
Note:	Community housing providers are defined by the organisation's tenancy management and tenure arrangements and not necessarily defined by who owns the property.
Counting units:	Number of providers.

Administrative data items

The following summary data items are calculated from the unit record administrative data supplied to the AIHW.

States/territories calculating their own summary data items and performance indicators are not required to calculate the following data items.

S41a-S41e	Total number of community housing organisations by organisation size at 30 June 2015
Reporting categories:	- Managing 200 or more dwellings - Managing 100–199 dwellings - Managing 50–99 dwellings - Managing 20–49 dwellings - Managing less than 20 dwellings
Definitions:	Refer to glossary for: • Dwelling • Community housing provider
Counting units:	Number of organisations (community housing providers)

S42	Total number of dwellings at 30 June 2015
Definition:	Refer to glossary for: • Dwelling
Counting units:	Number of dwellings

S43a-S43f	Total number of dwellings by community housing program at 30 June 2015
Reporting categories:	- Long term community housing program - Short to medium term community housing program - Boarding/rooming house program - Joint venture program - 'Other' program - NRAS program
Definitions:	Refer to glossary for: • Dwelling
Note:	Community housing programs are defined at a jurisdictional level.
Counting units:	Number of dwellings

S44a-S44e	Total number of dwellings by dwelling size at 30 June 2015
Reporting categories:	- Containing one bedroom - Containing two bedrooms - Containing three bedrooms - Containing four bedrooms - Containing five or more bedrooms
Definitions:	Refer to glossary for: • Dwelling
Note:	Bedsits should be counted as 1 bedroom dwellings.
Counting units:	Number of dwellings

S44f	Average number of bedrooms per dwelling at 30 June 2015	
Counting units:	Average number of bedrooms	
Definitions:	Total number of bedrooms / Total number of dwellings	

S45a-S45e	Total number of dwellings by dwelling type at 30 June 2015
Reporting categories:	- Separate house - Semi-detached, row or terrace house, townhouse, etc. - Flat, unit or apartment - Boarding/rooming house unit - Other
Definitions:	Refer to glossary for: • Dwelling type
Counting units:	Number of dwellings
Note:	Using NHDD V3 'Dwelling type' codes.

Appendix E: Performance indicators

Time period reference

Four types of time period are referred to in these indicators:

- point in time for current year, that is, status at 30 June 2015 (includes households where assistance ended on 30 June 2015);
- current financial year, that is, 2014-15, the period 1 July 2014 to 30 June 2015;
- previous financial year, that is, 2013–14, the period 1 July 2013 to 30 June 2014;
- point in time for previous year, that is, status at 30 June 2014.

The below table (Table E.1) details the time period reference for each indicator.

Table E.1: Time period reference

Point in time for current year (30 Jun 2015)[1]	Point in time for previous year (30 Jun 2014)[1]	Current financial year (period 1 July 2014 to 30 June 2015)	Previous financial year (period 1 July 2013 to 30 June 2014)
P2 Affordability	P8 Net recurrent costs (Number of tenancy rental units)	P5 Special needs	P8 Net recurrent costs
P2a Affordability of low income households		P6 Priority access to those in greatest need	P11 Rent collection rate
P2b Affordability of low income Indigenous households			
P3 Match of tenancy (rental) unit to household size			
P3a Match of tenancy (rental) unit to Indigenous household size			
P4 Low income			
P9 Occupancy rates			
P13 Proportion of households with under-utilisation (2 or more bedrooms)			
P14 Proportion of low income households paying 20% or less of their gross income in rent			
P15 Proportion of low income households paying >20% but not more than 25% of their gross income in rent			
P16 Proportion of low income households paying >25% but not more than 30% of their gross income in rent			

1 For point in time indicators, data may have been extracted at a date during the financial year other than 30 June

2 Satisfaction with amenity/location is measured as a point in time of the data collection period of the National Social Housing Survey

3 Overall satisfaction is measured for the 12 months proceeding the data collection period of the National Social Housing Survey

P1 Amenity/Location and P7 Customer Satisfaction are collected through the National Social Housing Survey usually on a biennial basis.

Details of these performance indicators are shown below; however the data and specifications are not part of this process manual.

P1 Amenity/location

Outcome to be measured	Performance indicator	Data items
The amenity of community housing stock.	The percentage of tenants expressing satisfaction in relation to the amenity of their tenancy (rental) unit The percentage of tenants expressing satisfaction in relation to the location of their tenancy (rental) unit	Amenity data items will measure: • the importance to tenants of the tenancy (rental) unit amenity; and • the suitability of the tenancy (rental) unit amenity for the tenants needs Location data items will measure: • the importance to tenants of being located close to facilities and services; and • ease of access to facilities and services such as health, community services, employment or training, public transport

P7 Customer satisfaction

Outcome to be measured	Performance indicator	Data items
The satisfaction of customers	The percentage of customers expressing different degrees of satisfaction in relation to service	Percentage of tenants reporting overall satisfaction: • Very satisfied • Satisfied • Total satisfied or very satisfied

For each of the remaining performance indicators, the following information is presented in this manual:

• notes on compiling data for this indicator;
• data specification items;
• glossary containing definitions.

P2 Affordability

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability within the public sector.	The proportion of household income left after rent	**For week of 30 June 2015:** AF1 Total rents charged to tenant AF2 Total household gross income	

Calculation

The indicator is calculated as:

$$\frac{\text{Total household gross income for week of 30 June (AF2) – Total rent charged to}}{\text{tenants for week of 30 June (AF1)}}$$

$$\frac{}{\text{Total household gross income for week of 30 June (AF2)}}$$

$$P2 = ((AF2\text{-}AF1)/AF2) \times 100$$

Data items

AF1	Total rents charged for week of 30 June 2015	**RoGS** ✓
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2015. The rents charged to tenants may or may not have been received.	
Definition:	Refer to glossary for: • income – gross; • rent charged to tenant.	
Exclude:	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual').	
Counting units:	Dollars	

AF2	Total household gross income for week of 30 June 2015	
	Count the total household gross income for the week of 30 June 2015.	
Definition:	Refer to glossary for: • income - gross.	
Note:	Each State/Territory will use its own definition of 'gross income' as is currently recorded from tenants. The definition used for 'gross income' is to be specified in the footnotes. Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.	
Counting units:	Dollars	

P2a Affordability for low income households

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low income households within the social housing sector.	The proportion of low income households paying more than 30% of their gross income in rent	**At 30 June 2015:** AL1 Total number of low income households paying more than 30% of their gross income in rent AL2 Total number of low income households for which gross income and rent details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income households paying more than 30\% of their gross income}}{\text{in rent at 30 June (AL1)}}$$

$$\frac{}{\text{Total number of low income households for which gross income and rent details are}}$$
$$\frac{}{\text{known at 30 June (AL2)}}$$

$$P2a = (AL1/AL2) \times 100$$

Data items

AL1	**Total number of low income households paying more than 30% of their gross income in rent at 30 June 2015**	**RoGS** ✓

Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2015. The rents charged to tenants may or may not have been received.

Definition:

Refer to glossary for:
- low income household;
- income – gross;
- rent charged to tenant.

Calculation:

1. Derive household equivalised gross income

> Equivalised income is derived by calculating an equivalence factor and then dividing income by the factor. The equivalence factor derived using the 'modified OECD' equivalence scale is built up by allocating points to each person in a household. Taking the first adult in the household as having a weight of 1 point, each additional person who is 15 years or older is allocated 0.5 points, and each child under the age of 15 is allocated 0.3 points.

> Equivalised household income is derived by dividing the total household income by a factor equal to the sum of the equivalence points allocated to household members. The equivalised income of a lone person household is the same as its unequivalised income (ABS 2010: cat. no. 6553.0).

2. Determine whether the equivalised gross income for the household is below the low income cut off limits

> Low income households are considered to be those in the bottom two quintiles of equivalised gross household income. Different low income cut off limits are applied depending on the location of a household (based on dwelling postcode). Generally, different limits apply to capital cities and the remainder of the state/territory for each jurisdiction.

> Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.

> Where a postcode/location is unknown, the 'Whole of state' equivalised gross income cut off measure will be used.

> See Table E.2 for the cut off measures for low income households.

Exclude:

Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual').

Households who were tenants in community housing at 30 June 2015 that did not fall below the relevant low income cut off.

Low income households who were assisted during the financial year that were no longer tenants at 30 June 2015.

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

Households for which gross income is zero dollars.

Households for which rent charged is greater than gross income.

Counting units:

Number of households

AL2	Total number of low income households for which gross income and rent details are known at 30 June 2015
	Count the total number of low income households where gross income and rent details are known at 30 June 2015.
Definition:	Refer to glossary for: • low income household; • income - gross.
Exclude:	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual'). Households who were tenants in community housing at 30 June 2015 that did not fall below the relevant low income cut off. Households who were assisted during the financial year that were no longer tenants at 30 June 2015. Households for which rent charged or income details are not known. Households for which gross income is zero dollars. Households for which rent charged is greater than gross income.
Note:	Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households

Defining a low income household

The low income classification uses equivalised gross household income to classify a household as low income. Equivalised gross income is used as it allows comparison of the relative economic wellbeing of households of different sizes and compositions, with the equivalised gross income being an indicator of the economic resources available to a standardised household.

The ABS provides tables of equivalised gross income by jurisdiction and capital city/balance of state calculated from the Survey of Income and Housing. Households that fall in the bottom two quintiles of equivalised gross income will be classified as low income households.

The Survey of Income and Housing is conducted every two years which means that cut-offs are not updated each financial year. The 30 June 2012 cut-offs will be used for the 2014-15 processing until the 30 June 2014 cut-offs are released (likely in time for the 2015-16 processing).

The out-of-date cut-offs will lead to an expected under-count of the number of low income households and to the erroneous exclusion of some households from low income sub-sets.

Table D.2: Equivalised gross income cut-off measure for low-income households, 2011–12

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Capital city	781	736	804	801	714	603	1147	1014
Balance of state	557	543	606	722	531	513	. .	1061

Source: Survey of Income and Housing.

P2b Affordability for low income Indigenous households

Outcome to be measured	Performance indicator	Data items
The level of housing affordability of low income Indigenous households within the social housing sector.	The proportion of low income Indigenous households paying more than 30% of their gross income in rent.	**At 30 June 2015:** AL3 Total number of low income Indigenous households paying more than 30% of their gross income in rent AL4 Total number of low income Indigenous households for which gross income and rent details are known

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income Indigenous households paying more than 30\% of their gross income in rent at 30 June (AL3)}}{\text{Total number of low income Indigenous households for which gross income and rent details are known at 30 June (AL4)}}$$

$$P2b = (AL3/AL4) \times 100;$$

Data items

AL3	**Total number of low income Indigenous households paying more than 30% of their gross income in rent at 30 June 2015**	✓
	As per AL1 but for Indigenous households.	

AL4	**Total number of low income Indigenous households for which gross income and rent details are known at 30 June 2015**	✓
	As per AL2 but for Indigenous households.	

P3 Match of tenancy (rental) unit to household size

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The degree of 'over' occupation of tenancy (rental) units	The proportion of households where tenancy (rental) unit size is not appropriate due to overcrowding	**At 30 June 2015:** HS1 Total number of households with overcrowding HS2 Total number of households occupying community housing for which household and tenancy (rental) unit details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of households with overcrowding at 30 June (HS1)}}{\text{Total number of households occupying community housing at 30 June for which household details and tenancy (rental) unit details are known (HS2)}}$$

$$P3 = (HS1/HS2) \times 100;$$

Note: This indicator requires data about each tenancy (rental) unit (number of bedrooms) and the details of the household (number of adult couples and singles, and the age and sex of

each child less than 18 years old) occupying the tenancy (rental) unit to determine the adequacy of the tenancy (rental) unit at 30 June 2015. Where multiple tenancy (rental) units are contained within the one dwelling structure, the number of bedrooms allocated to each household is needed to determine overcrowding.

Data items

HS1	Total number of households with overcrowding at 30 June 2015	
	Count the total number of households who: • were tenants in community housing at 30 June 2015; and • satisfy the overcrowding definition based on the Canadian National Occupancy Standard.	
Definition:	Refer to glossary for: • number of bedrooms; • overcrowding; • Canadian National Occupancy Standard.	
Include:	Households where valid assumptions can be made if information is missing, namely: • single or couple households – are always allocated 1 bedroom • a group of unrelated adults – are always allocated 1 bedroom each • where all household details are known except for 1 person and maximum bedroom occupancy for the known household members is reached – the remaining person can be allocated their own bedroom	
Exclude:	Households for which household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and/or tenancy (rental) unit size (i.e. the number of bedrooms) is not known.	
Note:	A bedsit is defined as a one-bedroom tenancy (rental) unit for the purpose of this collection. Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.	
Relation:	HS1 should be less than or equal to S4.	
Counting units:	Number of households.	
HS2	Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2015	**RoGS ✓**
	Count the total number of households who: • were tenants in community housing at 30 June 2015; and had known household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and size of tenancy (rental) unit details.	
Definition:	Refer to glossary for: • number of bedrooms.	
Include:	Households where valid assumptions can be made if information is missing, namely: • single or couple households – are always allocated 1 bedroom • a group of unrelated adults – are always allocated 1 bedroom each • where all household details are known except for 1 person and maximum bedroom occupancy for the known household members is reached – the remaining person can be allocated their own bedroom	
Exclude:	Households for which household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and/or tenancy (rental) unit size (i.e. the number of bedrooms) is not known.	
Note:	Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.	
Counting units:	Number of households	

P3a Match of tenancy (rental) unit to Indigenous household size

Outcome to be measured	Performance indicator	Data items
The degree of 'over' occupation of tenancy (rental) units for Indigenous households	**Reported under the NAHA as Indicator 7 – Proportion of Indigenous households living in overcrowded conditions**	**At 30 June 2015:** HS3 Total number of Indigenous households with overcrowding HS4 Total number of Indigenous households occupying community housing for which household and tenancy (rental) unit details are known

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of Indigenous households with overcrowding at 30 June (HS3)}}{\begin{array}{c}\text{Total number of Indigenous households occupying community housing at 30 June for}\\ \text{which household and tenancy (rental) unit details are known (HS4)}\end{array}}$$

$$P3a = (HS3/HS4) \times 100$$

Data items

HS3	Total number of Indigenous households with overcrowding at 30 June 2015
	As per HS1 but for Indigenous households

HS3a–HS3e	Total number of Indigenous households with overcrowding at 30 June 2015
Reporting categories:	- that require 1 additional bedroom - that require 2 additional bedrooms - that require 3 additional bedrooms - that require 4 additional bedrooms - that require 5 or more additional bedrooms

HS4	Total number of Indigenous households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2015
	As per HS2 but for Indigenous households

P4 Low income

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The low income need status of all households receiving assistance	The number of low income households as a proportion of all households	**At 30 June 2015:** LI1 Total number of all low income households LI2 Total number of households for which income and household details are known	

Calculation

This indicator is calculated as:

$$\frac{\text{Total number of all low income households at 30 June (LI1)}}{\text{Total number of all households at 30 June for which income and household composition details are known (LI2)}}$$

P4 = (LI1/LI2) x 100;

Data items

LI1	**Total number of all low income households at 30 June 2015**	**RoGS ✓**

Count the total number of households who:
- were tenants in community housing at 30 June 2015; and
- satisfy the low income definition.

See P2a Affordability for low income households

Definitions: Refer to glossary for:
- low income household;
- income – gross.

Calculation: See P2a Affordability for low income households

Exclude: Households who were tenants in community housing at 30 June 2015 that did not satisfy the low income definition.

Low income households who were assisted during the financial year that were no longer tenants at 30 June 2015.

Note: Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.

LI2	**Total number of all households for which income and household details are known at 30 June 2015**

Count the total number of households who:
- were tenants in community housing at 30 June 2015; and
- had known income and household details.

Definition: For the purpose of this collection a household is defined as a tenancy agreement.

Refer to glossary for:
- low income household;
- income – gross.

Exclude: Households for which income and/or household details were not known.

Households that had been assisted during the financial year that were no longer tenants at 30 June 2015.

Note: Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.

Counting units: Number of households.

P5 Special needs

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The special needs status of all households receiving assistance	The proportion of new tenancies that are allocated to households with special needs	**For year ending 30 June 2015:** SN1 Total number of new households with special needs SN2 Total number of new households for whom details of whether or not they have special needs are known	

Calculation

The indicator is calculated as:

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

P5 = (SN1/SN2) x 100

Data items

SN1	Total number of new households with special needs for year ending 30 June 2015
	Count the total number of households who: • commenced receiving community housing during the year ending 30 June 2015; and • were identified as a new household to the community housing provider; and • satisfy the special needs definition.
Definition:	Refer to glossary for: • date assistance commenced; • new allocation status; • special needs status.
Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider; commenced receiving community housing at any time during the year ending 30 June 2015; and satisfy the special needs definition. Households who transferred from another community housing provider. Households who were directly tenanted and as such were not waitlisted.
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider. However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new households with special needs assisted by the community housing sector. Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households

SN2	**Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June 2015**
	Count the total number of households who:
	• commenced receiving community housing during the year ending 30 June 2015; and
	• were waitlist type 'new applicant/household' or had no waitlist type but were identified as a new household; and
	• whose household special needs status is known.
Definition:	Refer to glossary for:
	• date assistance commenced;
	• new allocation status;
	• special needs status.
Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider; commenced receiving community housing at any time during the year ending 30 June 2015; and their special needs details are known.
	Households who transferred from another community housing provider.
	Households who were directly tenanted and as such were not waitlisted.
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider.
	However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new households with special needs assisted by the community housing sector.
	Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	Number of households

P6 Priority access to those in greatest need

Outcome to be measured	Performance indicator	Data items	RoGS ✓
To indicate allocation processes are such that those in greatest need have first access to housing	The proportion of new allocations to those in greatest need.	**For year ending 30 June 2015:**	
		PA1 Total number of new greatest need households.	
		PA2 Total number of new households.	

Explanatory note

The P6 measure in the community housing collection is an abbreviated version of the indicator used in the public housing collection. The community housing measure reports about only the total greatest need allocations for the financial year. In the public housing collection information is also reported about total greatest need allocations in time to allocation periods. e.g. greatest need allocations in a time period, less than 3 months, 3 months to less than 6 months.

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of new greatest need households for year ending 30 June (PA1)}}{\text{Total number of new households for year ending 30 June (PA2)}}$$

P6 = (PA1/PA2) x 100;

The reliability and comparability of this indicator depends on the accuracy of the waiting list assessment process (e.g. applicants in greatest need of housing are identified).

Data items

PA1	**Total number of new greatest need households for year ending 30 June 2015**	✓
	Count the total number of households who:	

- commenced receiving community housing during the year ending 30 June 2015; and
- were identified as a new household to the community housing provider; and
- satisfy the greatest need definition.

Definitions:	Refer to glossary for:	

- date assistance commenced;
- greatest need status;
- new allocation status.

Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider; commenced receiving community housing during the year ending 30 June 2015; and satisfy the greatest need definition.
	Households who transferred from another community housing provider.
	Households who were directly tenanted and as such were not waitlisted.
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider.
	However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new greatest need households assisted by the community housing sector.
Counting units:	Number of households.

PA1a–PA2f	**Total number of new greatest need households by remoteness at 30 June 2015**	
Reporting categories:	**OPTIONAL: Also reported as a disaggregation of the number of newly assisted households in community housing that were in greatest need at time of allocation.**	

- in Major cities of Australia
- in Inner Regional Australia
- in Outer Regional Australia
- in Remote Australia
- in Very Remote Australia
- in Migratory areas

Relation:	The sum of PA1–PA1f should be equal to PA1 (or less where location details are not known).

PA1g	**Total number of new greatest need Indigenous households at 30 June 2015**	✓

As per PA1 but for Indigenous households

PA2	Total number of new households assisted for year ending 30 June 2015
	Count the total number of households who:
	• commenced receiving community housing for year ending 30 June 2015; and
	• were identified as a new household to the community housing provider.
	Count all households regardless of whether details of their 'greatest need' status is known.
Definition:	Refer to glossary for:
	• date assistance commenced;
	• new allocation status.
Include:	Households who are not currently tenants but who were identified as a new household to the community housing provider and commenced receiving community housing at any time during the year ending 30 June 2015.
	Households who transferred from another community housing provider.
	Households who were directly tenanted and as such were not waitlisted.
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same community housing provider.
Note:	If a household commenced receiving assistance with the same community housing provider more than once during the year the household is counted only once by that provider.
	However, if a household commenced receiving assistance with more than one community housing provider for the year ending 30 June 2015, the household should be counted once by each provider they commenced receiving assistance with. This may result in an over-count of the new households assisted by the community housing sector.
Counting units:	Number of households.

P8 Net recurrent cost per unit

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The cost of housing provision.	P8a Provider Cost of providing assistance (excluding capital) per tenancy (rental) unit.	**For year ending 30 June 2014:**	
		DC1 Provider direct costs	
	P8b Administrator Cost of providing assistance (excluding capital) per tenancy (rental) unit.	DC2 Administrator direct costs	
		DC3 Total direct costs	
	P8c The average cost of providing assistance (excluding capital) per tenancy (rental) unit	**At 30 June 2014:**	
		DC4 Total number of tenancy (rental) units	

Explanatory note

All financial and tenancy (rental) unit data is reported for the previous financial year. For example the P8 Net recurrent costs for the financial year ending 30 June 2014 will be reported in the 2014-15 data collection. It is expected that this will provide adequate timeframes for the collection of both provider and administrator financial information.

Calculation

$$P8a = \frac{\text{Provider net recurrent costs for year ending 30 June (DC1 adjusted)}}{\text{Total number of tenancy (rental) units at 30 June (DC4)}}$$

$$P8b = \frac{\text{Administrator net recurrent costs for year ending 30 June (DC2)}}{\text{Total number of tenancy (rental) units at 30 June (DC4)}}$$

$$P8c = \frac{\text{Total net recurrent costs for year ending 30 June (DC3)}}{\text{Total number of tenancy (rental) units at 30 June (DC4)}}$$

Data items

DC1	Provider net recurrent costs for year ending 30 June 2014

Count the community housing providers' net recurrent costs for providing assistance for the year ending 30 June 2014.

Net recurrent costs include administration and operational costs.

States/territories are to provide the unadjusted cost. For data sourced via survey, states/territories should provide the tenancy (rental) unit population to which those survey results relate. If this is not possible, the survey response rate should be provided, so approximate tenancy (rental) unit numbers can be calculated.

The AIHW will calculate 'DC1 (adjusted)' for use in P8(a) using the following approach:

Survey data: DC1 (adjusted) = (DC1 x DC4)/tenancy (rental) unit population to which costs are attributed.

Admin data: DC1 (adjusted) = DC1

Where survey response rates are too low, e.g. below 50%, DC1 (provider net recurrent costs), DC3 (Total net recurrent costs), P8a (Provider cost per unit) and P8c (Total cost per unit) will not be calculated.

Definition:	Refer to glossary for:
	• administration costs;
	• community housing provider; and
	• operational costs.
Include:	Costs incurred by the community housing provider that relates to the functions of property and tenancy management. Include all reasonable operational costs that would be the responsibility of the housing provider (landlord).
	Expenditure related to the provision of community housing regardless of source of funds.
	Market rent paid for head-leased dwellings.
Exclude:	Costs used for the purpose of capital (stock provision), the purchase of tenancy (rental) units, and construction costs.
	All costs related to the creation of or acquisition of fixed assets, depreciation and amortisation.
Note:	All costs that relate to the provision of community housing operations are to be included (with the noted exceptions) regardless of the source of funds.
	Grant funding to community housing providers is counted as a cost of the community housing provider (expenditure). Actual grants to providers are to be footnoted to DC1.
Counting units:	Dollars

DC2	**Administrator net recurrent costs for year ending 30 June 2014**
	Count the community housing administrators' net recurrent costs for providing assistance for the year ending 30 June 2014.
	Net recurrent costs include administration and operational costs.
	If administrative costs cannot be separately reported for only those tenancy (rental) units that fall within the scope of the data collection, states/territories are to provide the unadjusted cost and the tenancy (rental) unit population to which the total costs relate. The AIHW will calculate DC2 (adjusted) for use in P8(b) using the following approach:
	DC2 (adjusted) = (DC2xDC4)/tenancy (rental) unit population to which costs are attributed.
Definition:	Refer to glossary for:
	• administration costs;
	• administrator; and
	• operational costs.
Include:	All expenditure related to administering of community housing programs (refer to your scope document for more information).
Exclude:	All costs expended by community housing providers (DC1).
	Administrative costs associated with tenancy (rental) units that fall outside the scope of the data collection.
	Administrative costs directly attributable to capital acquisitions, depreciation and amortisation.
Note:	Grants to community housing training authority or peak body (excluding fee for service charges paid by providers) are to be footnoted to DC2.
Counting units:	Dollars.

DC3	Total net recurrent costs for year ending 30 June 2014 (derived)
	Total net recurrent costs is derived by the AIHW using the following equation:
	Total net recurrent costs = DC1 (adjusted) + DC2.
	States/territories do not need to provide this item.
Relation:	DC3 = DC1 (adjusted) + DC2.
Counting units:	Dollars.

DC4	Total number of tenancy (rental) units at 30 June 2014
	Count the total number of tenancy (rental) units as at 30 June 2014, including tenancy (rental) units that are tenantable (occupied and vacant), untenantable and head-leased dwellings used for the purpose of community housing.
	Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2014.
Definition:	Refer to glossary for: • tenancy (rental) unit.
Exclude:	Tenancy (rental) units outside the scope of this collection (refer to your scope document for more information).
Note:	For boarding house buildings count the individual units and rooms.
	Where this data are provided by survey, states/territories should provide the proportion of total tenancy (rental) units represented by the total survey response. Where this is not available, the survey response rate is to be provided.
	DC4 should be equal to OR2 as reported in 2013–14. Where this is not the case, states/territories are to provide a footnote to explain the difference.
Counting units:	Number of tenancy (rental) units.

Example – calculation of DC1 (adjusted), DC3, P8a, P8b and P8c

If:

DC1	= $1,000, survey data representing 60 tenancy (rental) units
DC2	= $2,000, administrative data representing 110 tenancy (rental) units
DC4	= 110 tenancy (rental) units

Then:

DC1 (adjusted) = (DC1 x total tenancy (rental) units at DC4) /number of tenancy (rental) units in survey

$$= (\$1,000 \times 110)/60$$

$$= \$1,833$$

DC3 = (DC1 adjusted + DC2)

$$= (\$1,833 + \$2,000)$$

$$= \$3,833$$

Calculation of the performance indicators:

P8a	= (DC1 adjusted/DC4)
	= ($1,833/110)
	= $16.66
P8b	= (DC2/DC4)
	= ($2,000/110)
	= $18.18
P8c	= (DC1 adjusted + DC2)/DC4
	= ($1,833 + $2,000)/110
	= $34.84

P9 Occupancy rates

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The utilisation of rental housing stock.	The occupancy rate of rental housing stock.	**At 30 June 2015:**	
		OR1 Total number of occupied tenancy (rental) units	
		OR2 Total number of tenancy (rental) units	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of occupied tenancy (rental) units at 30 June (OR1)}}{\text{Total number of tenancy (rental) units at 30 June (OR2)}}$$

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

Data items

OR1	**Total number of occupied tenancy (rental) units at 30 June 2015**	RoGS ✓
	Count all occupied community housing tenancy (rental) units at 30 June 2015.	
	Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2015.	
Definition	Refer to glossary for:	
	• tenancy (rental) unit occupancy status;	
	• tenancy (rental) unit.	
Exclude:	Unoccupied tenancy (rental) units at 30 June 2015.	
Counting units:	Number of tenancy (rental) units.	

OR2	**Total number of tenancy (rental) units at 30 June 2015**	**RoGS ✓**
	Count the total number of tenancy (rental) units as at 30 June 2015, including tenancy (rental) units that are tenantable (occupied and vacant), untenantable and head-leased dwellings used for the purpose of community housing.	
	Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2015.	
Definition:	Refer to glossary for:	
	• tenancy (rental) unit.	
Exclude:	Tenancy (rental) units outside the scope of this collection (refer to your scope document for more information).	
Note:	For boarding house buildings count the individual units and rooms.	
Counting units:	Number of tenancy (rental) units.	

P11 Rent collection rate

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The management of rent collection	Total rent actually collected as a percentage of total rent charged	**For year ending 30 June 2014:**	
		RA1 Total rent collected from tenants	
		RA2 Total rent charged to tenants	

Explanatory note

All rent collected and rent charged data is reported for the previous financial year. For example the P11 rent collected and rent charged data for the financial year ending 30 June 2014 will be reported in the 2014-15 data collection. This should provide adequate timeframes for the collection of financial information.

Calculation

The indicator is calculated as:

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

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

Data items

RA1	**Total rent collected from tenants for year ending 30 June 2014**
	Count the total rent paid by tenants for the year ending 30 June 2014.
Definition:	Refer to glossary for:
	• total rent collected.
Include:	Rent Collection Rate collected in the year ending 30 June 2014 for the current and previous years.
	Prepaid rent collected in the year ending 30 June 2014 for the current and subsequent years.
Exclude:	Arrears still outstanding at the end of the period.
Counting units:	Dollars per year.

RA2	Total rent charged to tenants for year ending 30 June 2014	**RoGS** ✓
	Count the total rent charged to tenants for the year ending 30 June 2014.	
Definition:	Refer to glossary for: • total rent charged.	
Exclude:	Rent charged on dwellings outside the scope of this collection (refer to your scope document for more information).	
Counting units:	Dollars per year.	

P13 Under-utilisation

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The degree of under-utilisation of tenancy (rental) units.	The proportion of .households where tenancy (rental) unit size is not appropriate due to under-utilisation	**At 30 June 2015:** S20 Total number of households with 1 or more bedrooms excess to needs S20a Total number of households with 1 bedroom excess to needs HS2 Total number of households occupying community housing for which household and tenancy (rental) unit details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of households with 2 or more bedrooms excess to needs at 30 June (S20 - S20a)}}{\begin{array}{c}\text{Total number of households occupying community housing at 30}\\ \text{June for which household details and tenancy (rental) unit details}\\ \text{are known (HS2)}\end{array}}$$

$$P13 = ((S20-S20a)/HS2) \times 100;$$

Data items

S20	Total number of households with under-utilisation at 30 June 2015	**RoGS** ✓
	Count the total number of households who: • were tenants in community housing at 30 June 2015; and • satisfy the under-utilisation definition based on the Canadian National Occupancy Standard.	
Definition	Refer to glossary for: • number of bedrooms; • CNOS (Canadian National Occupancy Standard); • under-utilisation.	
Exclude:	Households missing household composition information at 30 June 2015.	
Counting units:	Number of households.	

S20a	Number of households with under-utilisation of one additional bedroom at 30 June 2015	RoGS ✓

As per S20 but only for households with 1 bedroom excess to needs.

HS2	Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2015	RoGS ✓

See page 62

P14 Low income households paying 20% or less of gross income in rent

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low income households within the social housing sector.	The proportion of low income households paying 20% or less of gross income in rent	**At 30 June 2015:** S14 Total number of low income households paying 20% or less of gross income in rent AL2 Total number of low income households for which gross income and rent details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income households paying 20\% or less of gross income in rent at 30 June (S14)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}}$$

$$P14 = (S14 / AL2) \times 100;$$

Data items

S14	Total number of low income households paying 20% or less of gross income in rent at 30 June 2015	RoGS ✓

As per AL1 but for low income households paying 20% or less of gross income in rent at 30 June 2015.

AL2	Total number of low income households for which gross income and rent details are known at 30 June 2015	

See page 60.

P15 Low income households paying more than 20% but not more than 25% of gross income in rent

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low income households within the social housing sector.	The proportion of low income households paying more than 20% but not more than 25% of gross income in rent	**At 30 June 2015:** S15 Total number of low income households paying more than 20% but not more than 25% of gross income in rent AL2 Total number of low income households for which gross income and rent details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income households paying more than 20\% but not more than 25\% of gross income in rent at 30 June (S15)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}}$$

$$P15 = (S15 / AL2) \times 100;$$

Data items

S15	**Total number of low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2015**	**RoGS** ✓

As per AL1 but for low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2015.

AL2	**Total number of low income households for which gross income and rent details are known at 30 June 2015**

See page 60.

P16 Low income households paying more than 25% but not more than 30% of gross income in rent

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low income households within the social housing sector.	The proportion of low income households paying more than 25% but not more than 30% of gross income in rent	**At 30 June 2015:** S16 — Total number of low income households paying more than 25% but not more than 30% of gross income in rent AL2 — Total number of low income households for which gross income and rent details are known	

Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income households paying more than 25\% but not more than 30\% of gross income in rent at 30 June (S16)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}}$$

$$P16 = (S16 / AL2) \times 100;$$

Data items

S16	Total number of low income households paying more than 25% but not more than 30% of gross income in rent at 30 June 2015	RoGS ✓
	As per AL1 but for low income households paying more than 25% but not more than 30% of gross income in rent at 30 June 2015.	

AL2	Total number of low income households for which gross income and rent details are known at 30 June 2015
	See page 60.

Appendix F – Scope – States/Territories inclusions and exclusions

Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Dwellings are excluded where the tenancy management function is managed under:

- Public Rental Housing
- the Aboriginal Rental Housing Program state/territory owned and managed Indigenous housing
- the Crisis Accommodation Program.

Additional jurisdiction-specific inclusions and exclusions also apply, as detailed in the table below. This information is based on the information provided by each state and territory housing office.

State and territory scope statements are current as at 22 May 2015.

New South Wales	
Includes:	CAP Innovation dwellings (only where the tenants' support period has ended and now they are a mainstream long-term tenant)
	Community Housing Acquisition Program (formerly Housing Associations and Co-operatives program)
	Community Housing Leasing Program – includes housing stock transfers (formerly Community Tenancy Scheme)
	Community Housing Program
	Housing Partnership Program
	Housing Stock Transfers
	Local Government and Community Housing Program
	Older Persons Housing Strategy
	Special Projects Fund
	Surplus Government Leasehold Program
	Transitional housing
	Dwellings vested to organisations by Housing NSW
Excludes:	Building Better Cities Program
	Social Housing Subsidy program
	Boarding House Program
	Capital dwellings owned by organisations other than Housing NSW
	Dwellings managed on a fee-for-service basis for other organisations
	Affordable housing dwellings
Victoria	

Includes:	Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider;
	Dwellings bought by the State Housing/Community Housing Authority but managed by a community housing provider or local government;
	'Joint ventures';
	New dwellings constructed under the National Rental Affordability Scheme (NRAS); and
	Dwellings used for the provision of community housing which the State Housing Authority has an interest in.
Excludes:	Dwellings where the tenancy management function is managed under:

- Public Rental Housing
- the Crisis Accommodation Program
- the Indigenous Community Housing Program
- Transitional Housing

Queensland

Includes:	Boarding House Program (Community Managed Studio Units (CMSU))
	Community Rent Scheme
	Long Term Community Housing Program
	Affordable Housing Program
	Common Ground
Excludes:	Public Rental Housing
	Indigenous Housing – Rental Program
	The Queensland Crisis Accommodation Program
	The Indigenous Community Housing Program

Western Australia

Includes:	Registered Providers in all of the below programs (plus any new program developed):
	Community Disability Housing Program (CDHP)
	Community Housing Program (CHP)
	Joint Venture Program (JVP)
	Local Government and Community Housing Program (LGCHP)
	Lodging Houses
	Dwellings owned exclusively by the Department of Housing and head-leased to non-profit community agencies who provide property management and/or support services to the tenants
	Dwellings where the Department of Housing has an interest or exclusive ownership but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants
Excludes:	Non-registered providers
	Dwellings owned or managed by non-profit community agencies that have been funded

by a non-government source, e.g. accommodation sourced from a charity group.

Dwellings owned or managed by non-profit community agencies that have been funded for non-housing related purposes where the Department of Housing has no interest .e.g. respite care home funded by Department of Health.

Crisis Accommodation Program (CAP)

South Australia

Includes:

All dwellings allocated to a registered community housing organisation and issued with a debenture under the South Australian Co-operative and Community Housing Act 1991

All leased dwellings or dwellings vested in the South Australia Community Housing Authority (SACHA) from the SA Housing Trust that are managed by registered community housing organisations under the South Australian Co-operative and Community Housing Act 1991, and

All dwellings held in SACHA's name that have yet to be transferred to a community housing organisation.

Excludes:

Local Government Community Housing Program and Community Housing Program dwellings held by community housing organisations that have not been brought under SACHA's program

Supported Tenancy Scheme (STS) dwellings held by community housing organisations (provided by the SA Housing Trust),

National Rental Affordability Scheme (NRAS) dwellings that are not owned or managed by community housing organisations, and

Work in progress dwellings, including upgrades that have yet to be transferred to a registered community housing organisation.

Tasmania

Includes:

Properties funded for the purposes of community housing, including properties transferred from public housing stock to the community sector, and properties funded under the National Rental Affordability Scheme (NRAS).

Properties funded from the general program and leased to organisations providing non-crisis accommodation, such as community tenancies.

Properties leased by Specialist Homelessness Services (SHS) agencies for transitional housing.

Note that this scope includes community housing that is either funded or unfunded by government.

Excludes:

NRAS properties that are not owned or managed by a community housing organisation.

Properties leased by Specialist Homelessness Services (SHS) agencies for crisis / short term accommodation.

Australian Capital Territory

Includes:

Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider.

Dwellings owned by Housing ACT but managed by a community housing provider.

Public Housing stock transferred to the community housing sector

Community housing stock built under the National Partnership Agreement on the Nation Building Economic Stimulus Package

Excludes:	Community housing organisations not receiving recurrent funding
	Refugee Transitional Housing Program
	Transitional Housing Program
	Indigenous Boarding House Program
	Youth Boarding House
	Community housing funded solely under the National Rental Affordability Scheme or other affordable housing arrangements.

Northern Territory

| Includes: | Community Housing Program |

Appendix G – Glossary

Term	Definition
Administration costs	Those costs associated with the administration offices of the property manager and the tenancy manager.
	They include the general accounting and personnel function costs relating to:
	• employee expenses (e.g. wages and salaries, superannuation, compensation, accrued leave, payroll tax, training);
	• supplies and services expenses (includes stationery, postage, telephone, office equipment, information technology, vehicle expenses, insurance);
	• rent;
	• grants and subsidies (excluding rental subsidies); and
	• contracted community housing management services.
Administrator	The State and Territory Government body with the responsibility of administering community housing programs.
Administrator costs	The costs incurred by the community housing authority or program manager in each jurisdiction. The Administrator costs are divided into two categories: administration costs and operational costs.
Australian Statistical Geography Standard (ASGS)	The Australian Statistical Geography Standard (ASGS) is the Australian Bureau of Statistics' new geographical framework effective from July 2011. The ASGS replaces the Australian Standard Geographical Classification (ASGC).
	The 2011 Remoteness Structure has been built using the same principles as the 2006 Remoteness Structure. The primary difference is that it was built from ASGS Statistical Area Level 1 (SA1) regions rather than from 2006 Census Collection Districts (CCD). (http://www.abs.gov.au/geography)
	There are six RAs in the structure

RA Name	RA Category	SA1 Average ARIA+ Value Ranges
Major cities of Australia:	0	0 to 0.2
Inner regional Australia:	1	greater than 0.2 and less than or equal to 2.4
Outer regional Australia:	2	greater than 2.4 and less than or equal to 5.92
Remote Australia:	3	greater than 5.92 and less than or equal to 10.53
Very remote Australia	4	greater than 10.53
Migratory	5	Offshore - Shipping

Term	Definition
Boarding house building	A separate building (also referred to as a rooming or lodging house) containing multiple boarding/rooming/lodging house bedrooms and/or boarding house units.
Boarding house room	A bedroom within a boarding house (also referred to as a rooming or lodging house) that is not self-contained, and usually shares a common kitchen and/or bathroom. Boarding house bedrooms are usually accessed via a common entrance such as a foyer or hallway.
Boarding house unit	A self-contained unit within a boarding house (also referred to as a rooming or lodging house) with separate cooking, bathroom and toilet facilities. Boarding house units are usually accessed via a common entrance such as a foyer or hallway.
Canadian National Occupancy Standard	A measure of the appropriateness of housing related to the household size and household composition. The measure specifies the bedroom requirements of a household.
	• There should be no more than 2 persons per bedroom

Term	Definition
(CNOS)	• Children less than 5 years old of different sexes may reasonably share a bedroom
	• Children less than 18 years old of the same sex may reasonably share a bedroom
	• Single household members 18 and over should have a separate bedroom, as should parents or couples.
Community housing provider	A not–for–profit organisation that provides safe, secure, affordable and appropriate rental housing.
Date assistance commenced	The date on which the provision of housing to a household by an agency commenced, as distinct from the date the household applies and is entered on the waiting list or assessed for eligibility.
Date tenancy (rental) unit occupied	The date on which a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
Date tenancy (rental) unit vacated	The date on which a tenancy (rental) unit is vacated by a household.
Date eligible for assistance	The date on which a household is assessed as eligible for assistance. In most cases the date eligible for assistance is the same date as the date the applicant is effective on the waitlist, not the date actually entered onto the system.
Disability	Disability is the umbrella term for any or all of: an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability may include a physical/diverse, sensory/speech, intellectual/learning, or psychiatric impairment. Disability status should only be reported if the disability was self–identified.
Dwelling	A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.
Dwelling type	*Dwelling structure* in the National Housing Assistance Data Dictionary version 3.
	Describes the physical structure of the individual dwelling that a tenant occupies.
	1 Separate house
	2 Semi-detached, row or terrace house, townhouse, etc.
	3 Flat, unit or apartment
	4 Caravan, tent, cabin etc. in caravan park, houseboat in marina, etc.
	5 Caravan not in caravan park, houseboat not in marina, etc.
	6 Improvised home, tent, campers out
	7 House or flat attached to a shop, office, etc.
	8 Boarding/rooming house unit
	9 Other
	99 Not stated/inadequately described
	Note: For the purposes of this collection values 4 – 7 will be categorised as '9 Other' whilst '99' will be classified as 'U – Unknown'.
Equivalised household income	Equivalised income is derived by calculating an equivalence factor and then dividing income by the factor. The equivalence factor derived using the 'modified OECD' equivalence scale is built up by allocating points to each person in a household. Taking the first adult in the household as having a weight of 1 point, each additional person who is 15 years or older is allocated 0.5 points, and each child under the age of 15 is allocated 0.3 points.
	Equivalised household income is derived by dividing the total household income by a factor equal to the sum of the equivalence points allocated to household members. The equivalised income of a lone person household is the same as its unequivalised income (ABS 2009: cat. no. 6553.0).
Greatest need status	Low income households[1] that at the time of allocation were subject to one or more of the following circumstances:
	• they were homeless; or
	• their life or safety was at risk in their accommodation; or

Term	Definition
	• their health condition was aggravated by their housing; or
	• their housing was inappropriate to their needs; or
	• they had very high rental housing costs.
	[1] Refer to low income household definition
Head-leased dwelling (private)	Dwellings owned by private individuals or private corporations that are leased to community housing organisations via head-leasing arrangements. The community housing organisation is usually responsible for tenant selection and tenancy management functions.
Homeless	A household with no housing or a household residing in temporary or emergency accommodation at the time of housing allocation. It includes households who:
	• lived in accommodation provided by a specialist homelessness service or some other form of emergency accommodation;
	• were totally without permanent shelter;
	• lived in shelter that was unlawful such as those who were forced to squat in derelict buildings; or
	• stayed temporarily with friends or relatives in the short term.
Household	• A group of two or more related or unrelated people who usually reside in the same tenancy (rental) unit, and who make common provision for food or other essentials for living; or
	• A single person living in a tenancy (rental) unit who makes provision for his or her own food and other essentials for living, without combining with any other person.
	The number of tenancy agreements is a practical proxy for calculating the number of households receiving housing.
Household composition	The composition of the household based on the relationship between household members. Households can contain dependent and non-dependent children as well as non-family members. The differentiation of households is based on the presence or absence of couple relationships, parent–dependant relationships and the number of children.
Housing association	A not–for–profit organisation that is managed by a committee and is often linked to other community support services. In associations, day–to–day management of the organisation is delegated to staff and/or volunteers. In some states and territories housing associations are legally incorporated and registered under state or territory community housing acts.
Housing cooperative	A not–for–profit organisation that is managed by the tenants (self–managed). In cooperatives, responsibility for day–to–day management is usually shared amongst tenant members. In some states and territories housing cooperatives are legally incorporated and registered under state or territory housing acts.
Income – assessable	The value of income from all sources as specified and used by the agency to establish eligibility of a household for receipt of housing. Each State and Territory uses its own definition of 'assessable income'. **Note Assessable Income does not include Commonwealth Rent Assistance (CRA).** The main components of assessable income are:
	• wages and salary;
	• income derived from self-employment;
	• government pensions, benefits and allowances; and
	• other income comprising investments (including interest, dividends, royalties and rent) and other regular income (including superannuation, private scholarships received in cash, workers' compensation, accident compensation, maintenance or alimony, and any other allowances regularly received).
Income – gross	The value of income from all sources before any deductions such as income tax and superannuation for all household members. Gross income is regarded as all receipts that are received regularly and are of a recurring nature. **Note Assessable Income does not include Commonwealth Rent Assistance (CRA)** The main components of assessable income are:
	• wages and salary;
	• income derived from self-employment;
	• government pensions, benefits and allowances; and
	• other income comprising investments (including interest, dividends, royalties and rent) and other regular income (including superannuation, private scholarships received in cash, workers' compensation, accident compensation, maintenance or alimony, and any other allowances regularly received).
	Certain receipts such as lump sum receipts, windfall gains and withdrawals from savings are not considered to conform to these criteria and are not included as income.

Term	Definition
Indigenous household	A household which contains one or more persons who identifies as being of Aboriginal or Torres Strait Islander origin.
Low income household	Low income households are considered to be those in the bottom two quintiles of equivalised gross household income. Different low income cut off limits are applied depending on the location of a household (based on dwelling postcode). Generally, different limits apply to capital cities and the remainder of the state/territory for each jurisdiction. Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.
Market rent	Market rent is the rent that would be charged for a dwelling in the private rental market.
New allocation status	Whether the household was a new allocation for housing in the financial year.
Non–English speaking background	A household which contains one or more persons born overseas who have a first language other than English, or one of their parents have those characteristics.
Number of bedrooms	The number of bedrooms in each occupied tenancy (rental) unit. Includes bedrooms designed for use as bedrooms and other rooms permanently modified and intended for use as bedrooms (such as a sleep out or built in veranda). Bedsits should be counted as a one bedroom tenancy (rental) unit.
Operational costs	The cost of maintaining the operation of stock including expenses that the organisation incurs as part of undertaking its activities. Include: • repairs and maintenance: costs incurred which restore an asset to its original condition. This includes (a) day-to-day maintenance, reflecting general wear and tear; (b) cyclical maintenance, which is maintenance performed as part of a planned maintenance program; and (c) other maintenance e.g. repairs due to vandalism (Coopers and Lybrand 1995: p. 19). • rates: e.g. water, shire. • cost of disposals: such as cost of removal of stock from community housing, including costs incurred in the sale of stock to private agencies or persons, such as agent and legal fees; removal of stock to community housing; and/or demolition costs in order to sell the land. • market rent paid: such as from headleasing dwellings. • interest expense: e.g. interest on loans.
Other community service organisation	Not–for–profit organisations who provide housing as part of their support services, such as welfare, church–based or local government organisations (e.g. Barnardos, St Vincent de Paul).
Overcrowding	Where one or more additional bedrooms are required to meet the national standard (CNOS).
Principal tenant	The tenant who is party to the residential tenancy agreement. Where this is not clear, it is the person who is responsible for rental payments.
Rent charged to tenant	The amount of rent charged to a household. The rent charged is the amount of money the household has been asked to pay. It may differ from market rent and may not have been received.
Rent paid by Tenant	The actual amount of rent paid by a household. Include: • Rent Collection Rate collected in the year ending 30 June for the current and previous years; and • Prepaid rent collected in the year ending 30 June for the current and subsequent years. Exclude: • Arrears still outstanding at the end of the period.
Special needs status	Low income households[1]: • that satisfy the Indigenous household definition; or • that have a household member with a disability; or • where the principal tenant is aged 24 years or under; or • where the principal tenant is aged 75 years or more. [1] Refer to low income household definition
Support type	The area(s) of assistance, other than housing, that a housing provider is able to offer to a household or tenant. Includes those areas for which a housing provider did not directly provide the assistance,

Term	Definition
	but ensured the links to appropriate support services were established and maintained.
	Daily living support: Covers assistance that provides support for personal or social functioning in daily life. The purpose of the assistance is generally to enable recipients to live and function in their own homes or normal places of residence (where this is an independent living setting). Such support includes assistance with personal tasks, e.g. showering, dressing and grooming, and domestic tasks, e.g. washing, cooking, cleaning, shopping, gardening, and companionship.
	Personal support: Covers assistance that provides support for successful functioning as an individual or as a family member, e.g. individual advocacy, needs assessment and management, counselling.
	Community living support: Covers assistance that provides support or develops the capacity for independent living and/or social interaction within the community through the provision of opportunities for learning, developing and maintaining personal and social surviving skills. Includes living skills development, community transport, social and personal development, recreation/leisure.
	Support for children, families and carers: Covers the provision of care, educational, developmental and recreational activities for children usually between the ages of 0 and 12 years by paid workers. Includes carer support which refers to assistance received by a carer from a substitute carer who provides supervision and assistance to their care recipient in their absence. Includes child care, respite care, parenting skills.
	Training, vocational rehabilitation and employment: Covers assistance to support people who are disadvantaged in the labour market by providing training, job search skills, help in finding work, placement and support in open employment or, where appropriate, supported employment. Excludes health rehabilitative activities aimed at improvement in functional capacity.
	Financial and material assistance: Covers assistance that is designed to enhance personal functioning and to facilitate access to community services through the provision of emergency, or immediate, financial assistance and material goods. Includes financial relief, household goods, clothing and furniture, food. Excludes income support provided by Centrelink, such as pensions and benefits, and concessions through the taxation system.
	Information, advice and referral: Covers assistance that provides information, advice and referral to support personal or social functioning and/or to facilitate access to and use of community services and resources. Includes provision of housing/tenancy, consumer and legal, financial, general service availability information, advice and referral.
Tenancy agreement	A formal written agreement between a household (a person or group of people) and a housing provider specifying details of a tenancy for a particular tenancy (rental) unit.
Tenancy (rental) unit	The unit of accommodation (dwelling or part of a dwelling) to which a rental agreement can be made. A tenancy unit is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain. A dwelling structure can be a house, townhouse, duplex, flat or boarding/rooming house.
Tenancy (rental) unit occupancy status	Whether or not a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
Tenantable tenancy (rental) unit	Tenancy (rental) units where maintenance has been completed. Can be either occupied or unoccupied at 30 June. All occupied tenancy (rental) units are counted as tenantable.
Total rent charged	The total amount of rent charged to all households for year ending 30 June.
Total rent collected	The total amount of rent paid by all households for year ending 30 June.
Under utilisation	Where there are two or more bedrooms additional to the number required to satisfy the Canadian National Occupancy standard (CNOS).
Untenantable tenancy (rental) unit	Tenancy (rental) units not currently occupied by a household where maintenance has either been deferred or not been completed at 30 June.
Waitlist applicant household	A household who has applied for rental housing and has been deemed eligible but has not received the assistance applied for. This includes current housing tenants who are applicants for assistance different from what they currently receive.