



**Australian Government**  
**Australian Institute of  
Health and Welfare**

**AHw**



# Community Housing data collection



## Processing and data manual 2017–18



Cover art by Kate Payne

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# 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
SIH	Survey of Income and Housing

# Introduction

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

The CH data set specification (available at: <http://meteor.aihw.gov.au/content/index.phtml/itemId/594489>), provides standard concepts, definitions and procedures to enable the collection and reporting of performance data that are comparable across states and territories.

The content in this manual and related data set specification reflects the decisions made by the Housing and Homelessness Data Network (HHDN) and AIHW authors.

This manual covers the steps to be undertaken for data collection and processing by states and territories, Community Housing Organisations (CHOs) and the AIHW.

This manual describes:

- the scope of the data collection
- tools used in compiling data
- steps for collecting and supplying data
- specifications for the data and data quality information.

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

- information guides prepared for CHOs
- 2018 AIHW Validata™ Housing Collections Guide (*Validata™ guide*).

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

For further information or assistance, contact [housing@aihw.gov.au](mailto:housing@aihw.gov.au).

# Section 1 – The CH data collection

## 1.1 What is the CH data collection?

## 1.2 What information does the CH data collection contain?

### 1.1 What is the CH data collection?

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

Since 1996–97, the AIHW has compiled CH data from state and territory housing authorities on an annual basis. These data help to describe the performance of the current National Affordable Housing Agreement which commenced on 1 January 2009 and the former Commonwealth-State Housing Agreement.

The CH data are used for a variety of purposes including to:

- produce nationally comparable community housing performance indicator data for national reporting e.g. for inclusion in the Intergovernmental Steering Committee for the Review of Government Service Provision's *Report on Government Services (RoGS)*,
- describe the social housing system in AIHW reports such as *Housing assistance in Australia* and *Australia's welfare*, and
- provide statistical information to third parties via the AIHW's data on request service.

The community housing data collection draws on two types of data:

- **Administrative data** – unit record level dwelling and community housing provider information stored in state and territory information systems.
- **Survey data** – information provided by community housing providers about 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 and supplying data to the AIHW.

## 1.2 What information does the CH data collection contain?

### 1.2.1 Scope and coverage

The Community Housing data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

#### **CH includes:**

- tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations).

#### **CH excludes:**

- dwellings where the tenancy management function is managed under:
  - Public Rental Housing (PH)
  - State and Territory Owned and Managed Indigenous Housing (SOMIH)
  - Indigenous Community Housing (ICH)
  - the Crisis Accommodation Program (CAP).
- dwellings no longer under the administration of a CHO at 30 June of the reference financial year (including dwellings demolished, sold or otherwise disposed of).
- dwellings not yet available to the CHO at 30 June of the reference financial year (such as those still under construction or being purchased).

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 and territory housing authority
- inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by community housing organisations.

New South Wales, Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory 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 provides aggregate data supplemented by unit record administrative data for funded organisations, properties and current waitlist applications. The Northern Territory submits finalised aggregate data, which includes dwelling- and organisational-level data, but not information on individual tenancies or persons.

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 using a survey tool and/or from administrative records held by state or territory housing authorities.

Additional information on the scope of each state and territory can be found in [Appendix F](#).



## 1.2.2 Reference period

Data are to be provided in relation to three reference periods:

- *point in time*, that is, **status at 30 June 2018**.  
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".
- *current financial year*, **for the period of 1 July 2017 to 30 June 2018**.  
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".
- *previous financial year*, **for the period of 1 July 2016 to 30 June 2017**.  
This reference period only relates to:
  - DC1 (provider direct costs),
  - DC2 (administrator direct costs),
  - DC4 (the number of tenancy [rental] units that DC2 relates to),
  - RA1 (rent collected), and
  - RA2 (rent charged).

This reflects the unavailability of more recent data from some states/territories within the available timeframe.

## 1.2.3 Data items

The list of data items for the CH data collection and their formatting and value requirements can be found in [Appendix A](#).

The CH data collection data set specification

(<http://meteor.aihw.gov.au/content/index.phtml/itemId/594489>) is the authoritative source of data definitions and standards for this collection.

## Section 2 – The AIHW Validata™

Validata™ is a secure web portal that allows states and territories to upload and validate (check for errors) their data prior to submission to the AIHW. Validation results are generated each time a data file is uploaded.

These results are available to users shortly (5 minutes on average) after data are uploaded. Subsequent quality assurance processes are undertaken by the AIHW.

The AIHW has created a new (2018) version of Validata™ to replace the former one. Refer to the *Validata™ guide* for information on how to perform all the validation tasks in the new system.

In Validata™, states and territories can:

- upload data
- view validation (error) reports
- preview descriptors
- send data for review (previously 'submit' data)
- upload files containing data quality information
- discuss issues with the AIHW
- submit data (previously 'sign-off' data).

# Section 3 – Completing the CH data collection: overview of the process

## 3.1 What needs to be done to complete the CH data collection?

### 3.2 Timeline

## 3.1 What needs to be done to complete the CH data collection?

The phases involved in the 2017–18 CH data collection are illustrated in [Figure 3.1](#) and described below.

### Phase 1: AIHW prepares collection materials

AIHW uploads Kit 1, Kit 2, Kit 3, the *Processing and data manual*, the CSV templates and the *Validata™ guide* to the Validata™.

### Phase 2: States and territories prepare administrative data and send to CHOs.

To prepare administrative data for CHOs, states and territories can:

- prepopulate Kit 1, Kit 2 or Kit 3 provided by the AIHW
- populate the 'organisation' and 'dwelling' CSV templates. Before sending administrative data to CHOs, states and territories need to ensure a unique identifier has been assigned to each organisation.

**Detailed information about the steps that need to be completed during this phase can be found in [Section 4](#) of this manual.**

### Phase 3: CHOs:

- update the administrative data sent by states and territories as required
- complete the kits (consulting the *Survey tool information guide* for guidance about how to complete Kit 1, the *Data validator information guide* for guidance about how to complete Kit 2, and the *Validata™ information guide* for guidance about how to complete Kit 3)
- perform data quality checks using internal processes
- return the kit to the states and territories.

**Detailed information about the steps that need to be completed during this phase can be found in the relevant information guide provided with the kits.**

### Phase 4: States and territories:

- compile the data received from CHOs by transferring it into the CSV templates provided by the AIHW
- upload the CSV files to the Validata™

- validate the files in Validata™ as many times as necessary until the data quality is satisfactory
- calculate required performance indicators and populate the provided PI CSV file accordingly
- send final validated CSV files for review in Validata™
- upload data quality information to the Validata™:
  - data quality information form
  - error explanations
  - descriptor comments
- submit final validated CSV files in Validata™.

**Detailed information about the steps that need to be completed during this phase can be found in [Section 4](#) of this manual.**

#### **Phase 5: AIHW:**

- conducts data quality assurance processes
- prepares descriptors and data quality information for approval and reporting
- approves the data.

The states and territories will be consulted by the AIHW if issues regarding data quality are identified.

**Detailed information about the steps that need to be completed during this phase can be found in [Section 5](#) of this manual.**

#### **Phase 6: States and territories submit the data.**

This signifies the relevant state or territory authorises and acknowledges that the data, descriptors, performance indicators and data quality information are approved for release.

**Detailed information about the steps that need to be completed during this phase can be found in [Section 5](#) of this manual.**

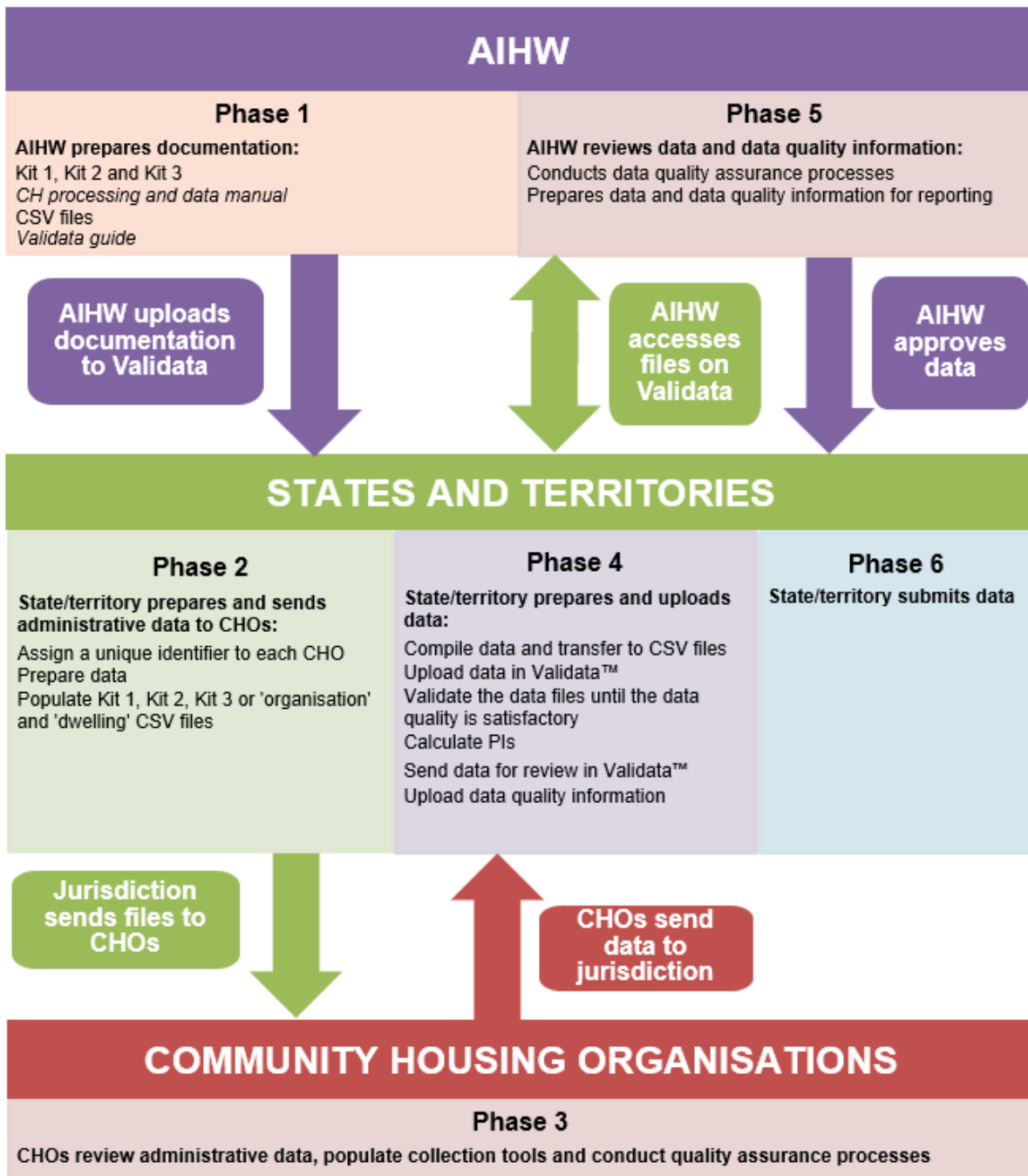


Figure 3.1: CH data collection and processing overview

## 3.2 Timeline

The timeline below was agreed to by the HHDN.

CHOs are encouraged to prepare their data early and make any necessary amendments as soon as possible after 30 June 2018.

**Table 3.1: Timeline**

Date	Task
25 May 2018	AIHW to upload collection documentation to the Validata™ and notify states and territories.
13 Jun 2018	States and territories to circulate data and documentation to community housing organisations (CHOs).
2 Jul 2018	Earliest date states and territories can commence uploading to and validating data in Validata™: <ul style="list-style-type: none"> <li>• data</li> <li>• data quality information form.</li> </ul>
20 Jul 2018	Final date CHOs to return survey data to states and territories.
2 Jul–7 Sep 2018	States and territories to upload to and validate files in Validata™. The following information will be generated after each file is uploaded: <ul style="list-style-type: none"> <li>• validation results</li> <li>• descriptors report, containing: <ul style="list-style-type: none"> <li>– descriptors</li> <li>– performance indicators</li> <li>– 3 year comparison.</li> </ul> </li> </ul> <p>States and territories liaise with CHOs to rectify edits. States and territories upload and validate files until all edits are corrected or explanations are provided for outstanding edits.</p> <p>When satisfied with the uploaded results, states and territories send their validated data for review by the AIHW in Validata™.</p>
7 Sep 2018	Final date for states and territories to: <ul style="list-style-type: none"> <li>• send files for review in Validata™</li> <li>• load DC2 (administrator net recurrent costs for 2016–17) and DC4 (the number of tenancy [rental] units that DC2 relates to) in the provided PI CSV file or finalised aggregate figures in Validata™</li> <li>• supply data quality information to AIHW.</li> </ul>
28 Sep 2018	Final date for AIHW to approve data in Validata™.
12 Oct 2018	Final date for state and territory data custodians to submit data in Validata™.
1 Nov 2018	AIHW to send data and data quality information (footnotes and draft data quality statements) to the Productivity Commission.
Jan 2019	RoGS 2019 released.

## Section 4 – What do states and territories need to do?

- 4.1 Prepare data and send kits to CHOs
- 4.2 Prepare, upload and submit the data
- 4.3 Prepare and upload data quality information

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 3.1](#) of this document.

Data capture and reporting processes vary between states and territories, so the AIHW has developed a number of tools to support jurisdictional processes and ensure consistency in collection methodology.

The following materials will be uploaded to the Validata™:

- Kit 1, Kit 2 and Kit 3
- *Processing and data manual* (this document)
- *Validata™ guide*
- CSV templates
- Data quality information form.

### 4.1 Prepare data and send kits to CHOs

This part describes the steps involved in 'Phase 2' of the CH data collection process, as outlined in [Section 3](#) and [Figure 3.1](#) of this document.

States and territories should:

- ensure administrative data are accurate by checking with each CHO,
- provide a unique identifier for each CHO, and
- where relevant, send the most appropriate kit 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 Prepare data and send kits to CHOs

It is recommended that **all states and territories**:

1. Prepare their 2017–18 administrative data and send them to CHOs to ensure records held by states and territories are accurate:
  - States and territories that provide unit record data to the AIHW:
    - copy and paste the administrative dwelling data into the survey tool (Kit 1) or CSV files (Kit 2 and Kit 3)

- send relevant kit to the CHOs
  - CHOs 'fill in the blanks' (i.e. insert tenancy and person details for each dwelling)
  - CHOs make any necessary modifications to the administrative data
  - States and territories that only provide aggregate data to the AIHW:
    - copy and paste the administrative unit record data into the 'organisation' and 'dwelling' CSV files
    - use internal processes to verify that administrative data are correct and up to date
    - where possible, send the files to CHOs for verification
  - Unit record, organisation and dwelling data are required from states and territories submitting finalised aggregate performance indicators.
2. Provide a unique organisation identifier for each provider:
- **If using Kit 1, enter the organisation identifier into cell 'J5' of the 'Provider worksheet'.**  
This will automatically populate the 'organisation identifier' data item on the 'Dwelling', 'Tenancy' and 'Person' worksheets as records are entered.
  - **If using Kit 2 or Kit 3, states and territories will need to provide the organisation identifier in all required CSV files.**

**Note:** The intention of the collection is that all states and territories will collect data at the unit record level and supply all four CSV files. However, it is understood that some states and territories are unable to do this. This manual provides information on both collection methods.

#### 4.1.2 Choose the most appropriate kit to send CHOs

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

#### What should states and territories take into consideration when deciding what kit to send to what CHO?

**Table 4.1** describes the pros and cons of each kit to assist states and territories with their decision.



**Table 4.1: Kit 1 and Kit 2: pros and cons**

Kit 1	Kit 2
<p><u>Pros:</u></p> <ul style="list-style-type: none"> <li>- most organisations are familiar with the format</li> <li>- can be printed and filled in</li> <li>- data definitions and guidance are included in the survey tool.</li> </ul>	<p><u>Pros:</u></p> <ul style="list-style-type: none"> <li>- can be quicker to fill in than the Excel survey tool if an organisation already has the required data in a similar format</li> <li>- organisations can use the Excel Validator tool, which can save time for states and territories by providing better quality data the first time around</li> <li>- easier for states and territories to collate data.</li> </ul>
<p><u>Cons:</u></p> <ul style="list-style-type: none"> <li>- limited data validation process resulting in more errors which states and territories will need to chase up</li> <li>- may be time-consuming to use for larger organisations</li> <li>- more work for states and territories to collate survey responses into the CSV files.</li> </ul>	<p><u>Cons:</u></p> <ul style="list-style-type: none"> <li>- no data definitions or guidance included in the CSV files (organisations must refer to the information guide)</li> <li>- organisations may choose not to follow instructions or use the Excel Validator tool</li> <li>- may not be user-friendly for smaller organisations.</li> </ul>

Kit 3 is similar to Kit 2, but instead of using the Excel Validator tool, CHOs will have limited access to the Validata™ to allow more extensive validation than either Kit 1 or Kit 2 allows. **Kit 3 is being trialed for the 2017–18 collection with CHOs who have the ability to compile a CSV file. The AIHW has contacted those states and territories for whom this option is applicable.**

### **Kit 1: Excel survey tool, cover letter and 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 Validator tool (provided in Kit 2) or the Validata™ (Kit 3).** Encourage CHOs to complete the survey tool electronically. This will enable the direct transfer of the data into the CSV files 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
7. Organisation (hidden worksheet).

CHOs are required to complete worksheets 1 to 5.

The Summary worksheet (6) provides CHOs with an overview of how complete and consistent the data are and highlights incomplete fields in the previous worksheets. It also provides a summary of the information entered so that CHOs can assess the completeness of the data entered.

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 and territories only.

The *2017–18 Community housing survey tool information guide* is provided in this kit to assist CHOs to complete their data submission.

### **Kit 2: CSV files, Excel data validator, cover letter and information guide**

This collection method is the appropriate method for larger organisations that can provide completed CSV files that have been validated by the CHOs using the Excel Validator.

The CSV files are the same as the files states and territories upload to the Validata™ at the end of the data collection process:

- organisation.csv
- dwelling.csv
- person.csv
- tenancy.csv

This kit includes the *2017–18 Community housing data validator information guide* to help CHOs provide data in the required format and use the Excel Validator.

### **Kit 3: CSV files, cover letter and information guide**

This collection method is the appropriate method for larger organisations that can provide completed CSV files that have been validated by the CHOs using the Validata.

The CSV files are the same as the files states and territories upload to the Validata™ at the end of the data collection process:

- organisation.csv
- dwelling.csv
- person.csv
- tenancy.csv

This kit includes the *2017–18 Community housing Validata™ information guide* to help CHOs provide data in the required format and use the Validata™.

## **4.2 Prepare, upload and submit the data**

**This part describes the steps involved in 'Phase 4' of the CH data collection process, as outlined in [Section 3](#) and [Figure 3.1](#) of this document.**

**All states and territories, after:**

- reviewing the administrative data,
- making modifications if needed,
- completing the survey tool (Kit 1) or extracting data (Kit 2 and Kit 3), and
- ensuring quality assurance processes have been followed,

continue with the data compilation and submission process.

**Note:** CHOs return the completed survey tool (Kit 1), validated CSV files (Kit 2 and Kit 3) or checked CSV files (NT) to states and territories for upload and submission to the AIHW. This is not addressed in this manual. The *Survey tool information guide*, *Data validator information guide* and *Validata™ information guide* provided with the kits contain the information relevant to this phase.

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

- compile the data received from CHOs by transferring it to the CSV templates provided by the AIHW
- prepare the compiled CSV files to upload to the Validata™
- upload the CSV files to the Validata™
- continue to upload CSV files to the Validata™ as many times as necessary until the data quality is satisfactory
- calculate required performance indicators and populate the provided PI CSV file accordingly
- send the final validated CSV files for review in Validata™
- upload data quality information to the Validata™:
  - data quality information form
  - error explanations
  - comments on descriptors.

These steps are explained in detail below.

#### **4.2.1 Compile the data and prepare the CSV files**

Validata™ requires data files to be saved in comma-separated values (CSV) format. The AIHW has created CSV templates in which states and territories can collate their data. These must be used for data upload to the Validata™.

**All states and territories compile their data and transfer it into the CSV templates provided by the AIHW once the data have been received from the CHOs.**

The table below shows the two options that states and territories have for preparing CSV templates.

**Table 4.2: CSV files to be prepared by states and territories.**

Option 1	Option 2
<p>States and territories provide four CSV files:</p> <ul style="list-style-type: none"> <li>- <b>organisation.csv</b>—Contains organisation level details, organisation waitlist figures, previous financial year information and aggregate dwelling counts.</li> <li>- <b>dwelling.csv</b>—Contains administrative data about each dwelling managed by each CHO for the reference financial year.</li> <li>- <b>tenancy.csv</b>—Contains details about each tenancy in CHOs' dwellings during the financial year. De-identified tenant details, income and rent details as well as start and end dates of tenancies are recorded.</li> <li>- <b>person.csv</b>—Contains details about each person who resided in the CHOs' dwellings during the financial year. Date of birth, sex and relationship status is recorded.</li> </ul>	<p>States and territories provide two CSV files:</p> <ul style="list-style-type: none"> <li>- <b>organisation.csv</b>—Contains administrative data about each organisation, including postcode and organisation type.</li> <li>- <b>dwelling.csv</b>—Contains administrative data about each dwelling managed by each CHO for the reference financial year.</li> </ul>

### Steps to compile the data in the CSV templates

**If you are:**

- **Transferring data from Kit 1** (survey tool) into the CSV templates: **follow steps 1 to 5** described below.
- **Transferring data from Kit 2 and Kit 3** (CSV files) into the CSV templates: ensure the Excel Validator or Validata™ has been used by CHOs. Once this is done, transfer the data into the corresponding CSV 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 to upload to the Validata™ by **following steps 3, 4 and 5 below**.
- For states and territories only completing 'organisation' and 'dwelling' CSV files: **follow steps 3, 4 and 5** described below (as per [Table 4.2](#) above).

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

- Check for cells highlighted from the automated data checks. Ask the CHO to correct or explain these. Ensure the CHO has complied with the data item specifications (see [Appendix A](#) for further details).
- Check for changes to administrative data. Liaise with CHOs to determine whether the jurisdiction database should be updated to reflect these changes or whether the revised information is incorrect.

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

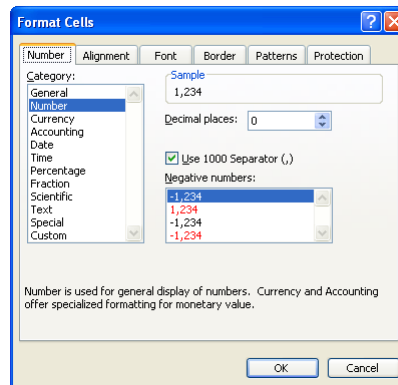
- Select *'Tools'/'Protection'/'Unprotect Workbook'*, **or**, if using Excel 2007/2010, select *'Review' Tab/'Changes group'/'Unprotect workbook'*
- Select *'Format'/'Sheet'/'Unhide from the menu bar'*
- Click 'OK' to unhide the **'Organisation worksheet'**.
- If using Excel 2013 or later versions, right click on '6 - Summary' worksheet, select *'Unhide'*, select *'Organisation worksheet'* and click 'OK' to unhide the **'Organisation worksheet'**.

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

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

- **Delete any blank rows.**
- **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 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' have been entered
  - Replace any N/A or NA values with a 'U'.
- **Remove any dashes from variables which are not identifiers.** For example, if a dash has been used in the currency fields, replace this with a decimal place if appropriate.

- **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 are pasted into the CSV template). Once data have been transferred:
  - Ensure all number fields are not formatted to separate 1000's by a comma (,). This is an example of *an incorrect format*:



- Ensure currency data items are 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.
- **Advise the AIHW if you are unable to supply a variable.**

When transferring data into the compiled CSV files, ensure that:

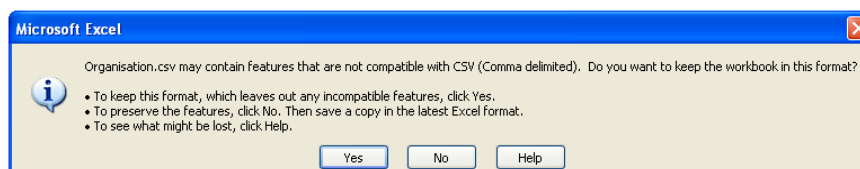
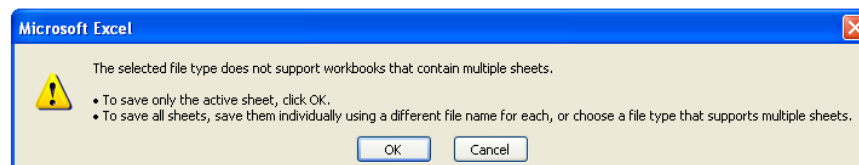
- **The appropriate state and territory code and a unique organisation identifier are added to each record**
- **Data are pasted into the correct cells.**

If you reopen a CSV file in Excel, any formatting that has been applied will be lost. You will need to reapply the formats. Alternatively, if you need to make minor changes to the CSV file, you can open it in an application such as Notepad++ without changing the underlying formatting.

The 'organisation' and 'dwelling' CSV files **must contain all in-scope organisation and dwelling records** regardless of whether CHOs have completed a survey collection tool.

**Ensure that the 'Survey response' variable in the 'organisation' CSV file is correct for every organisation record.**

**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 permissible values and formats, refer to [Appendix A](#).

## 4.2.2 Upload and validate the data

Refer to the *Validata™ guide* for more detailed information on how to use the Validata™.

**Before using Validata™, ensure you have prepared the CSV files according to the steps as described in [Section 4.2.1](#).**

When a data file is uploaded to the Validata™, the following information will be generated:

### Validation results:

The Validata™ will display a summary of the validation results and samples of the records that failed each edit rule.

[Appendix B](#) outlines the possible validation errors identified in Validata™ and displayed in the 'Validation Summary' after uploading a CSV file.

A user can:

- view the 'Validation Summary' (a listing of the edit rules that failed and the number of records effected) in Validata™,
- 'Download summary validation results', which downloads an Excel file containing the summary results, or
- 'Download detailed validation results', which downloads an Excel file containing full details of the records that failed each edit rule.

**Note:** Validata™ differs from the Excel Validator designed for CHOs' use prior to submitting data to states and territories and includes additional error checks.

States and territories continue to upload and validate files until all edits are corrected or an explanation is provided for errors that cannot be resolved.

### **Cross file errors report:**

This report is an Excel file containing full details of the records that failed each cross-file edit rule.

### **Descriptors report:**

This report allows states and territories to preview the descriptors and performance indicators.

All reports are updated each time a CSV file is uploaded to the Validata™. Refer to the *Validata™ guide* for more information on how to view the reports produced in Validata™.

## **4.2.3 Calculate required performance indicators and populate the provided PI CSV file**

As mentioned earlier in this manual, a descriptors report will be generated after each file is uploaded to the Validata™ for states and territories to preview. However, **all states and territories** are asked to supply:

- DC2 – administrator net recurrent costs for the previous financial year
- DC4 – the number of tenancy (rental) units that DC2 relates to.

More information about the required calculations can be found in [Appendix E](#) of this manual.

Once DC2 and DC4 have been calculated, states and territories populate cells D129 and D131 in the provided PI CSV file provided by the AIHW and upload it to the Validata™.

**In addition to DC2 and DC4, some states and territories may calculate their own performance indicators (refer to [Appendix E](#) for details on how to make these calculations) and should also use the provided PI CSV file provided by the AIHW to upload PIs to the Validata™.**

## **4.2.4 Send the data for review**

When satisfied with the quality of the data, states and territories send their files for review in Validata™ (previously 'submit').

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

Refer to the *Validata™ guide* for more information on how to send a file for review in Validata™.

## **4.3 Prepare and upload data quality information**

### **Data quality information form**

**A Word document is provided to help collate data quality information about:**

- overall quality of the data:
  - deviations from the scope of the collection
  - changes in scope over time



- changes in collection methodology
  - collection systems changes
  - policy changes that have impacted on the data collection
  - any other factors that may have resulted in a change in the data quality.
- each data file including:
    - any deviation from the data item specifications outlined in [Appendix A](#)
    - data item changes over time
    - the time period the data item refers to if not specified in the data item specifications.

The AIHW will use this information to aid interpretation of the data, compile data quality statements and inform footnotes.

Refer to the *Validata™ guide* for information on how to upload the data quality information form to the Validata™.

## Section 5 – What happens after the data are sent for review?

### 5.1 Error explanations and descriptor comments

### 5.2 AIHW approves the data

### 5.3 Data submission

## 5.1 Error explanations and descriptor comments

After states and territories send their files for review in Validata™, the AIHW will check for any further validation issues and contact the states and territories requesting they explain remaining errors and comment on changes in the descriptors over time.

**States and territories should address any issues raised by the AIHW. If the state or territory needs to reload the CSV file they can cancel the review and upload a new file.**

Refer to the *Validata™ guide* for information on how to upload the error explanations and descriptor comments to the Validata™ or cancel the review process.

See [Appendix D](#) for more details about the descriptors that are calculated in Validata™. Derivations are also available at [Appendix E](#).

## 5.2 AIHW approves the data

Once AIHW is satisfied with the quality of the following information provided by the state or territory, they will approve the data in Validata™:

- data
- data quality information form
- error explanations
- descriptor comments.

## 5.3 Data authoriser sign off

Once AIHW has approved the data, the Data Authoriser for the relevant state or territory will receive an email alerting them that the data are ready to submit (equivalent of 'sign off'). The Data Authoriser should review the descriptors report and associated data quality information and when they are satisfied with the quality, submit the relevant data files in Validata™. The submission function may be delegated to another Validata™ user.

Refer to the *Validata™ guide* for information on how to submit data in Validata™.

## Section 6 – Privacy

### 6.1 Data privacy at the AIHW

The data submitted to the AIHW through the Validata™ are held in a secure manner. The AIHW has put in place a number of safeguards to ensure the privacy of the data is maintained. For example:

- the AIHW maintains a secure physical and computer environment,
- all AIHW staff and contractors must sign confidentiality agreements before they can access any data held at the AIHW,
- staff and contractors are only granted access to the data needed to perform their work, and
- if required, data are confidentialised before release outside the AIHW.

The [AIHW's privacy policy](#) is available from our website.

#### 6.1.1 AIHW release of data

Data will be released by the AIHW in accordance with legislative, ethical and data provider requirements. Procedures for the release of data are governed by the AIHW's [Data Governance Framework](#) and supporting policies and process documents.

### 6.2 State/territory role in maintaining data privacy

States and territories are responsible for maintaining the privacy of data within departmental information systems in accordance with state legislative and departmental requirements. These requirements affect how data are compiled and managed by states and territories.

#### 6.2 CHO role in maintaining data privacy

CHOs are responsible for maintaining the privacy of data compiled for the data collection in accordance with state legislative and organisational requirements. CHOs are also responsible for ensuring that their tenants have been advised that de-identified data are being provided to states and territories and the AIHW; and may be provided to third-parties in accordance with release procedures.

## Section 7 – Who can you contact for further information?

For help with any aspect of the Community Housing data collection contact the AIHW by either emailing [housing@aihw.gov.au](mailto:housing@aihw.gov.au) or leaving a comment on the Validata™. Refer to the *Validata™ guide* for more information on how to leave comments in Validata™.

# Appendix A – List of data items: formatting and value requirements

The structure and content requirements of each CSV file for submission are detailed in **tables A1, A2, A3 and A4**.

<b>Data item</b>	– variable name as identified by the AIHW.
<b>Source</b>	– Data are 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.
<b>Description</b>	– Additional detail about the data item.
<b>Values/Format</b>	– The only acceptable format for each data item.
<i>Alphanumeric nn</i>	specifies that any combination of numbers and characters to a chosen length (nn) is acceptable.
<i>Numeric nn</i>	specifies that only 'nn' number/s are acceptable.
<i>\$\$\$\$.cc</i>	any number formatted to 2 decimal places.
<i>dd/mm/yyyy</i>	any date formatted as shown. e.g. 21/08/2006
<i>Other</i>	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.
<b>Unit level data</b>	– A tick (✓) indicates that the data item is required for states and territories submitting unit level data.
<b>Finalised aggregate data</b>	– A tick (✓) indicates that the data item is required for states and territories submitting finalised aggregate data.

**Table A1: Organisation file**

Data item	Source	Description	Values/format	METeOR reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>sur_resp</b>	survey	Survey response flag	<b>Y</b> = yes <b>N</b> = no	463320	✓	✓
<b>org_id</b>	admin	Organisation Identifier	Alphanumeric 50	414987	✓	✓
<b>org_name</b>	admin	Organisation Name	Alphanumeric 150	461595	✓	✓
<b>org_address</b>	admin	Address <sup>1</sup>	Alphanumeric 150	497755	✓	✓
<b>org_suburb</b>	admin	Suburb <sup>1</sup>	Alphanumeric 46	429889	✓	✓
<b>org_pcode</b>	admin	Postcode <sup>1</sup>	Numeric 4 <b>U</b> = unknown	429894	✓	✓

<sup>1</sup> Use the location address of the organisation. Postal addresses may not be able to be mapped to a remoteness area.

Data item	Source	Description	Values/format	METeOR reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>org_type</b>	admin	Provider type	<b>A</b> = association <b>C</b> = cooperative <b>O</b> = other <b>U</b> = unknown	414990	✓	✓
<b>S40</b>	Q 2	Assistance/support other than housing assistance indicator	<b>1</b> = Yes <b>0</b> = No	463084	✓	
<b>S33</b>	Q 2	Daily living support	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S34</b>	Q 2	Personal support	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S35</b>	Q 2	Community living support	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S36</b>	Q 2	Support for children, families and carers	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S37</b>	Q 2	Training, vocational rehabilitation and employment	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S38</b>	Q 2	Financial and material assistance	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>S39</b>	Q 2	Information, advice and referral	<b>1</b> = Yes <b>0</b> = No	462314	✓	
<b>other_support</b>	Q 2	Other (please specify):	Alphanumeric 150	462314& 462320	✓	
<b>S11</b>	Q 5.1c	Number of applicants on a community organisation's managed waiting list, excluding applicants for transfer	Numeric <b>U</b> = unknown	621938	✓	
<b>S10</b>	Q 5.2	Number of new applicants on a community organisation managed waiting list that were in greatest need	Numeric <b>U</b> = unknown	621938	✓	
<b>common_waitlist</b>	Q 5.3	Part of a consolidated jurisdiction waitlist	<b>1</b> = Yes <b>0</b> = No	463305	✓	
<b>DC1</b>	Q 4.1	Provider direct cost for year ending <b>30 June 2017</b> (\$)	\$\$\$\$\$.cc <b>U</b> = unknown	494442 &494428	✓	
<b>RA1</b>	Q 4.2	Total rent collected for year ending <b>30 June 2017</b> (\$)	\$\$\$\$\$.cc <b>U</b> = unknown	608442	✓	
<b>RA2</b>	Q 4.3	Total rent charged for year ending <b>30 June 2017</b> (\$)	\$\$\$\$\$.cc <b>U</b> = unknown	608435	✓	

Data item	Source	Description	Values/format	METeOR reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>DC4</b>	Q 3	Total number of tenancy (rental) units for year ending <b>30 June 2017</b>	Numeric U = unknown	480163	✓	
<b>S27</b>	Q 6.1	Total number of head leased dwellings	Numeric U = unknown	608002	✓	
<b>S28a</b>	Q 6.2	Total number of boarding house buildings	Numeric U = unknown	480168	✓	
<b>S28b</b>	Q 6.3	Total number of boarding house units	Numeric U = unknown	480172	✓	
<b>S28c</b>	Q 6.4	Total number of boarding house rooms	Numeric U = unknown	480170	✓	
<b>S11a</b>	Q 5.1b	Number of applicants on a community organisation's managed waiting list who are internal applicants and have applied for a transfer	Numeric U = unknown	621938	✓	
<b>S11b</b>	Q 5.1d	Total number of applicants on a community organisation's managed waiting list	Numeric U = unknown	573640	✓	

**Table A2: Dwelling file**

Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>state</b>	admin	State/territory	NSW Vic Qld WA SA Tas ACT NT	611726	✓	✓
<b>org_id</b>	admin	Organisation ID	Alphanumeric 50	414987	✓	✓
<b>dwell_id</b>	admin	Dwelling ID	Alphanumeric 50	662949	✓	✓
<b>dwell_add<sup>2</sup></b>	admin	Dwelling address (building number and street name)	Alphanumeric 150	497722	✓	✓

<sup>2</sup> Use the location address of the dwelling. Postal addresses may not be able to be mapped to a remoteness area.

Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>dwelling_suburb<sup>2</sup></b>	admin	Dwelling suburb	Alphanumeric 46	429889	✓	✓
<b>postcode<sup>2</sup></b>	admin	Postcode	Numeric 4 U = unknown	429894	✓	✓
<b>beds</b>	admin	Number of bedrooms	>= 1 U = unknown	608497	✓	✓
<b>program_type</b>	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 U = Unknown	662985	✓	✓
<b>dwelling_type</b>	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	663006	✓	✓
<b>boarding_unit_room</b>	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'	594610	✓	
<b>OR2</b>	Q 6(i)	Number of tenancies normally assigned to this dwelling when at full capacity	Numeric U = unknown	663068	✓	
<b>ten</b>	Q 6(j)	Number of tenancies in dwelling as at 30 June	Numeric U = unknown	663062	✓	



Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>tenvacs</b>	Q 6(k)	Number of tenable vacancies in dwelling at 30 June	Numeric U = unknown	662926	✓	
<b>S13</b>	Q 6(l)	Number of untenable vacancies in dwelling at 30 June	Numeric U = unknown	662947	✓	

**Table A3: Tenancy file**

Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>state</b>	general	State/territory	NSW Vic Qld WA SA Tas ACT NT	608075	✓	
<b>org_id</b>	general	Org ID	Alphanumeric 50	414987	✓	
<b>dwel_id</b>	Q 8 (a)	Dwelling identifier	Alphanumeric 50	662949	✓	
<b>unit_id</b>	Q 8 (b)	Tenancy unit identifier	Alphanumeric 50	663108	✓	
<b>hhold_id</b>	Q 8 (c)	Household identifier	Alphanumeric 50	607886	✓	
<b>transfer</b>	Q 8 (d)	Is this an internal transfer?	Y = Yes N = No U = Unknown	608149	✓	
<b>bedrooms</b>	Q 8 (e)	Number of bedrooms per tenancy	>= 1 U = unknown	608497	✓	
<b>hh_comp</b>	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	✓	
<b>occupants</b>	Q 8 (g)	Number of occupants	>= 1 U = unknown	663054	✓	

Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>indigenous</b>	Q 8 (h)	Is this an Indigenous household?	Y = Yes N = No U = Unknown	607888	✓	
<b>disability</b>	Q 8 (i)	Is this a Disability household?	Y = Yes N = No U = Unknown	607876	✓	
<b>nesb</b>	Q 8 (j)	Is this a NESB household?	Y = Yes N = No U = Unknown	608028	✓	
<b>g_need</b>	Q 8 (k)	At allocation, was the household in greatest need?	Y = Yes N = No U = Unknown	608411	✓	
<b>homeless</b>	Q 8 (l)	At allocation, was the household homeless?	Y = Yes N = No U = Unknown	608014	✓	
<b>inc_source</b>	Q 8 (m)	Main income source of household	1 = Wages 2 = Centrelink payments 3 = Other U = Unknown	608478	✓	
<b>gross_inc</b>	Q 8 (n)	Total gross household income ( <b>ex CRA</b> ) for week of 30 June 2018)	\$\$\$\$\$.cc U = unknown	607882	✓	
<b>asses_inc</b>	Q 8 (o)	Total assessable household income ( <b>ex CRA</b> ) for week of 30 June 2018	\$\$\$\$\$.cc U = unknown	595877	✓	
<b>cra</b>	Q 8 (p)	Total C'wealth Rent Assistance for week of 30 June 2018	\$\$\$\$\$.cc U = unknown	610107	✓	
<b>rent_chged</b>	Q 8 (q)	Rent charged to tenant ( <b>ex CRA</b> ) for week of 30 June 2018	\$\$\$\$\$.cc U = unknown	607894	✓	
<b>market_rent</b>	Q 8 (r)	Does the h'hold pay market rent?	Y = Yes N = No U = Unknown	608032	✓	
<b>start_date</b>	Q 8 (s)	Date tenancy started	dd/mm/yyyy U = unknown	608007	✓	
<b>end_date</b>	Q 8 (t)	Date tenancy ended	dd/mm/yyyy U = unknown Blank if tenancy is still current	608011	✓	

Table A4: Person file

Data item	Source	Description	Values/format	METeOR Reference	States and territories submitting 4 files	States and territories submitting 2 files
<b>state</b>	general	State/territory	NSW VIC QLD WA SA TAS ACT NT	286919	✓	
<b>org_id</b>	general	Organisation identifier	Alphanumeric 50	414987	✓	
<b>hhold_id</b>	Q 9 (a)	Household identifier	Alphanumeric 50	607886	✓	
<b>main_tenant</b>	Q 9 (b)	Is this the principal tenant (Y/N/U)	<b>Y</b> = Yes <b>N</b> = No <b>U</b> = Unknown	463018	✓	
<b>dob</b>	Q. 9 (c)	Date of birth	DD/MM/YYYY <b>U</b> = Unknown	287007	✓	
<b>sex</b>	Q.9 (d)	Sex	<b>M</b> = Male <b>F</b> = Female <b>U</b> = Unknown	287316	✓	
<b>rel_status</b>	Q. 9 (e)	Relationship status of household	<b>1</b> = Single status OR couple relationship with non-household member <b>2</b> = Couple relationship with another household member (de facto or married) <b>U</b> = Unknown	608109	✓	

## Appendix B – Edit checks

Tables B1 to B6 provide details of the edit checks that are performed when data are uploaded to the Validata™ by states and territories.

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

After data are uploaded to Validata™, validation results are available to view or download. These results list relevant error codes, the associated data item(s) and a short description of the potential error.

### **Note the following key regarding error codes for single file edits:**

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
- ‘V’ refers to the ‘provided performance indicator’ data file

The second character refers to where the data have come from:

- ‘A’ refers to data that may have been inserted by states and territories based on administrative records
- ‘S’ refers to data captured from CHOs

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

### **Note the following key regarding error codes for cross file edits:**

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 ‘tenancy’ and ‘person’ data files

Invalid, missing and unknown edit checks will be presented in the Validation summary.

**Table B1: Organisation data file edits**

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
OAI01	sur_resp	Invalid survey response	✓	✓
OAI06	org_pcode	Invalid organisation postcode	✓	✓
OAI07	org_type	Invalid organisation type	✓	✓
OAI08	org_id	Invalid organisation identifier	✓	✓
OAI09	org_name	Invalid organisation name	✓	✓
OAI10	org_address	Invalid organisation address	✓	✓
OAI11	org_suburb	Invalid organisation suburb	✓	✓
OAI12	other_support	Invalid other support	✓	✓
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.
OSM07	S27	Missing the number of headleased dwellings	✓	n.a.
OSM08	S28a	Missing the number of boarding house buildings	✓	n.a.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
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.
OSR05	S11, S11a, S11b	Total number of waitlist applicants does not match the sum of waitlist applicants and transfer applicants	✓	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 number of headleased dwellings	✓	n.a.
OSU08	S28a	Unknown number of boarding house buildings	✓	n.a.
OSU09	S28b	Unknown number of boarding house units	✓	n.a.
OSU10	S28c	Unknown number of boarding house rooms	✓	n.a.
OSV01 <sup>3</sup>	DC1	Provider direct cost for previous financial year is high	✓	n.a.
OSV02 <sup>4</sup>	DC1	Provider direct cost for previous financial year is low	✓	n.a.

<sup>3</sup> 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'.

<sup>4</sup> 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'.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>OSV03<sup>5</sup></b>	RA1	Total rent collected for previous financial year is high	✓	n.a.
<b>OSV04<sup>6</sup></b>	DC4, RA1	Total rent collected for previous financial year is low	✓	n.a.
<b>OSV05<sup>7</sup></b>	RA2	Total rent charged for previous financial year is high	✓	n.a.
<b>OSV06<sup>8</sup></b>	RA2	Total rent charged for previous financial year is low	✓	n.a.
<b>OSV07<sup>9</sup></b>	DC4	Total tenancy rental units for previous financial year is high	✓	n.a.
<b>OSV08<sup>10</sup></b>	DC4	Total tenancy rental units for previous financial year is low	✓	n.a.

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<sup>5</sup> 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'.

<sup>6</sup> 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'.

<sup>7</sup> 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'.

<sup>8</sup> 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'.

<sup>9</sup> 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'.

<sup>10</sup> 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 B2: Dwelling data file edits**

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
DAI01	state	Invalid format for state/territory	✓	✓
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.
DAI09	org_id	Invalid organisation identifier	✓	✓
DAI10	dwell_id	Invalid dwelling identifier	✓	✓
DAI11	dwell_add	Invalid dwelling address	✓	✓
DAI12	dwell_suburb	Invalid dwelling suburb	✓	✓
DAM01	state	Missing state/territory code	✓	✓
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	✓	✓
DAR03	state	Incorrect state/territory	✓	✓
DAR04	beds	Invalid number of bedrooms	✓	✓
DAU01	postcode	Unknown postcode	✓	✓
DAU02	beds	Unknown number of bedrooms	✓	✓
DAU03	program_type	Unknown program type	✓	✓
DAU04	<b>dwelling_type</b>	<b>Unknown dwelling type</b>	✓	✓



**Table B3: Tenancy data file edits**

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>TSI01</b>	state	Invalid format for state/territory	✓	n.a.
<b>TSI05</b>	transfer	Invalid transfer (i.e. not Y or N)	✓	n.a.
<b>TSI06</b>	bedrooms	Number of bedrooms is equal to zero	✓	n.a.
<b>TSI07</b>	hh_comp	Invalid household composition	✓	n.a.
<b>TSI10</b>	indigenous	Invalid Indigenous household status	✓	n.a.
<b>TSI11</b>	disability	Invalid disability household status	✓	n.a.
<b>TSI12</b>	nesb	Invalid NESB household status	✓	n.a.
<b>TSI13</b>	g_need	Invalid greatest need at time of allocation	✓	n.a.
<b>TSI14</b>	homeless	Invalid homeless at time of allocation	✓	n.a.
<b>TSI15</b>	inc_source	Invalid main income source	✓	n.a.
<b>TSI19</b>	start_date	Start date is after the end of the collection period	✓	n.a.
<b>TSI20</b>	end_date	End date is outside of the collection period	✓	n.a.
<b>TSI21</b>	occupants	Number of occupants is zero	✓	n.a.
<b>TSI22</b>	market_rent	Invalid market rent flag	✓	n.a.
<b>TSI23</b>	dwel_id, start_date	Start date invalid	✓	n.a.
<b>TSI24</b>	dwel_id, end_date	End date invalid	✓	n.a.
<b>TSI25</b>	org_id	Invalid organisation identifier	✓	n.a.
<b>TSI26</b>	dwel_id	Invalid dwelling identifier	✓	n.a.
<b>TSI27</b>	unit_id	Invalid unit identifier	✓	n.a.
<b>TSI28</b>	hhold_id	Invalid household identifier	✓	n.a.
<b>TSM01</b>	state	Missing state/territory code	✓	n.a.
<b>TSM02</b>	org_id	Missing organisation ID	✓	n.a.
<b>TSM03</b>	dwel_id	Missing dwelling ID	✓	n.a.
<b>TSM05</b>	transfer	Missing transfer	✓	n.a.
<b>TSM06</b>	bedrooms	Missing number of bedrooms	✓	n.a.
<b>TSM07</b>	hh_comp	Missing household composition	✓	n.a.
<b>TSM10</b>	indigenous	Missing Indigenous household status	✓	n.a.
<b>TSM11</b>	disability	Missing disability household status	✓	n.a.
<b>TSM12</b>	nesb	Missing NESB household status	✓	n.a.
<b>TSM13</b>	g_need	Missing greatest need at time of allocation	✓	n.a.
<b>TSM14</b>	homeless	Missing homeless at time of allocation	✓	n.a.
<b>TSM15</b>	inc_source	Missing main income source	✓	n.a.
<b>TSM16</b>	gross_inc	Missing gross income	✓	n.a.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>TSM17</b>	asses_inc	Missing assessable income	✓	n.a.
<b>TSM18</b>	rent_chged	Missing rent charged	✓	n.a.
<b>TSM19</b>	start_date	Missing start date	✓	n.a.
<b>TSM20</b>	hhold_id	Missing household ID	✓	n.a.
<b>TSM21</b>	occupants	Missing number of occupants	✓	n.a.
<b>TSM22</b>	cra	Missing total Commonwealth Rent Assistance (for the last week of the collection period)	✓	n.a.
<b>TSM23</b>	market_rent	Missing market rent flag	✓	n.a.
<b>TSR02</b>	gross_inc, rent_chged	Rent charged is greater than gross income	✓	n.a.
<b>TSR03</b>	asses_inc, rent_chged	Rent charged is greater than assessable income	✓	n.a.
<b>TSR04</b>	hh_comp, occupants	Household composition and number of occupants is not consistent	✓	n.a.
<b>TSR09</b>	gross_inc	Gross income is missing for an ongoing household	✓	n.a.
<b>TSR10</b>	end_date, start_date	Start date is after end date	✓	n.a.
<b>TSR11</b>	g_need, homeless	Homeless at allocation but not in greatest need at allocation	✓	n.a.
<b>TSR12</b>	hhold_id, org_id, start_date, end_date	Duplicate household ID that have overlapping tenancy periods	✓	n.a.
<b>TSR13</b>	asses_inc, gross_inc	Gross income is less than assessable income	✓	n.a.
<b>TSR14</b>	dwell_id, hhold_id, org_id, transfer	Duplicate household identifiers with transfer status equal to N	✓	n.a.
<b>TSR15</b>	dwell_id, end_date, hhold_id, org_id	Duplicate household identifiers that are ongoing at the end of the collection period	✓	n.a.
<b>TSR16</b>	end_date, start_date	Start date is the same as the end date	✓	n.a.
<b>TSU01</b>	transfer	Unknown transfer	✓	n.a.
<b>TSU02</b>	bedrooms	Unknown bedrooms	✓	n.a.
<b>TSU03</b>	hh_comp	Unknown household composition	✓	n.a.
<b>TSU04</b>	indigenous	Unknown indigenous	✓	n.a.
<b>TSU05</b>	disability	Unknown disability	✓	n.a.
<b>TSU06</b>	nesb	Unknown NESB	✓	n.a.
<b>TSU07</b>	g_need	Unknown household in greatest need	✓	n.a.
<b>TSU08</b>	homeless	Unknown homeless	✓	n.a.
<b>TSU09</b>	inc_source	Unknown main source of household income	✓	n.a.
<b>TSU10</b>	gross_inc	Unknown total gross household income	✓	n.a.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
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 <sup>11</sup>	rent_chged	Rent charged is low	✓	n.a.
TSV10 <sup>12</sup>	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.
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.
TSV17	state	Incorrect state/territory	✓	n.a.

<sup>11</sup> Threshold value for rent charged low is '10'.

<sup>12</sup> Threshold value for rent charged high is '400'.

**Table B4: Person data file edits**

Error code	Data items(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
PSI01	main_tenant	Invalid main tenant flag	✓	n.a.
PSI03	sex	Invalid sex	✓	n.a.
PSI04	rel_status	Invalid relationship status	✓	n.a.
PSI08	state	Person records with invalid state/territory	✓	n.a.
PSI09	hhold_id, dob	Date of birth not formatted as dd/mm/yyyy	✓	n.a.
PSI10	org_id	Invalid organisation identifier	✓	n.a.
PSI11	hhold_id	Invalid household identifier	✓	n.a.
PSM01	state	Missing state/territory code	✓	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 sex	✓	n.a.
PSM07	rel_status	Missing relationship status	✓	n.a.
PSM08	state	Incorrect state/territory	✓	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 principal 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.
DUP01	state, org_id, hhold_id, main_tenant, dob, sex, rel_status	Duplicate record	✓	n.a.

**Table B5: Provided PIs file edits**

Error code	Data items(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>VM01</b>	state	Missing state/territory code	✓	✓
<b>VI01</b>	state	Invalid format for state/territory	✓	✓
<b>VR01</b>	state	Incorrect state/territory	✓	✓

**Table B6: Cross file edits**

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>CDT02a</b>	Dwelling (org_id, dwell_id) Tenancy (org_id, dwell_id)	The dwelling record (in the dwelling file) has no corresponding tenancy record (in the tenancy file). Records between the files are matched on organisation ID (org_id) and dwelling ID (dwell_id)	✓	✓
<b>CDT02b</b>	Dwelling (org_id, dwell_id) Tenancy (org_id, dwell_id)	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)	✓	✓
<b>CDT03</b>	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)	✓	✓
<b>CDT04</b>	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: <ul style="list-style-type: none"> <li>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</li> <li>more bedrooms (bedrooms) are recorded in the tenancy file (for ongoing tenancies only) than the dwelling file (beds)</li> </ul>	✓	n.a.
<b>COD01</b>	Organisation (org_id, org_name) Dwelling (org_id)	The 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.
<b>COD02</b>	Organisation (org_id) Dwelling (org_id, dwell_id)	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.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>COD03a</b>	Organisation (org_id, org_name, sur_resp) Dwelling (org_id)	Survey response is inconsistent with survey information provided/not provided in the dwelling file. Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the dwelling file.	✓	n.a.
<b>COD03b</b>	Organisation (org_id, org_name, sur_resp) Dwelling (org_id)	Survey response is inconsistent with survey information provided/not provided in the dwelling file. Survey response (sur_resp) has been recorded as 'No' and details have been recorded in the dwelling file.	✓	n.a.
<b>COD05a</b>	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. The value for boarding house <b>units</b> does not match the count of tenancy units. S28b (from the organisation file) must equal OR2 (from the dwelling file), where dwelling_type = 8 and boarding_unit_room = 2.	✓	n.a.
<b>COD05b</b>	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. The value for boarding house <b>rooms</b> does not match the count of tenancy units. S28c (from the organisation file) must equal OR2 (from the dwelling file), where dwelling_type = 8 and boarding_unit_room = 1.	✓	n.a.
<b>COP01a</b>	Organisation (org_id, sur_resp) Person (org_id, hhold_id)	Survey response is inconsistent with survey information provided/not provided in the person file. Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the person file.	✓	n.a.
<b>COP01b</b>	Organisation (org_id, sur_resp) Person (org_id, hhold_id)	Survey response is inconsistent with survey information provided/not provided in the person file. Survey response (sur_resp) has been recorded as 'No' and details have been recorded in the person file.	✓	n.a.
<b>COT01a</b>	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. Survey response (sur_resp) has been recorded as 'Yes' and no details have been recorded in the tenancy file.	✓	n.a.
<b>COT01b</b>	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. Survey response (sur_resp) has been recorded as 'No' and details have been recorded in the tenancy file.	✓	n.a.
<b>CTP01a</b>	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). Records between the files are matched on organisation ID (org_id) and household ID (hhold_id)	✓	n.a.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>CTP01b</b>	Tenancy (org_id, dwell_id, hhold_id) Person (org_id, hhold_id)	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.
<b>CTP03</b>	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.
<b>CTP04a</b>	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. Household composition is 'Single person' (1) but the count of adults is not 1 or the count of children is not zero.	✓	n.a.
<b>CTP04b</b>	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. 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.	✓	n.a.
<b>CTP04c</b>	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. Household composition is 'Couple only' (3) but the count of adults is not 2 or the count of children is not zero.	✓	n.a.
<b>CTP04d</b>	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. 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.	✓	n.a.
<b>CTP04e</b>	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. 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.
<b>CTP09a</b>	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. Household composition is 'Single person' (1) but the count of people in a couple (where relationship status is 2) is not zero.	✓	n.a.

Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>CTP09b</b>	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. Household composition is 'Sole parent with child/ren aged less than 16 years' (2) but the count of people in a couple (where relationship status is 2) is not zero.	✓	n.a.
<b>CTP09c</b>	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. Household composition is 'Couple only' (3) but the count of people in a couple (where relationship status is 2) is not 2.	✓	n.a.
<b>CTP09d</b>	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. 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.	✓	n.a.
<b>CTP09e</b>	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. Household composition is 'Group (unrelated adults)' (7) but the count of people in a couple (where relationship status is 2) is not zero.	✓	n.a.
<b>DSR01</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, OR2, S13, ten, tenvac)	The number of tenancies normally assigned to this dwelling when at full capacity (OR2) does not equal the sum of: <ul style="list-style-type: none"> <li>tenancies currently assigned to the dwelling (ten); plus</li> <li>the total number of tenantable vacancies in the dwelling (tenvac); plus</li> <li>the number of untenantable vacancies in the dwelling (S13)</li> </ul>	✓	n.a.
<b>DSR05a</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, boarding_unit_room, dwelling_type)	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).	✓	n.a.
<b>DSR05b</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, boarding_unit_room, dwelling_type)	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.



Error code	Data item(s)	Error description	Validata™	
			States and territories submitting 4 files	States and territories submitting 2 files
<b>DSU01</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, OR2)	Unknown number of tenancies normally assigned (OR2)	✓	n.a.
<b>DSU02</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, ten)	Unknown number of tenancies currently assigned (ten)	✓	n.a.
<b>DSU03</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, tenvac)	Unknown number of tenantable vacancies (tenvac)	✓	n.a.
<b>DSU04</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, S13)	Unknown number of untenable vacancies (S13)	✓	n.a.
<b>DSM01</b>	OR2	Missing the number of tenancies normally assigned	✓	✓
<b>DSM02</b>	ten	Missing the number of tenancies currently assigned	✓	✓
<b>DSM03</b>	tenvac	Missing the number of tenantable vacancies	✓	✓
<b>DSM04</b>	S13	Missing the number of untenable vacancies	✓	✓
<b>TSM04</b>	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 C1: Data relationships checklist**

Descriptor	Data relationship description	Relationship
<b>S1</b>	Total new households should be less than or equal to the total number of households (S4)	$S1 \leq S4$
<b>S1</b>	Total number of new households (S1) should equal the sum of new households in major cities, inner regional, outer regional, remote, very remote and migratory areas (S1a+S1b+S1c+S1d+S1e+S1f)	$S1 = S1a+S1b+S1c+S1d+S1e+S1f$
<b>S2</b>	New indigenous households (S2) should be less than or equal to the number of new households (S1)	$S2 \leq S1$
<b>S3</b>	Homeless households (S3) at the time of allocation should be less than or equal to the number of new households (S1)	$S3 \leq S1$
<b>S4</b>	Total number of households (S4) should be greater than or equal to the sum of households in major cities, inner regional, outer regional, remote, very remote and migratory areas (S4a+S4b+S4c+S4d+S4e+S4f)	$S4 \geq S4a+S4b+S4c+S4d+S4e+S4f$
<b>S5</b>	Indigenous households (S5) should be less than or equal to the total number of households (S4)	$S5 \leq S4$
<b>S6</b>	Disability households (S6) should be less than or equal to the total number of households (S4)	$S6 \leq S4$
<b>S7</b>	NESB households (S7) should be less than or equal to the total number of households (S4)	$S7 \leq S4$
<b>S8</b>	Households with a principal tenant aged 24 years or less (S8) should be less than or equal to the total number of households (S4)	$S8 \leq S4$
<b>S9</b>	Households with a principal tenant aged 75 years or more (S9) should be less than or equal to the total number of households (S4)	$S9 \leq S4$
<b>S10</b>	Applicants on the waiting list who have a greatest need (S10) should be less than or equal to the total number of applicants on the waiting list (S11b)	$S10 \leq S11b$
<b>S11b</b>	Total number of applicants on a community organisation's managed waiting list (S11b) should equal the sum of non-transfer applicants (S11) and applicants who have applied for a transfer (S11a)	$S11b = S11+S11a$
<b>S14</b>	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)	$S14 \leq S4$
<b>S15</b>	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)	$S15 \leq S4$
<b>S16</b>	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)	$S16 \leq S4$
<b>S20</b>	Households with underutilisation (S20) should be less than or equal to the total number of households (S4)	$S20 \leq S4$
<b>S20</b>	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)	$S20 = S20a+S20b+S20c+S20d+S20e$
<b>S29</b>	Community housing providers (S29) should equal the sum of housing associations, housing co-operatives and other service organisations (S30+S31+S32)	$S29 = S30+S31+S32$
<b>S29</b>	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)	$S29 = S41a+S41b+S41c+S41d+S41e$
<b>S40</b>	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)	$S40 \leq S29$

Descriptor	Data relationship description	Relationship
<b>AL2</b>	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
<b>HS1</b>	Households with overcrowding (HS1) should be less than or equal to the total number of households (S4)	HS1 <= S4
<b>HS2</b>	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
<b>HS3</b>	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
<b>HS4</b>	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
<b>SN1</b>	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
<b>SN2</b>	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
<b>PA1</b>	New greatest need allocations (PA1) should be less than or equal to the total number of new allocations (PA2)	PA1 <= PA2
<b>PA1</b>	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
<b>PA1</b>	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
<b>PA2</b>	New allocations (PA2) should be equal to the total number of new households (S1)	PA2 = S1
<b>OR1</b>	Occupied tenancy (rental) units (OR1) should be equal to the total number of households (S4)	OR1 = S4
<b>OR2</b>	Tenancy (rental) units (OR2) should be greater than or equal to the sum of the tenable and untenable tenancy (rental) units (S12+S13)	OR2 >= S12+S13
<b>DC4</b>	Tenancy (rental) units should be equal to OR2 as reported in previous financial year	DC4 = previous OR2
<b>P2</b>	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 <i>both</i> income and rent charged recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	
<b>P8a</b>	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 <i>both</i> provider cost and number of tenancy (rental) units recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	
<b>P11</b>	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 <i>both</i> rent collected and rent charged recorded. Excluding these records with missing information is the preferred method of calculation by the AIHW	

## Appendix D – List of descriptors

The CH data set specification

(<http://meteor.aihw.gov.au/content/index.phtml/itemId/594489>) is the authoritative source of data definitions and standards for this collection.

All relevant terms and definitions are listed in the [Glossary](#). An indication is provided where data have been requested for RoGS in the past. Future reporting requirements have yet to be determined.

### Summary descriptors

S1	Total number of new households assisted for year ending 30 June 2018	RoGS ✓
	Count the total number of households who: <ul style="list-style-type: none"> <li>• commenced receiving CH for year ending 30 June 2018; and</li> <li>• were identified as a new household to the CH provider.</li> </ul>	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• date assistance commenced;</li> <li>• new allocation status.</li> </ul>	
<i>Include:</i>	Households who are not currently tenants but who were identified as a new household to the CH provider and commenced receiving CH at any time during the year ending 30 June 2018. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.	
<i>Exclude:</i>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.	
<i>Note:</i>	If a household commenced receiving assistance with the same CH 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 CH provider for the year ending 30 June 2018, 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 CH sector.	
<i>Counting units:</i>	Number of households.	
S1a–S1f	Total number of new households by remoteness at 30 June 2018	
<i>Reporting categories:</i>	<b>OPTIONAL: Also reported as a disaggregation of the number of households assisted in social housing.</b> <ul style="list-style-type: none"> <li>- in <i>Major cities</i></li> <li>- in <i>Inner regional areas</i></li> <li>- in <i>Outer regional areas</i></li> <li>- in <i>Remote areas</i></li> <li>- in <i>Very remote areas</i></li> <li>- in <i>Migratory areas</i></li> </ul>	
<i>Relation:</i>	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 2018	RoGS ✓
	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>• commenced receiving CH for year ending 30 June 2018;</li> <li>• were identified as a new household to the CH provider; and</li> <li>• satisfy the Indigenous household definition.</li> </ul>	
<i>Definition:</i>	<p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>• date assistance commenced;</li> <li>• Indigenous household;</li> <li>• new allocation status.</li> </ul>	
<i>Include:</i>	<p>Indigenous households who are not currently tenants but who were identified as a new household to the CH provider and commenced receiving CH at any time during the year ending 30 June 2018.</p> <p>Indigenous households who transferred from another CH provider.</p> <p>Indigenous households who were directly tenanted and as such were not waitlisted.</p>	
<i>Exclude:</i>	<p>Indigenous households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.</p>	
<i>Note:</i>	<p>If an Indigenous household commenced receiving assistance with the same CH provider more than once during the year the household is counted only once by that provider.</p> <p>However, if an Indigenous household commenced receiving assistance with more than one CH provider for the year ending 30 June 2018, 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 CH sector.</p>	
<i>Counting units:</i>	<p>Number of households.</p>	

S3	Total number of new households assisted for year ending 30 June 2018 that were homeless at the time of allocation
	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>• commenced receiving CH for year ending 30 June 2018;</li> <li>• were identified as a new household to the CH provider; and</li> <li>• satisfied the homeless definition at the time of allocation.</li> </ul>
<i>Definitions:</i>	<p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>• date assistance commenced;</li> <li>• homeless; and</li> <li>• new allocation status.</li> </ul>
<i>Include:</i>	<p>Households who are not currently tenants but who were identified as a new household to the CH provider; commenced receiving CH at any time during the year ending 30 June 2018; and satisfied the homeless definition.</p> <p>Households who transferred from another CH provider.</p> <p>Households who were directly tenanted and as such were not waitlisted.</p>
<i>Exclude:</i>	<p>Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.</p>
<i>Note:</i>	<p>If a household commenced receiving assistance with the same CH provider more than once during the year the household is counted only once by that provider.</p> <p>However, if a household commenced receiving assistance with more than one CH provider for the year ending 30 June 2018, 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 CH sector.</p>
<i>Counting units:</i>	<p>Number of households.</p>

<b>S4</b>	<b>Total number of households at 30 June 2018</b>	✓
	Count the total number of households who were tenants in CH at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>household.</li> </ul>	
<i>Exclude:</i>	Households who were assisted during the financial year but were no longer tenants at 30 June 2018.	
<i>Note:</i>	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.	
<i>Counting units:</i>	Number of households.	
<b>S4a–S4f</b>	<b>Total number of households by remoteness at 30 June 2018</b>	
<i>Reporting categories:</i>	<b>OPTIONAL: Also reported as a disaggregation of the number of households assisted in social housing.</b> <ul style="list-style-type: none"> <li>- in Major cities</li> <li>- in Inner regional areas</li> <li>- in Outer regional areas</li> <li>- in Remote areas</li> <li>- in Very remote areas</li> <li>- in Migratory areas</li> </ul>	
<i>Relation:</i>	The sum of S4a–S4f should be equal to S4 (or less where location details are not known).	
<b>S5</b>	<b>Total number of Indigenous households at 30 June 2018</b>	RoGS ✓
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2018; and</li> <li>satisfy the Indigenous household definition.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>Indigenous household.</li> </ul>	
<i>Exclude:</i>	Indigenous households who were assisted during the financial year but were no longer tenants at 30 June 2018.	
<i>Note:</i>	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.	
<i>Counting units:</i>	Number of households.	
<b>S6</b>	<b>Total number of households containing a member with a disability at 30 June 2018</b>	
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2018; and</li> <li>contained a household member with a disability.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>disability; and</li> <li>household.</li> </ul>	
<i>Exclude:</i>	Households containing a member with a disability who were assisted during the financial year but were no longer tenants at 30 June 2018.	
<i>Note:</i>	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.	
<i>Counting units:</i>	Number of households.	

**S7 Total number of households from a non-English speaking background at 30 June 2018**

Count the total number of households who:

- were tenants in CH at 30 June 2018; 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 2018.

*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 2018**

Count the total number of households who:

- were tenants in CH at 30 June 2018; 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 2018.

*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 2018 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 2018 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 2018**

Count the total number of households who:

- were tenants in CH at 30 June 2018; 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 2018.

*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.

<b>S10</b>	<b>Total number of new applicants who have a 'greatest need' at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2018 who: <ul style="list-style-type: none"> <li>• were identified as a new household to the CH provider; and</li> <li>• satisfy the greatest need definition.</li> </ul>	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• greatest need status;</li> <li>• new allocation status; and</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	Potential applicants still awaiting eligibility assessment at 30 June 2018. Applicants on the waiting list whose greatest need status has not been identified.	
<i>Note:</i>	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 2018: <ul style="list-style-type: none"> <li>• are still eligible for CH;</li> <li>• 'greatest need' circumstances still prevail; and</li> <li>• still wish to pursue their application.</li> </ul> Where this is not the case, footnotes should detail current practice.	
<i>Counting units:</i>	Number of households.	
<b>S11</b>	<b>Total number of applicants on waiting list at 30 June 2018 <u>excluding</u> applicants for transfer</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2018 who were identified as a new household to the CH provider.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• new allocation status;</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	<ul style="list-style-type: none"> <li>• Potential applicants still awaiting eligibility assessment at 30 June 2018</li> <li>• Applicants currently in receipt of CH who were waiting to transfer from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.</li> </ul>	
<i>Note:</i>	The waiting list information used in this indicator requires that all applicants, at 30 June 2018: <ul style="list-style-type: none"> <li>• are still eligible for CH; and</li> <li>• still wish to pursue their application.</li> </ul> Where this is not the case, footnotes should detail current practice.	
<i>Counting units:</i>	Number of households.	
<b>S11a</b>	<b>Total number of applicants for transfer on the waiting list at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2018 who were waiting to transfer from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• new allocation status;</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	<ul style="list-style-type: none"> <li>• Potential applicants still awaiting eligibility assessment at 30 June 2018</li> </ul>	
<i>Note:</i>	The waiting list information used in this indicator requires that all applicants, at 30 June 2018: <ul style="list-style-type: none"> <li>• are still eligible for CH; and</li> <li>• still wish to pursue their application.</li> </ul> Where this is not the case, footnotes should detail current practice.	
<i>Counting units:</i>	Number of households.	



<b>S11b</b>	<b>Total number of applicants on the waiting list at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2018.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• new allocation status;</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	Potential applicants still awaiting eligibility assessment at 30 June 2018	
<i>Note:</i>	The waiting list information used in this indicator requires that all applicants, at 30 June 2018: <ul style="list-style-type: none"> <li>• are still eligible for CH; and</li> <li>• still wish to pursue their application.</li> </ul> Where this is not the case, footnotes should detail current practice.	
<i>Counting units:</i>	Number of households.	
<i>Relation:</i>	The sum of S11 and S11a should equal S11b.	
<b>S12</b>	<b>Total number of tenable tenancy (rental) units at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of tenable CH tenancy (rental) units at 30 June 2018, including both occupied and vacant tenable tenancy (rental) units.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• tenancy (rental) unit;</li> <li>• tenable tenancy (rental) unit.</li> </ul>	
<i>Include:</i>	Tenable tenancy (rental) units for which there is no demand or suitable applicant such as single bedroom or disabled modification.	
<i>Exclude:</i>	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 2018.	
<i>Counting units:</i>	Number of tenancy (rental) units.	
<b>S13</b>	<b>Total number of untenable tenancy (rental) units at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of untenable CH tenancy (rental) units at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• tenancy (rental) unit;</li> <li>• untenable tenancy (rental) unit.</li> </ul>	
<i>Include:</i>	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.	
<i>Exclude:</i>	Stock outside the scope of this collection (refer to the scope document for more information).	
<i>Note:</i>	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 untenable tenancy (rental) unit should be counted separately.	
<i>Counting units:</i>	Number of tenancy (rental) units.	

<b>S14</b>	<b>Number of low income households paying 20% or less of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S15</b>	<b>Number of low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S16</b>	<b>Number of low income households paying more than 25% but not more than 30% of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>

These items count the number of low income households at 30 June 2018 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.

<b>S20</b>	<b>Number of households with underutilisation at 30 June 2018</b>	<b>RoGS ✓</b>
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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.

<b>S20a–S20e</b>	<b>Number of households by additional bedrooms at 30 June 2018</b>
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*Reporting categories:* **OPTIONAL**

- with underutilisation of 1 additional bedroom
- with underutilisation of 2 additional bedrooms
- with underutilisation of 3 additional bedrooms
- with underutilisation of 4 additional bedrooms
- with underutilisation of 5 or more additional bedrooms

*Relation:* The sum of S20b–S20e should be equal to S20.

<b>S21</b>	<b>Total number of tenancy (rental) units in <i>Major cities</i> at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S22</b>	<b>Total number of tenancy (rental) units in <i>Inner regional</i> areas at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S23</b>	<b>Total number of tenancy (rental) units in <i>Outer regional</i> areas at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S24</b>	<b>Total number of tenancy (rental) units in <i>Remote</i> areas at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S25</b>	<b>Total number of tenancy (rental) units in <i>Very remote</i> areas at 30 June 2018</b>	<b>RoGS ✓</b>
<b>S26</b>	<b>Total number of tenancy (rental) units in <i>Migratory</i> areas at 30 June 2018</b>	<b>RoGS ✓</b>

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 2018.

*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 2018 that were:

- tenable (occupied and vacant);
- untenable; and
- head-leased stock used for CH 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 and 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

<b>S27</b>	<b>Total number of head-leased dwellings (private) at 30 June 2018</b>
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This data item counts the number of tenable and untenable dwellings managed by CH providers that are owned by private individuals or private corporations at 30 June 2018.

*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 CH providers.

*Exclude:* Dwellings owned by State Housing Authorities and other government entities and leased to the CH providers.  
Stock outside the scope of this collection (refer to the scope document for more information).

*Note:* Not all states and territories head-lease dwellings from the private sector. Where no dwellings are head-leased from the private sector record '0'

*Counting units:* Number of dwellings.

<b>S28a</b>	<b>Total number of boarding / rooming / lodging house buildings at 30 June 2018</b>
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This data item counts the number of tenable and untenable boarding / rooming / lodging house buildings managed by CH providers at 30 June 2018.

*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 and territories have boarding / rooming / lodging houses. Where there is no boarding / rooming / lodging house buildings record '0'.

*Counting units:* Number of buildings.

<b>S28b</b>	<b>Total number of boarding / rooming / lodging house units at 30 June 2018</b>	
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house units managed by CH providers at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>boarding house unit.</li> </ul>	
<i>Include:</i>	Occupied and vacant boarding / rooming / lodging house units.	
<i>Exclude:</i>	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).	
<i>Note:</i>	Not all states and territories have boarding / rooming / lodging house units. Where there is no boarding / rooming / lodging house units record '0'.	
<i>Counting units:</i>	Number of units.	
<b>S28c</b>	<b>Total number of boarding / rooming / lodging house rooms at 30 June 2018</b>	
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house rooms managed by CH providers at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>boarding house room.</li> </ul>	
<i>Include:</i>	Occupied and vacant boarding / rooming / lodging house rooms.	
<i>Exclude:</i>	Rooms within self-contained boarding / rooming / lodging house units. Stock outside the scope of this collection (refer to the scope document for more information).	
<i>Note:</i>	Not all states and territories have boarding / rooming / lodging house rooms. Where there is no boarding / rooming / lodging house rooms record '0'.	
<i>Counting units:</i>	Number of rooms.	
<b>S29</b>	<b>Total number of community housing providers at 30 June 2018</b>	<b>RoGS ✓</b>
	This data item counts the total number of CH providers at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>CH provider.</li> </ul>	
<i>Include:</i>	CH providers may include: <ul style="list-style-type: none"> <li>housing cooperatives;</li> <li>housing associations;</li> <li>other community service organisations.</li> </ul>	
<i>Exclude:</i>	CH providers outside the scope of this collection.	
<i>Note:</i>	CH 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.	
<i>Counting units:</i>	Number of providers.	

<b>S30</b>	<b>Total number of housing associations at 30 June 2018</b>
<b>S31</b>	<b>Total number of housing cooperatives at 30 June 2018</b>
<b>S32</b>	<b>Total number of other service organisations at 30 June 2018</b>

These data items count the total number of CH providers at 30 June 2018 by provider type.

*Definitions:* Refer to glossary for:

- CH provider;
- housing association;
- housing cooperative;
- other community service organisation.

*Exclude:* CH providers outside the scope of this collection.

*Note:* CH 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.

<b>S33</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer daily living support to households</b>
<b>S34</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer personal support to households</b>
<b>S35</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer community living support to households</b>
<b>S36</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer support for children, families and carers</b>
<b>S37</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer training and employment support to households</b>
<b>S38</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer financial and material assistance to households</b>

<b>S39</b>	<b>Total number of community housing providers at 30 June 2018 that were able to offer information, advice and referral to households</b>
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These data items count the total number of CH providers at 30 June 2018 by the type of support (other than housing) the provider was able to offer to the households they assist.

*Definitions:* Refer to glossary for:

- CH provider;
- support type.

*Include:* CH providers that did not directly provide support but ensured links to appropriate support services were established and maintained.

*Exclude:* CH providers outside the scope of this collection.

*Note:* CH 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 2018**

This data item counts the total number of CH providers at 30 June 2018 that were able to offer support service(s).

*Definitions:*      Refer to glossary for:

- CH provider;
- support type.

*Include:*      CH providers that did not directly provide support but ensured links to appropriate support services were established and maintained.

*Exclude:*      CH providers outside the scope of this collection.

*Note:*      CH 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 descriptors are calculated from the unit record administrative data supplied to the AIHW.

**States and territories calculating their own summary descriptors are not required to calculate the following:**

<b>S41a–S41e</b>	<b>Total number of community housing organisations by organisation size at 30 June 2018</b>
<i>Reporting categories:</i>	<ul style="list-style-type: none"> <li>- Managing 200 or more dwellings</li> <li>- Managing 100–199 dwellings</li> <li>- Managing 50–99 dwellings</li> <li>- Managing 20–49 dwellings</li> <li>- Managing less than 20 dwellings</li> </ul>
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• Dwelling</li> <li>• CH provider</li> </ul>
<i>Counting units:</i>	Number of organisations (CH providers)
<b>S42</b>	<b>Total number of dwellings at 30 June 2018</b>
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• Dwelling</li> </ul>
<i>Counting units:</i>	Number of dwellings
<b>S43a–S43f</b>	<b>Total number of dwellings by community housing program at 30 June 2018</b>
<i>Reporting categories:</i>	<ul style="list-style-type: none"> <li>- Long term CH program</li> <li>- Short to medium term CH program</li> <li>- Boarding/rooming house program</li> <li>- Joint venture program</li> <li>- 'Other' program</li> <li>- NRAS program</li> </ul>
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• Dwelling</li> </ul>
<i>Note:</i>	CH programs are defined at a jurisdictional level.
<i>Counting units:</i>	Number of dwellings
<b>S44a–S44e</b>	<b>Total number of dwellings by dwelling size at 30 June 2018</b>
<i>Reporting categories:</i>	<ul style="list-style-type: none"> <li>- Containing one bedroom</li> <li>- Containing two bedrooms</li> <li>- Containing three bedrooms</li> <li>- Containing four bedrooms</li> <li>- Containing five or more bedrooms</li> </ul>
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• Dwelling</li> </ul>
<i>Note:</i>	Bedsits should be counted as 1 bedroom dwellings.
<i>Counting units:</i>	Number of dwellings

**S44f Average number of bedrooms per dwelling at 30 June 2018**

*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 2018**

*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



# Appendix E – Performance indicators and associated data items

## Time period reference

Three time periods are referred to in these indicators:

- *point in time*, that is, status at 30 June 2018 (includes households where assistance ended on 30 June 2018);
- *current financial year*, that is, 2017–18, the period 1 July 2017 to 30 June 2018
- *previous financial year*, that is, 2016–17, the period 1 July 2016 to 30 June 2017.

**Table E1** details the time period reference for each indicator.

**Table E1: Time period reference**

Point in time for current year (30 June 2018) <sup>1</sup>	Current financial year (period 1 July 2017 to 30 June 2018)	Previous financial year (period 1 July 2016 to 30 June 2017)
<i>P1—Amenity/location</i>	P5—Special needs	P8—Net recurrent costs
P2—Affordability	P6—Priority access to those in greatest need	P11—Rent collection rate
P2a—Affordability of low income households		
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		
<i>P7—Customer satisfaction</i>		
P9—Occupancy rates		
P13—Proportion of households with underutilisation (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		

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

## Performance indicators in brief

Data item code and description	Data relationships	Pg
P1 <i>Amenity / location</i>	<i>P1 is obtained via the National Social Housing Survey.</i>	62
P2 <b>Affordability</b> Proportion of household income left after rent	$(AF2 - AF1) / AF1 \times 100$	62
P2a <b>Affordability for low income households</b> Proportion of low income households paying more than 30% of their gross income rent	AL1 / AL2 x 100	63
P2b <b>Affordability for low income Indigenous households</b> Proportion of low income Indigenous households paying more than 30% of their gross income rent	AL3 / AL4 x 100	64
P3 <b>Match of tenancy (rental) unit to household size</b> Proportion of households where tenancy unit size is not appropriate due to overcrowding	HS1 / HS2 x 100	65
P3a <b>Match of tenancy unit to Indigenous household size</b> Proportion of Indigenous households living in overcrowded conditions	HS3 / HS4 x 100	67
P4 <b>Low income</b> Number of low income households as a proportion of all households	LI1 / LI2 x 100	67
P5 <b>Special needs</b> Proportion of new tenancies that are allocated to households with special needs	SN1 / SN2 x 100	68
P6 <b>Priority access to those in greatest need</b> Proportion of new allocations to those in greatest need	PA1 / PA2 x 100	70
P7 <i>Customer satisfaction</i>	<i>P7 is obtained via the National Social Housing Survey.</i>	72
P8 <b>Net recurrent cost per unit</b> The cost of housing provision (previous financial year)  P8a - Provider cost of providing assistance (excluding capital) per tenancy (rental) unit  P8b - Administrator cost of providing assistance (excluding capital) per tenancy unit  P8c - The average cost of providing assistance (excluding capital) per tenancy (rental) unit	DC1 / DC4  DC2 / DC4  DC3 / DC4	72
P9 <b>Occupancy rate</b> Occupancy rate of rental housing stock	OR1 / OR2 x 100	75
P11 <b>Rent collection rate</b> Rent actually collected as a percentage of total rent charged (previous financial year)	RA1 / RA2 x 100	76
P13 <b>Underutilisation</b> Proportion of households where tenancy (rental) unit size is not appropriate due to underutilisation	S20 / HS2 x 100	77
P14 <b>Low income households paying 20% or less of gross income in rent</b>	S14 / AL2 x 100	77
P15 <b>Low income households paying more than 20% but not more than 25% of gross income in rent</b>	S15 / AL2 x 100	79
P16 <b>Low income households paying more than 25% but not more than 30% of gross income in rent</b>	S16 / AL2 x 100	80

## Performance indicators in detail

The following information is presented for each performance indicator:

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

### P1—Amenity/location (not reported as part of this collection)

Outcome to be measured	Performance indicator	Data items
People are able to rent housing that meets their needs.	(a) The percentage of tenants expressing satisfaction in relation to the amenity of their tenancy (rental) unit (b) The percentage of tenants expressing satisfaction in relation to the location of their tenancy (rental) unit	<p>Amenity data items will measure:</p> <ul style="list-style-type: none"> <li>• the importance to tenants of the tenancy (rental) unit amenity; and</li> <li>• the suitability of the tenancy (rental) unit amenity for the tenants needs</li> </ul> <p>Location data items will measure:</p> <ul style="list-style-type: none"> <li>• the importance to tenants of being located close to facilities and services; and</li> <li>• ease of access to facilities and services such as health, community services, employment or training, public transport</li> </ul>

This indicator is measured as a point in time of the data collection period of the NSHS

### 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	<p><b>For week of 30 June 2018:</b></p> <p>AF1 Total rents charged to tenant</p> <p>AF2 Total household gross income</p>	

### Calculation

The indicator is calculated as:

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

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

### Descriptors

AF1	Total rents charged for week of 30 June 2018	RoGS ✓
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2018. The rents charged to tenants may or may not have been received.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• income—gross;</li> <li>• rent charged to tenant.</li> </ul>	
<i>Exclude:</i>	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 2018**

Count the total household gross income for the week of 30 June 2018.

**Definition:** Refer to glossary for:  

- income—gross.

**Note:** Each State and 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	<b>At 30 June 2018:</b> 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:

$$\frac{\text{Total number of low income households paying more than 30\% of their gross income in rent at 30 June (AL1)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}}$$

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

See [Appendix G](#) for information on how to define a low income household.

**Descriptors**

<b>AL1</b>	<b>Total number of low income households paying more than 30% of their gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2018. The rents charged to tenants may or may not have been received.	
<b>Definition:</b>	Refer to glossary for: <ul style="list-style-type: none"> <li>• low income household;</li> <li>• income—gross;</li> <li>• rent charged to tenant.</li> </ul>	
<b>Calculation:</b>	<b>1. Derive household equivalised gross income</b> <ul style="list-style-type: none"> <li>➤ 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.</li> <li>➤ 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).</li> </ul>	

**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 and 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 G.1 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 CH at 30 June 2018 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 2018.  
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 2018
	Count the total number of low income households where gross income and rent details are known at 30 June 2018.
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• low income household;</li> <li>• income - gross.</li> </ul>
<i>Exclude:</i>	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual'). Households who were tenants in CH at 30 June 2018 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 2018. 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.
<i>Note:</i>	Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
<i>Counting units:</i>	Number of households

## 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.	<p><b>At 30 June 2018:</b></p> <p>AL3 Total number of low income Indigenous households paying more than 30% of their gross income in rent</p> <p>AL4 Total number of low income Indigenous households for which gross income and rent details are known</p>

## Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income Indigenous households paying more than 30\% of their gross income in rent at 30 June (AL3)}}{\text{Total number of low income Indigenous households for which gross income and rent details are known at 30 June (AL4)}} \\ P2b = (AL3/AL4) \times 100;$$

## Descriptors

<b>AL3</b>	<b>Total number of low income Indigenous households paying more than 30% of their gross income in rent at 30 June 2018</b>	✓
As per AL1 but for Indigenous households.		
<b>AL4</b>	<b>Total number of low income Indigenous households for which gross income and rent details are known at 30 June 2018</b>	✓
As per AL2 but for Indigenous households.		

See [Appendix G](#) for information on how to define a low income household.

## 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	<b>At 30 June 2018:</b> HS1 Total number of households with overcrowding HS2 Total number of households occupying CH for which household and tenancy (rental) unit details are known	

## Calculation

The indicator is calculated as:

$$\frac{\text{Total number of households with overcrowding at 30 June (HS1)}}{\text{Total number of households occupying CH at 30 June for which household details and tenancy (rental) unit details are known (HS2)}} \\ P3 = (HS1/HS2) \times 100;$$

**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 2018. 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.

## Descriptors

<b>HS1</b>	<b>Total number of households with overcrowding at 30 June 2018</b>	
	Count the total number of households who: <ul style="list-style-type: none"> <li>• were tenants in CH at 30 June 2018; and</li> <li>• satisfy the overcrowding definition based on the Canadian National Occupancy Standard.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• number of bedrooms;</li> <li>• overcrowding;</li> <li>• Canadian National Occupancy Standard.</li> </ul>	
<i>Include:</i>	Households where valid assumptions can be made if information is missing, namely: <ul style="list-style-type: none"> <li>• single or couple households are always allocated 1 bedroom</li> <li>• a group of unrelated adults are always allocated 1 bedroom each</li> <li>• 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</li> </ul>	
<i>Exclude:</i>	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.	
<i>Note:</i>	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.	
<i>Relation:</i>	HS1 should be less than or equal to S4.	
<i>Counting units:</i>	Number of households.	
<b>HS2</b>	<b>Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of households who: <ul style="list-style-type: none"> <li>• were tenants in CH at 30 June 2018; 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.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• number of bedrooms.</li> </ul>	
<i>Include:</i>	Households where valid assumptions can be made if information is missing, namely: <ul style="list-style-type: none"> <li>• single or couple households are always allocated 1 bedroom</li> <li>• a group of unrelated adults are always allocated 1 bedroom each</li> <li>• 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</li> </ul>	
<i>Exclude:</i>	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.	
<i>Note:</i>	Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.	
<i>Counting units:</i>	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	<p><b>At 30 June 2018:</b></p> <p>HS3 Total number of Indigenous households with overcrowding</p> <p>HS4 Total number of Indigenous households occupying CH for which household and tenancy (rental) unit details are known</p>

### Calculation

The indicator is calculated as:

$$\frac{\text{Total number of Indigenous households with overcrowding at 30 June (HS3)}}{\text{Total number of Indigenous households occupying CH at 30 June for which household and tenancy (rental) unit details are known (HS4)}} \times 100$$

### Descriptors

<b>HS3</b>	<b>Total number of Indigenous households with overcrowding at 30 June 2018</b>
	As per HS1 but for Indigenous households
<b>HS3a–HS3e</b>	<b>Total number of Indigenous households with overcrowding at 30 June 2018</b>
<i>Reporting categories:</i>	<ul style="list-style-type: none"> <li>- that require 1 additional bedroom</li> <li>- that require 2 additional bedrooms</li> <li>- that require 3 additional bedrooms</li> <li>- that require 4 additional bedrooms</li> <li>- that require 5 or more additional bedrooms</li> </ul>
<b>HS4</b>	<b>Total number of Indigenous households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2018</b>
	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	<p><b>At 30 June 2018:</b></p> <p>LI1 Total number of all low income households</p> <p>LI2 Total number of households for which income and household details are known</p>	

### Calculation

This indicator is calculated as:

$$\frac{\text{Total number of all low income households at 30 June (LI1)}}{\text{Total number of all households at 30 June for which income and household composition details are known (LI2)}} \times 100;$$



See [Appendix G](#) for information on how to define a low income household.

## Descriptors

LI1	Total number of all low income households at 30 June 2018	RoGS ✓
	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>• were tenants in CH at 30 June 2018; and</li> <li>• satisfy the low income definition.</li> </ul> <p>See P2a—Affordability for low income households</p>	
<i>Definitions:</i>	<p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>• low income household;</li> <li>• income—gross.</li> </ul>	
<i>Calculation:</i>	See P2a—Affordability for low income households	
<i>Exclude:</i>	<p>Households who were tenants in CH at 30 June 2018 that did not satisfy the low income definition.</p> <p>Low income households who were assisted during the financial year that were no longer tenants at 30 June 2018.</p>	
<i>Note:</i>	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 2018	
	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>• were tenants in CH at 30 June 2018; and</li> <li>• had known income and household details.</li> </ul>	
<i>Definition:</i>	<p>For the purpose of this collection a household is defined as a tenancy agreement.</p> <p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>• low income household;</li> <li>• income—gross.</li> </ul>	
<i>Exclude:</i>	<p>Households for which income and/or household details were not known.</p> <p>Households that had been assisted during the financial year that were no longer tenants at 30 June 2018.</p>	
<i>Note:</i>	Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.	
<i>Counting units:</i>	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	<p><b>For year ending 30 June 2018:</b></p> <p>SN1 Total number of new households with special needs</p> <p>SN2 Total number of new households for whom details of whether or not they have special needs are known</p>	

## Calculation

The indicator is calculated as:

$$P5 = \frac{\text{Total number of new households with special needs for year ending 30 June (SN1)}}{\text{Total number of new households for year ending 30 June for whom details of whether or not they have special needs are known (SN2)}} \times 100$$

## Descriptors

SN1	Total number of new households with special needs for year ending 30 June 2018
	Count the total number of households who: <ul style="list-style-type: none"><li>• commenced receiving CH during the year ending 30 June 2018; and</li><li>• were identified as a new household to the CH provider; and</li><li>• satisfy the special needs definition.</li></ul>
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"><li>• date assistance commenced;</li><li>• new allocation status;</li><li>• special needs status.</li></ul>
<i>Include:</i>	Households who are not currently tenants but who were identified as a new household to the CH provider; commenced receiving CH at any time during the year ending 30 June 2018; and satisfy the special needs definition. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.
<i>Exclude:</i>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.
<i>Note:</i>	If a household commenced receiving assistance with the same CH 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 CH provider for the year ending 30 June 2018, 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 CH sector. Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
<i>Counting units:</i>	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 2018
	Count the total number of households who: <ul style="list-style-type: none"><li>• commenced receiving CH during the year ending 30 June 2018; and</li><li>• were waitlist type 'new applicant/household' or had no waitlist type but were identified as a new household; and</li><li>• whose household special needs status is known.</li></ul>
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"><li>• date assistance commenced;</li><li>• new allocation status;</li><li>• special needs status.</li></ul>
<i>Include:</i>	Households who are not currently tenants but who were identified as a new household to the CH provider; commenced receiving CH at any time during the year ending 30 June 2018; and their special needs details are known. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.

<i>Exclude:</i>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.
<i>Note:</i>	<p>If a household commenced receiving assistance with the same CH provider more than once during the year the household is counted only once by that provider.</p> <p>However, if a household commenced receiving assistance with more than one CH provider for the year ending 30 June 2018, 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 CH sector.</p> <p>Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.</p>
<i>Counting units:</i>	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.	<p><b>For year ending 30 June 2018:</b></p> <p>PA1 Total number of new greatest need households.</p> <p>PA2 Total number of new households.</p>	

### Explanatory note

The P6 measure in the CH collection is an abbreviated version of the indicator used in the Public Housing collection. The CH 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:

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

$$P6 = (PA1/PA2) \times 100;$$

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).

### Descriptors

PA1	Total number of new greatest need households for year ending 30 June 2018	✓
	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>commenced receiving CH during the year ending 30 June 2018; and</li> <li>were identified as a new household to the CH provider; and</li> <li>satisfy the greatest need definition.</li> </ul>	
<i>Definitions:</i>	<p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>date assistance commenced;</li> <li>greatest need status;</li> <li>new allocation status.</li> </ul>	

<i>Include:</i>	Households who are not currently tenants but who were identified as a new household to the CH provider; commenced receiving CH during the year ending 30 June 2018; and satisfy the greatest need definition. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.
<i>Exclude:</i>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.
<i>Note:</i>	If a household commenced receiving assistance with the same CH 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 CH provider for the year ending 30 June 2018, 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 CH sector.
<i>Counting units:</i>	Number of households.

<b>PA1a–PA2f</b>	<b>Total number of new greatest need households by remoteness at 30 June 2018</b>
<i>Reporting categories:</i>	<b>OPTIONAL: Also reported as a disaggregation of the number of newly assisted households in CH that were in greatest need at time of allocation.</b> - in <i>Major cities</i> of Australia - in <i>Inner regional</i> Australia - in <i>Outer regional</i> Australia - in <i>Remote</i> Australia - in <i>Very remote</i> Australia - in <i>Migratory</i> areas
<i>Relation:</i>	The sum of PA1a–PA1f should be equal to PA1 (or less where location details are not known).

<b>PA1g</b>	<b>Total number of new greatest need Indigenous households at 30 June 2018</b> ✓
	As per PA1 but for Indigenous households

<b>PA2</b>	<b>Total number of new households assisted for year ending 30 June 2018</b>
	Count the total number of households who: <ul style="list-style-type: none"> <li>• commenced receiving CH for year ending 30 June 2018; and</li> <li>• were identified as a new household to the CH provider.</li> </ul> Count all households regardless of whether details of their 'greatest need' status is known.
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• date assistance commenced;</li> <li>• new allocation status.</li> </ul>
<i>Include:</i>	Households who are not currently tenants but who were identified as a new household to the CH provider and commenced receiving CH at any time during the year ending 30 June 2018. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.
<i>Exclude:</i>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.
<i>Note:</i>	If a household commenced receiving assistance with the same CH 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 CH provider for the year ending 30 June 2018, 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 CH sector.
<i>Counting units:</i>	Number of households.

## P7—Customer satisfaction (not reported as part of this collection)

Outcome to be measured	Performance indicator	Data items
People are able to rent housing that meets their needs	The percentage of customers expressing different degrees of satisfaction in relation to service	Percentage of tenants reporting overall satisfaction: <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Satisfied</li> <li>• Total satisfied or very satisfied</li> </ul>

This indicator is measured for the 12 months preceding the data collection period of the NSHS

## 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.	<b>For year ending 30 June 2017:</b> 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	<b>At 30 June 2017:</b> DC4 Total number of tenancy (rental) units	

### Explanatory note

P8—Net recurrent cost per unit is calculated for the previous financial year ending 30 June 2017 and will be reported in the 2017–18 data collection. It is expected that this will provide adequate timeframes for the collection of both provider and administrator financial information.

### Calculation

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

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

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

### Descriptors

DC1	Provider net recurrent costs for year ending 30 June 2017
	Count the CH providers' net recurrent costs for providing assistance for the year ending 30 June 2017. Net recurrent costs include administration and operational costs.
	States and territories are to provide the unadjusted cost. For data sourced using a survey, states and 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) and P8(c) using the following approach:  
 Survey data:  $DC1 \text{ (adjusted)} = (DC1 \times DC4) / \text{tenancy (rental) unit population to which costs are attributed.}$   
 Admin data:  $DC1 \text{ (adjusted)} = DC1$   
 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.

<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• administration costs;</li> <li>• CH provider; and</li> <li>• operational costs.</li> </ul>
<i>Include:</i>	Costs incurred by the CH 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 CH regardless of source of funds. Market rent paid for head-leased dwellings.
<i>Exclude:</i>	Costs used for the purpose of capital (stock provision), the purchase of tenancy (rental) units, and construction costs. All costs related to the creation or acquisition of fixed assets, depreciation and amortisation.
<i>Note:</i>	All costs that relate to the provision of CH operations are to be included (with the noted exceptions) regardless of the source of funds. Grant funding to CH providers is counted as a cost of the CH provider (expenditure). Actual grants to providers are to be footnoted to DC1.
<i>Counting units:</i>	Dollars

#### **DC2 Administrator net recurrent costs for year ending 30 June 2017**

Count the CH administrators' net recurrent costs for providing assistance for the year ending 30 June 2017. 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 and 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:  
 $DC2 \text{ (adjusted)} = (DC2 \times DC4) / \text{tenancy (rental) unit population to which costs are attributed.}$

<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• administration costs;</li> <li>• administrator; and</li> <li>• operational costs.</li> </ul>
<i>Include:</i>	All expenditure related to administering of CH programs (refer Appendix F for more information).
<i>Exclude:</i>	All costs expended by CH 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.
<i>Note:</i>	Grants to CH training authority or peak body (excluding fee for service charges paid by providers) are to be footnoted to DC2.
<i>Counting units:</i>	Dollars.

#### **DC3 Total net recurrent costs for year ending 30 June 2017 (derived)**

Total net recurrent costs is derived by the AIHW using the following equation:  
 $\text{Total net recurrent costs} = DC1 \text{ (adjusted)} + DC2.$   
 States and territories do not need to provide this item.

<i>Relation:</i>	$DC3 = DC1 \text{ (adjusted)} + DC2.$
<i>Counting units:</i>	Dollars.

**DC4 Total number of tenancy (rental) units at 30 June 2017**

Count the total number of tenancy (rental) units as at 30 June 2017, including tenancy (rental) units that are tenatable (occupied and vacant), untenatable and head-leased dwellings used for the purpose of CH.

Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2017.

*Definition:* Refer to glossary for:

- tenancy (rental) unit.

*Exclude:* Tenancy (rental) units outside the scope of this collection (refer to Appendix F for more information).

*Note:* For boarding house buildings count the individual units and rooms.

Where this data are provided by survey, states and 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 2016–17. Where this is not the case, states and 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 x 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.	<b>At 30 June 2018:</b> OR1 Total number of occupied tenancy (rental) units OR2 Total number of tenancy (rental) units	

### Calculation

The indicator is calculated as:

$$P9 = \frac{\text{Total number of occupied tenancy (rental) units at 30 June (OR1)}}{\text{Total number of tenancy (rental) units at 30 June (OR2)}} \times 100;$$

### Descriptors

OR1	Total number of occupied tenancy (rental) units at 30 June 2018	RoGS ✓
	Count all occupied CH tenancy (rental) units at 30 June 2018. Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2018.	
<i>Definition</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>tenancy (rental) unit occupancy status;</li> <li>tenancy (rental) unit.</li> </ul>	
<i>Exclude:</i>	Unoccupied tenancy (rental) units at 30 June 2018.	
<i>Counting units:</i>	Number of tenancy (rental) units.	
OR2	Total number of tenancy (rental) units at 30 June 2018	RoGS ✓
	Count the total number of tenancy (rental) units as at 30 June 2018, including tenancy (rental) units that are tenantable (occupied and vacant), untenable and head-leased dwellings used for the purpose of CH. Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2018.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>tenancy (rental) unit.</li> </ul>	
<i>Exclude:</i>	Tenancy (rental) units outside the scope of this collection (refer to Appendix F for more information).	
<i>Note:</i>	For boarding house buildings count the individual units and rooms.	
<i>Counting units:</i>	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	<b>For year ending 30 June 2017:</b> RA1 Total rent collected from tenants RA2 Total rent charged to tenants	

### Explanatory note

All rent collected and rent charged data are reported for the previous financial year. For example the P11 – Rent collection rate for the financial year ending 30 June 2017 will be reported in the 2017–18 data collection. This should provide adequate timeframes for the collection of financial information.

### Calculation

The indicator is calculated as:

$$P11 = \frac{\text{Total rent collected from tenants for year ending 30 June (RA1)}}{\text{Total rent charged to tenants for year ending 30 June (RA2)}} \times 100;$$

### Descriptors

<b>RA1</b>	<b>Total rent collected from tenants for year ending 30 June 2017</b>	
	Count the total rent paid by tenants for the year ending 30 June 2017.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>total rent collected.</li> </ul>	
<i>Include:</i>	Rent collected in the year ending 30 June 2017 for the current and previous years. Prepaid rent collected in the year ending 30 June 2017 for the current and subsequent years.	
<i>Exclude:</i>	Arrears still outstanding at the end of the period.	
<i>Counting units:</i>	Dollars per year.	
<b>RA2</b>	<b>Total rent charged to tenants for year ending 30 June 2017</b>	<b>RoGS ✓</b>
	Count the total rent charged to tenants for the year ending 30 June 2017.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>total rent charged.</li> </ul>	
<i>Exclude:</i>	Rent charged on dwellings outside the scope of this collection (refer to your scope document for more information).	
<i>Counting units:</i>	Dollars per year.	

## P13—Underutilisation

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The degree of underutilisation of tenancy (rental) units.	The proportion of households where tenancy (rental) unit size is not appropriate due to underutilisation	<p><b>At 30 June 2018:</b></p> <p>S20 Total number of households with 2 or more bedrooms excess to needs</p> <p>HS2 Total number of households occupying CH for which household and tenancy (rental) unit details are known</p>	

### Calculation

The indicator is calculated as:

$$P13 = \frac{\text{Total number of households with 2 or more bedrooms excess to needs at 30 June (S20)}}{\text{Total number of households occupying CH at 30 June for which household details and tenancy (rental) unit details are known (HS2)}} \times 100;$$

### Descriptors

<b>S20</b>	<b>Total number of households with underutilisation at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2018; and</li> <li>satisfy the underutilisation definition based on the Canadian National Occupancy Standard (2 or more bedrooms excess to needs).</li> </ul>	
<i>Definition</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>number of bedrooms;</li> <li>CNOS (Canadian National Occupancy Standard);</li> <li>underutilisation.</li> </ul>	
<i>Exclude:</i>	Households missing household composition information at 30 June 2018.	
<i>Counting units:</i>	Number of households.	
<b>S20a</b>	<b>Number of households with underutilisation of one additional bedroom at 30 June 2018</b>	<b>RoGS ✓</b>
	As per S20 but only for households with 1 bedroom excess to needs.	
<b>HS2</b>	<b>Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2018</b>	<b>RoGS ✓</b>
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2018; 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.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>number of bedrooms.</li> </ul>	

- 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

## 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	<p><b>At 30 June 2018:</b></p> <p>S14 Total number of low income households paying 20% or less of gross income in rent</p> <p>AL2 Total number of low income households for which gross income and rent details are known</p>	

### Calculation

The indicator is calculated as:

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

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

See [Appendix G](#) for information on how to define a low income household.

### Descriptors

<b>S14</b>	<b>Total number of low income households paying 20% or less of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
As per AL1 but for low income households paying 20% or less of gross income in rent at 30 June 2018.		

<b>AL2</b>	<b>Total number of low income households for which gross income and rent details are known at 30 June 2018</b>
	Count the total number of low income households where gross income and rent details are known at 30 June 2018.
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>low income household;</li> <li>income - gross.</li> </ul>
<i>Exclude:</i>	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual'). Households who were tenants in CH at 30 June 2018 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 2018. 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.
<i>Note:</i>	Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
<i>Counting units:</i>	Number of households

## 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	<b>At 30 June 2018:</b> 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:

$$\frac{\text{Total number of low income households paying more than 20\% but not more than 25\% of gross income in rent at 30 June (S15)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}} \times 100;$$

See [Appendix G](#) for information on how to define a low income household.

### Descriptors

<b>S15</b>	<b>Total number of low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
	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 2018.	

<b>AL2</b>	<b>Total number of low income households for which gross income and rent details are known at 30 June 2018</b>
	Count the total number of low income households where gross income and rent details are known at 30 June 2018.
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>low income household;</li> <li>income - gross.</li> </ul>
<i>Exclude:</i>	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual'). Households who were tenants in CH at 30 June 2018 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 2018. 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.
<i>Note:</i>	Multiple tenant households (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
<i>Counting units:</i>	Number of households

## 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	<p><b>At 30 June 2018:</b></p> <p>S16 Total number of low income households paying more than 25% but not more than 30% of gross income in rent</p> <p>AL2 Total number of low income households for which gross income and rent details are known</p>	

### Calculation

The indicator is calculated as:

$$\frac{\text{Total number of low income households paying more than 25\% but not more than 30\% of gross income in rent at 30 June (S16)}}{\text{Total number of low income households for which gross income and rent details are known at 30 June (AL2)}} \times 100;$$

See [Appendix G](#) for information on how to define a low income household.

### Descriptors

<b>S16</b>	<b>Total number of low income households paying more than 25% but not more than 30% of gross income in rent at 30 June 2018</b>	<b>RoGS ✓</b>
	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 2018.	

**AL2 Total number of low income households for which gross income and rent details are known at 30 June 2018**

Count the total number of low income households where gross income and rent details are known at 30 June 2018.

*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 CH at 30 June 2018 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 2018.

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

## Appendix F – Scope: state and territory inclusions and exclusions

CH, for the purpose of this collection, includes all tenancy (rental) units under management of a CHO. Dwellings are excluded where the tenancy management function is managed under:

- Public Rental Housing (PH)
- State and Territory Owned and Managed Indigenous Housing (SOMIH)
- Indigenous Community Housing (ICH)
- the Crisis Accommodation Program (CAP).

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 25 May 2018.

### New South Wales

<i>Includes:</i>	CAP Innovation dwellings (only where the tenants' support period has ended and now they are a mainstream long-term tenant)
	CH Acquisition Program (formerly Housing Associations and Co-operatives program)
	CH Leasing Program—includes housing stock transfers (formerly Community Tenancy Scheme)
	CH Program
	Housing Partnership Program
	Housing Stock Transfers
	Local Government and CH Program
	Older Persons Housing Strategy
	Special Projects Fund
	Surplus Government Leasehold Program
	Transitional housing
	Dwellings vested to organisations by Housing NSW
<i>Excludes:</i>	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
	National Rental Affordability Scheme (NRAS) dwellings

## Victoria

- Includes:*
- Dwellings leased for the provision of CH (head-leasing) provided the tenancy management function is undertaken by a community provider;
  - Dwellings bought by the State Housing/CH Authority but managed by a CH provider or local government;
  - 'Joint ventures';
  - New dwellings constructed under the National Rental Affordability Scheme (NRAS); and
  - Dwellings used for the provision of CH 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)
  - Community Rent Scheme
  - Long Term Community Housing Program
  - Affordable Housing Program
  - Supportive Accommodation
- Excludes:*
- Public Rental Housing
  - State Owned and Managed Indigenous Housing
  - Indigenous Community Housing Program
  - The Queensland Crisis Accommodation Program
  - National Rental Affordability Scheme (NRAS)

## 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 SACHA Funded Assets allocated to a registered community housing provider under the *Community Housing Providers (National Law) (South Australia) Act 2013*.

All SA Housing Trust leased dwellings managed by community housing providers *Community Housing Providers (National Law) (South Australia) Act 2013*.

**Excludes:** Local Government Community Housing Program and Community Housing Program dwellings held by community housing providers that have not been brought under *Community Housing Providers (National Law) (South Australia) Act 2013*.

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

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

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

### Tasmania

**Includes:** Properties funded for the purposes of CH, 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 CH that is either funded or unfunded by government.

**Excludes:** NRAS properties that are not owned or managed by a CHO.

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

### Australian Capital Territory

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

Dwellings owned by Housing ACT but managed by a CH provider.

Public Housing stock transferred to the CH sector

CH stock built under the National Partnership Agreement or the Nation Building Economic Stimulus Package

*Excludes:* Refugee Transitional Housing Program  
Transitional Housing Program  
Indigenous Boarding House Program  
CH funded solely under the National Rental Affordability Scheme (NRAS) or other affordable housing arrangements.

#### **Northern Territory**

*Includes:* Community Housing Program

*Excludes:* National Rental Affordability Scheme (NRAS) dwellings

# Appendix G – 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 (SIH). Households that fall in the bottom two quintiles of equivalised gross income (that is, the bottom 40%) will be classified as low income households.

The SIH is conducted every 2 years which means that cut-offs are not updated each financial year. The 30 June 2016 cut-offs (based on survey data from the 2015–16 SIH) will be used for the 2017–18 reporting year.

**Table G1: Equivalised gross income cut-off measure for low-income households (\$), 2015–16**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Capital city	933.80	859.90	898.90	962.40	775.10	767.40	1,084.30	1,054.40
Balance of state	758.20	655.00	776.00	819.20	632.90	928.40	..	1,225.20

Source: ABS Survey of Income and Housing, 2015–16.

# Glossary

**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 CH management services.

**administrator** The State and Territory Government body with the responsibility of administering CH programs.

**administrator costs** The costs incurred by the CH 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

<b>boarding house building</b>	A separate building (also referred to as a rooming or lodging house) containing multiple boarding/rooming/lodging house bedrooms and/or boarding house units.
<b>boarding house room</b>	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 using a common entrance such as a foyer or hallway.
<b>boarding house unit</b>	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 using a common entrance such as a foyer or hallway.
<b>Canadian National Occupancy Standard (CNOS)</b>	<p>A measure of the appropriateness of housing related to the household size and household composition. The measure specifies the bedroom requirements of a household.</p> <ul style="list-style-type: none"> <li>• There should be no more than 2 persons per bedroom</li> <li>• Children less than 5 years old of different sexes may reasonably share a bedroom</li> <li>• Children less than 18 years old of the same sex may reasonably share a bedroom</li> <li>• Single household members 18 and over should have a separate bedroom, as should parents or couples.</li> </ul> <p>If the total number of bedrooms required by a household exceeds the number of bedrooms available to the household by one or more, the household is overcrowded.</p>
<b>community housing provider (CHO)</b>	A not-for-profit organisation that provides safe, secure, affordable and appropriate rental housing.
<b>date assistance commenced</b>	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.
<b>date tenancy (rental) unit occupied</b>	The date on which a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
<b>date tenancy (rental) unit vacated</b>	The date on which a tenancy (rental) unit is vacated by a household.
<b>date eligible for assistance</b>	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.

<b>disability</b>	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.
<b>dwelling</b>	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.
<b>dwelling type</b>	<p>Describes the physical structure of the individual dwelling that a tenant occupies.</p> <ol style="list-style-type: none"> <li>1 Separate house</li> <li>2 Semi-detached, row or terrace house, townhouse, etc.</li> <li>3 Flat, unit or apartment</li> <li>4 Caravan, tent, cabin etc. in caravan park, houseboat in marina, etc.</li> <li>5 Caravan not in caravan park, houseboat not in marina, etc.</li> <li>6 Improvised home, tent, campers out</li> <li>7 House or flat attached to a shop, office, etc.</li> <li>8 Boarding/rooming house unit</li> <li>9 Other</li> <li>99 Not stated/inadequately described</li> </ol> <p><b>Note:</b> For the purposes of this collection values 4–7 will be categorised as ‘9 Other’ whilst ‘99’ will be classified as ‘U Unknown’.</p>
<b>equivalised household income</b>	<p>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.</p> <p>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).</p>

<b>greatest need status</b>	<p>Low income households<sup>1</sup> that at the time of allocation were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> <li>• they were homeless; or</li> <li>• their life or safety was at risk in their accommodation; or</li> <li>• their health condition was aggravated by their housing; or</li> <li>• their housing was inappropriate to their needs; or</li> <li>• they had very high rental housing costs.</li> </ul> <p><sup>1</sup> Refer to low income household definition</p>
<b>head-leased dwelling (private)</b>	<p>Dwellings owned by private individuals or private corporations that are leased to CHOs using a head-leasing arrangements. The CHO is usually responsible for tenant selection and tenancy management functions.</p>
<b>homeless</b>	<p>A household with no housing or a household residing in temporary or emergency accommodation at the time of housing allocation. It includes households who:</p> <ul style="list-style-type: none"> <li>• lived in accommodation provided by a specialist homelessness service or some other form of emergency accommodation;</li> <li>• were totally without permanent shelter;</li> <li>• lived in shelter that was unlawful such as those who were forced to squat in derelict buildings; or</li> <li>• stayed temporarily with friends or relatives in the short term.</li> </ul>
<b>household</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> </ul> <p>The number of tenancy agreements is a practical proxy for calculating the number of households receiving housing.</p>
<b>household composition</b>	<p>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.</p>
<b>housing association</b>	<p>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 CH acts.</p>

<b>housing cooperative</b>	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.
<b>income – assessable</b>	<p>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'.</p> <p><b>Note: assessable income does not include Commonwealth Rent Assistance (CRA).</b> The main components of assessable income are:</p> <ul style="list-style-type: none"> <li>• wages and salary;</li> <li>• income derived from self-employment;</li> <li>• government pensions, benefits and allowances; and</li> <li>• 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).</li> </ul>
<b>income – gross</b>	<p>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. <b>Note: gross income does not include Commonwealth Rent Assistance (CRA)</b> The main components of assessable income are:</p> <ul style="list-style-type: none"> <li>• wages and salary;</li> <li>• income derived from self-employment;</li> <li>• government pensions, benefits and allowances; and</li> <li>• 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).</li> </ul> <p>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.</p>
<b>Indigenous household</b>	A household which contains one or more persons who identifies as being of Aboriginal or Torres Strait Islander origin.



<b>low income household</b>	<p>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 and territory for each jurisdiction.</p> <p>Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.</p>
<b>market rent</b>	<p>Market rent is the rent that would be charged for a dwelling in the private rental market.</p>
<b>new allocation status</b>	<p>Whether the household was a new allocation for housing in the financial year.</p>
<b>non-English speaking background</b>	<p>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.</p>
<b>number of bedrooms</b>	<p>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. Do not count bedrooms modified for use other than as a bedroom (e.g. bedrooms modified to be used solely an office) as a bedroom.</p>
<b>operational costs</b>	<p>The cost of maintaining the operation of stock including expenses that the organisation incurs as part of undertaking its activities. Include:</p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• rates: e.g. water, shire.</li> <li>• cost of disposals: such as cost of removal of stock from CH, including costs incurred in the sale of stock to private agencies or persons, such as agent and legal fees; removal of stock to CH; and/or demolition costs in order to sell the land.</li> <li>• market rent paid: such as from headleasing dwellings.</li> <li>• interest expense: e.g. interest on loans.</li> </ul>
<b>other community service organisation</b>	<p>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).</p>
<b>overcrowding</b>	<p>Where one or more additional bedrooms are required to meet the national standard (CNOS).</p>

<b>principal tenant</b>	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.
<b>rent charged to tenant</b>	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.
<b>rent paid by tenant</b>	<p>The actual amount of rent paid by a household.</p> <p>Include:</p> <ul style="list-style-type: none"> <li>• Rent collected in the year ending 30 June for the current and previous years; and</li> <li>• Prepaid rent collected in the year ending 30 June for the current and subsequent years.</li> </ul> <p>Exclude:</p> <ul style="list-style-type: none"> <li>• Arrears still outstanding at the end of the period.</li> </ul>
<b>special needs status</b>	<p>Low income households<sup>1</sup>:</p> <ul style="list-style-type: none"> <li>• that satisfy the Indigenous household definition; or</li> <li>• that have a household member with a disability; or</li> <li>• where the principal tenant is aged 24 years or under; or</li> <li>• where the principal tenant is aged 75 years or more.</li> </ul> <p><sup>1</sup> Refer to low income household definition</p>
<b>support type</b>	<p>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, but ensured the links to appropriate support services were established and maintained.</p> <p><b>Daily living support:</b> 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.</p> <p><b>Personal support:</b> 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.</p> <p><b>Community living support:</b> 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.</p>

**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.

<b>tenancy agreement</b>	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.
<b>tenancy (rental) unit</b>	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.
<b>tenancy (rental) unit occupancy status</b>	Whether or not a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
<b>tenantable tenancy (rental) unit</b>	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.
<b>total rent charged</b>	The total amount of rent charged to all households for year ending 30 June.
<b>total rent collected</b>	The total amount of rent paid by all households for year ending 30 June.

<b>underutilisation</b>	Where there are 2 or more bedrooms additional to the number required to satisfy the Canadian National Occupancy standard (CNOS).
<b>untenantable tenancy (rental) unit</b>	Tenancy (rental) units not currently occupied by a household where maintenance has either been deferred or not been completed at 30 June.
<b>waitlist applicant household</b>	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.