



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

**AIHW**



# Community Housing data collection



## Processing and data manual 2018–19





# Contents

<b>Abbreviations</b> .....	<b>6</b>
<b>Introduction</b> .....	<b>7</b>
<b>Section 1 – The CH data collection</b> .....	<b>8</b>
1.1 What is the CH data collection? .....	8
1.2 What information does the CH data collection contain?.....	9
1.2.1 Scope and coverage .....	9
1.2.2 Reference period .....	10
1.2.3 Data items .....	10
<b>Section 2 – The AIHW Validata™</b> .....	<b>11</b>
<b>Section 3 – Completing the CH data collection: overview of the process</b> .....	<b>12</b>
3.1 What needs to be done to complete the CH data collection? .....	12
3.2 Timeline .....	15
3.3 Changes implemented in the 2018–19 collection .....	16
<b>Section 4 – What do states and territories need to do?</b> .....	<b>17</b>
4.1 Prepare data and send kits to CHOs.....	17
4.1.1 Prepare data and send kits to CHOs.....	17
4.1.2 Choose the most appropriate kit to send CHOs .....	18
4.2 Prepare, upload and submit the data.....	20
4.2.1 Compile the data and prepare the CSV files .....	21
4.2.2 Upload and validate the data .....	25
4.2.3 Calculate required performance indicators and populate the ‘provided PI’ CSV file.....	26
4.2.4 Send the data for review .....	26
4.3 Prepare and upload data quality information .....	26
<b>Section 5 – What happens after the data are sent for review?</b> .....	<b>28</b>
5.1 Error explanations and descriptor comments .....	28
5.2 AIHW approves the data .....	28
5.3 Data authoriser sign off .....	28
<b>Section 6 – Privacy</b> .....	<b>29</b>
6.1 Data privacy at the AIHW .....	29
6.1.1 AIHW release of data.....	29
6.2 State/territory role in maintaining data privacy.....	29
6.3 CHO role in maintaining data privacy .....	29
<b>Section 7 – Who can you contact for further information?</b> .....	<b>30</b>

<b>Appendix A – List of data items: formatting and value requirements .....</b>	<b>31</b>
<b>Appendix B – Edit checks.....</b>	<b>36</b>
<b>Appendix C – Data relationships.....</b>	<b>49</b>
<b>Appendix D – List of descriptors.....</b>	<b>51</b>
<b>Appendix E – Performance indicators and associated data items .....</b>	<b>64</b>
<b>Appendix F – Scope: state and territory inclusions and exclusions .....</b>	<b>84</b>
<b>Appendix G – Defining a low income household .....</b>	<b>88</b>
<b>Glossary.....</b>	<b>89</b>

# Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
ARIA	Accessibility/Remoteness Index of Australia
CH	Community Housing
CHO	Community Housing Organisation
CNOS	Canadian National Occupancy Standard
CRA	Commonwealth Rent Assistance
HHDWG	Housing and Homelessness Data Working Group
NAHA	National Affordable Housing Agreement
NHHA	National Housing & Homelessness Agreement
NRAS	National Rental Affordability Scheme
RoGS	Report on Government Services
SIH	Survey of Income and Housing
SAs	Statistical Areas

# 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 covering the 2018–19 reference year (available at: <https://meteor.aihw.gov.au/content/index.phtml/itemId/710899>) provides standard concepts, definitions and procedures to enable the collection and reporting of performance data that are comparable across states and territories.

The content of this manual and related data set specification reflects the decisions made by the Housing and Homelessness Data Working Group (HHDWG).

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
- *2019 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?

CH 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. CH 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 Housing and Homelessness Agreement which commenced on 1 July 2018 and the former National Affordable Housing Agreement in place since 1 January 2009. The CH data are used for a variety of purposes including to:

- produce nationally comparable CH 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 CH data collection draws on two types of data:

- **Administrative data**—unit record level dwelling and CH provider information stored in state and territory information systems.
- **Survey data**—information provided by CH providers about their organisation, dwellings managed, tenants assisted and the costs associated with providing CH. 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 CH data collection captures information about CHOs, 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 CHO (excluding Indigenous community housing organisations).

**CH excludes:**

- dwellings where the tenancy management function is managed under:
  - public housing (PH)
  - state 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 CH 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 CHOs.

New South Wales, Victoria, Queensland, 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 supplement their unit record data with aggregate data. The Northern Territory supply aggregate data, which includes dwelling- and organisational-level data, but no information on individual tenancies or persons, that is, household data.

Data are incomplete for some jurisdictions due to non-reporting or under reporting by CHOs. The information is sourced from CHOs 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 2019**.  
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 2018 to 30 June 2019**.  
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 2017 to 30 June 2018**.  
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/710899>) is the authoritative source of data definitions and standards for this collection.

## Section 2 – The AIHW Validata™

The [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.

Refer to the Validata™ guide for information on how to perform validation tasks.

In the 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**

**3.3 Changes implemented in the 2018–19 collection**

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

The phases involved in the 2018–19 CH data collection are illustrated in [Figure 3.1](#) and described below.

#### **Phase 1: AIHW prepares collection materials**

AIHW uploads Kit 1 and Kit 2, this manual, the Validata™ guide, and the CSV templates 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, or Kit 2 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 *2018–19 Community housing survey tool information guide* for information about how to complete Kit 1, or the *2018–19 Community housing Validata™ information guide* for information about how to complete Kit 2)
- 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 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 final validated CSV files for review in the Validata™
- upload data quality information to the Validata™:
  - data quality information form
  - error explanations
  - descriptor comments
- submit final validated CSV files in the 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.**

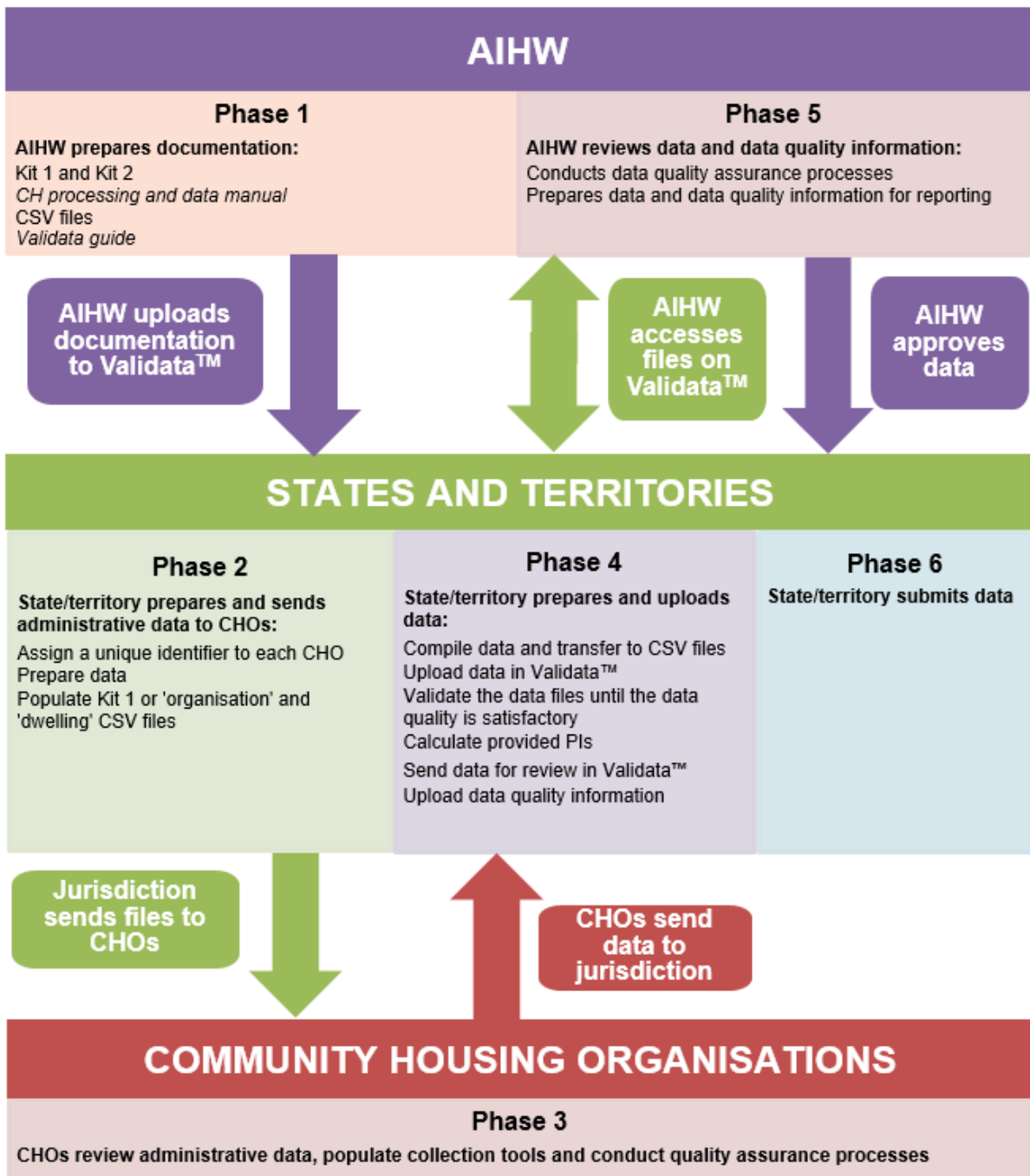


Figure 3.1: CH data collection and processing overview

## 3.2 Timeline

The timeline below was agreed to by the HHDWG.

CHOs are encouraged to prepare their data early and make any necessary amendments as soon as possible after 30 June 2019.

**Table 3.1: Timeline**

Date	Task
6 May 2019	AIHW uploads collection materials to Validata™ and notifies states/territories
6 May 2019	2018–19 collection period available for CHOs in Validata™
27 May 2019	States/territories <b>circulate</b> data and documentation to community housing organisations (CHOs)
1 Jul 2019	2018–19 collection period for states/territories available in Validata™
19 Jul 2019	Final date for CHOs to return survey data to states/territories
1 Jul–6 Sep 2019	In Validata™, states/territories <b>upload</b> : <ul style="list-style-type: none"> <li>• data files</li> <li>• provided PI file containing DC2 (administrator net recurrent costs) and DC4 (the number of tenancy (rental) units) that DC2 relates to) for <b>2017–18</b></li> <li>• data quality information form</li> </ul> Validata™ produces: <ul style="list-style-type: none"> <li>• validation results</li> <li>• 3 year descriptor report</li> </ul> States/territories liaise with CHOs to rectify edits. States/territories continue to upload and validate files until all possible errors are corrected
6 Sep 2019	Final date for states/territories to <b>send files for review</b> in Validata™
6 Sep–30 Sep 2019	AIHW reviews validation results and descriptor report During this time, states/territories may be asked to: <ul style="list-style-type: none"> <li>• upload amended data files</li> <li>• provide explanations for errors that cannot be corrected</li> <li>• provide explanations for any unusual descriptor results</li> <li>• respond to other data quality queries</li> </ul>
30 Sep 2019	AIHW <b>approves</b> the review of the final data files in Validata™
11 Oct 2019	States/territories <b>submit</b> data in Validata™
1 Nov 2019	AIHW sends data, footnotes and data quality statements to the Productivity Commission
Jan 2020	RoGS 2020 released

### 3.3 Changes implemented in the 2018–19 collection

The following changes have been made to the contents and structure of this manual or to the collection of CH data:

- Added in a state variable to the organisation file (see Appendix A: Table A1)
- Updated METeOR IDs where relevant (see Appendix A: Tables A1 to A4)
- Updated the Glossary to provide clarification of some definitions and to ensure they are consistent with METeOR (see Glossary)
- Updated the privacy section to include reference to re-identification risk management (see Section 6)
- Created the ability to export CSV files from the survey tool (see Section 4.2.1)
- Included a new information sheet detailing the major changes for the 2018–19 collection cycle and highlighting some common challenges faced by CHOs.

Please note that the Validator tool has been discontinued:

- Last year the AIHW conducted a trial that gave selected CHOs limited access to the Validata™. As a result, the Excel Validator will no longer be available. CHOs will need to use either the survey tool or the Validata™.
- This year we would like to expand the use of the Validata™ to more CHOs. We strongly encourage the use of Validata™ by the CHOs to conduct initial data validation. Contact [housing@aihw.gov.au](mailto:housing@aihw.gov.au) for more information.

## 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 and Kit 2
- *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 2018–19 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)
    - 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, states and territories will need to provide the organisation identifier in all required CSV files.**

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

States and territories send only one of the 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 AIHW Validata™, 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>- may not be user-friendly for smaller organisations.</li> </ul>

### **Kit 1: Excel survey tool, cover letter, information guide and information sheet**

This collection method is the most appropriate method **for smaller organisations that cannot provide completed CSV files that have been validated using the Validata™ (Kit 2)**. 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 & 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 *2018–19 Community housing survey tool information guide* is provided in this kit to assist CHOs to complete their data submission. An information sheet highlighting changes to this year's collection and addressing some common challenges is also included.

## Kit 2: 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 *2018–19 Community housing Validata™ information guide* to help CHOs provide data in the required format and use the Validata™. An information sheet highlighting changes to this year's collection and addressing some common challenges is also included.

## 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
- ensuring quality assurance processes have been followed,

continue with the data compilation and submission process.

**Note:** CHOs return the completed survey tool (Kit 1) or validated CSV files (Kit 2) to states and territories for upload and submission to the AIHW. This is not addressed in this manual. The information guides provided with the kits contain the instructions 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. Information from the survey tool can be extracted using the CSV file export option in the survey tool.
- 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

The 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** (CSV files) into the CSV templates: ensure the 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 Copy all records into the CSV templates.**

To copy from another CSV file:

**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.

**OR**

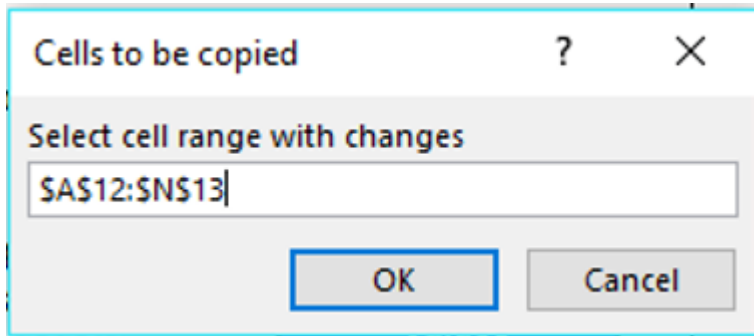
To extract from the survey tool:

**Click the 'CSV file export' button** located in the worksheet information section of each worksheet. This will open a dialogue box. Select the data you want to export (make sure to select all the columns and the variable names as well).

The screenshot shows an Excel spreadsheet with a 'Dwelling worksheet information' section. A blue 'CSV file export' button is circled in red. A dialog box titled 'Cells to be copied' is open, showing a selection of cells with the range '\$A\$12:\$M\$13'. Below the dialog box, the spreadsheet data is visible, with columns labeled (a) to (k). The data includes State/Territory (ACT), Organisation identifier (ABC123), Dwelling identifier (ABC), Dwelling street address (123 ST), Dwelling suburb (Canberra), Dwelling postcode (2600), Number of bedrooms (1), Program type (program\_type), Dwelling type (dwelling\_type), Boarding unit or room (boarding\_unit\_room), and Number of tenancies (1).

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
State/Territory	Organisation	Dwelling identifier	Dwelling street address	Dwelling suburb	Dwelling postcode	Number of bedrooms	Program type	Dwelling type	Boarding unit or room	Number of tenancies
state	org_id	dwell_id	dwell_addr	dwell_suburb	postcode	beds	program_type	dwelling_type	boarding_unit_room	ten
ACT	ABC123	ABC	123 ST	Canberra	2600	1				1

For example, the following cell range shows the all the columns selected in the DWELLING worksheet (from the 'state' column to the 'S13' column).



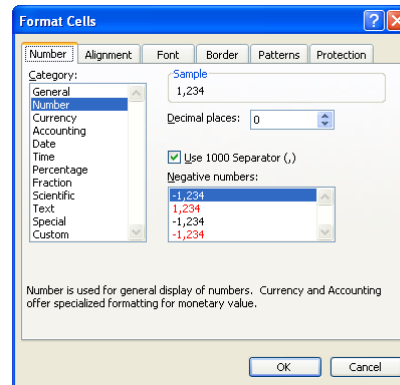
Then click OK and another window will open prompting you to choose a file name and a save location.

Once you select the location, click OK and the CSV file will be created and opened.

**Step 4** Prepare the data to upload to the Validata™ (Validata™ requires the file to be in a CSV format and any incorrectly formatted files will result in a **'Failed'** 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, including currency fields, remain as a general format and ensure that any numbers are not formatted to separate 1000's by a comma (,). This is an example of *an incorrect format*:



- Ensure currency data items are reported 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 and a unique organisation identifier are added to each record**
- **Data are pasted into the correct cells.**

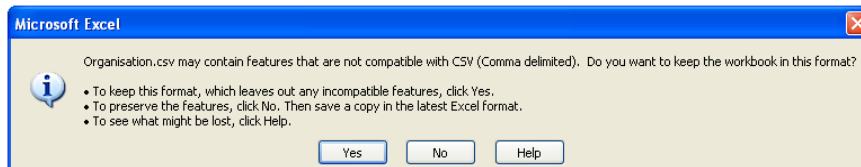
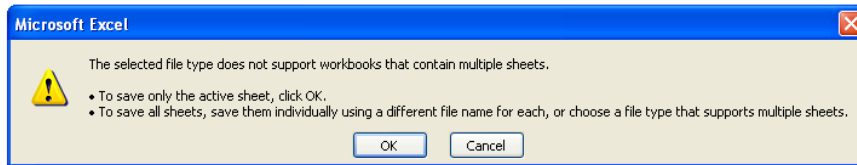
If you reopen a CSV file in Excel, any formatting that has been applied will be lost. You will need to reapply the formats. Alternatively, if you need to make minor changes to the CSV file, you can open it in an application such as Notepad++ without changing the underlying formatting.

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 the 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 the Validata™ and displayed in the 'Validation details' after uploading a CSV file.

A user can:

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

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.



New reports are generated 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 the 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 (METeOR ID 713873)
- DC4—the number of tenancy (rental) units that DC2 relates to (METeOR ID 480163).

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 calculate their own performance indicators (refer to [Appendix E](#) for more details). Use the 'provided PI' CSV file to upload this data 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 the 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 a CSV file needs amending, 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 the Validata™. Derivations are also available at [Appendix E](#).

## 5.2 AIHW approves the data

The AIHW will approve the data in the Validata™ once satisfied with the quality of the following information:

- 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 (previously '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 the Validata™. The submission function may be delegated to another Validata™ user within the state or territory.

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

## Section 6 – Privacy

### 6.1 Data privacy at the AIHW

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

### 6.3 CHO role in maintaining data 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
- the AIHW applies the separation principle to our data holdings to minimise re-identification risks, 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.

## 6.3 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 CH 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.

<p><b>Data item</b>—variable name as identified by the AIHW.</p> <p><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.</p> <p><b>Description</b>—Additional detail about the data item.</p> <p><b>Values/Format</b>—The only acceptable format for each data item.</p> <p><i>Alphanumeric nn</i> specifies that any combination of numbers and characters to a chosen length (nn) is acceptable.</p> <p><i>Numeric nn</i> specifies that only 'nn' number/s are acceptable.</p> <p><i>\$\$\$\$\$.cc</i> any number formatted to 2 decimal places.</p> <p><i>dd/mm/yyyy</i> any date formatted as shown. e.g. 21/08/2006</p> <p><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.</p>
--

**Table A1: Organisation file**

Data item	Source	Description	Values/format	METeOR ID
sur_resp	survey	Survey response flag	Y = yes N = no	463320
state	admin	State/territory	NSW VIC QLD WA SA TAS ACT NT	611726
org_id	admin	Organisation identifier	Alphanumeric 50	414987
org_name	admin	Organisation Name	Alphanumeric 150	461595
org_address	admin	Address <sup>1</sup>	Alphanumeric 150	594217
org_suburb	admin	Suburb <sup>1</sup>	Alphanumeric 46	429889
org_pcode	admin	Postcode <sup>1</sup>	Numeric 4 U = unknown	429894
org_type	admin	Provider type	A = association C = cooperative O = other U = unknown	414990

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

Data item	Source	Description	Values/format	METeOR ID
<b>S40</b>	Q 2	Assistance/support other than housing assistance indicator	1 = yes 0 = no	463084
<b>S33</b>	Q 2	Daily living support	1 = yes 0 = no	713924
<b>S34</b>	Q 2	Personal support	1 = yes 0 = no	713939
<b>S35</b>	Q 2	Community living support	1 = yes 0 = no	713953
<b>S36</b>	Q 2	Support for children, families and carers	1 = yes 0 = no	713962
<b>S37</b>	Q 2	Training, vocational rehabilitation and employment	1 = yes 0 = no	713972
<b>S38</b>	Q 2	Financial and material assistance	1 = yes 0 = no	713982
<b>S39</b>	Q 2	Information, advice and referral	1 = yes 0 = no	713999
<b>other_support</b>	Q 2	Other (please specify)	Alphanumeric 150 0 = no	462320
<b>S11</b>	Q 5.1c	Number of applicants on a community organisation's managed waiting list, excluding applicants for transfer	Numeric U = unknown	714042
<b>S10</b>	Q 5.2	Number of new applicants on a community organisation managed waiting list that were in greatest need	Numeric U = unknown	714108
<b>common_waitlist</b>	Q 5.3	Part of a consolidated jurisdiction waitlist	1 = yes 0 = no	463305
<b>DC1</b>	Q 4.1	Provider direct cost for year ending <b>30 June 2018</b> (\$)	\$\$\$\$\$.cc U = unknown	464818
<b>RA1</b>	Q 4.2	Total rent collected for year ending <b>30 June 2018</b> (\$)	\$\$\$\$\$.cc U = unknown	608442
<b>RA2</b>	Q 4.3	Total rent charged for year ending <b>30 June 2018</b> (\$)	\$\$\$\$\$.cc U = unknown	608435
<b>DC4</b>	Q 3	Total number of tenancy (rental) units for year ending <b>30 June 2018</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	714088
<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 ID
<b>state</b>	admin	State/territory	<b>NSW</b> <b>VIC</b> <b>QLD</b> <b>WA</b> <b>SA</b> <b>TAS</b> <b>ACT</b> <b>NT</b>	611726
<b>org_id</b>	admin	Organisation identifier	Alphanumeric 50	414987
<b>dwelling_id</b>	admin	Dwelling identifier	Alphanumeric 50	662949
<b>dwelling_add<sup>2</sup></b>	admin	Dwelling address (building number and street name)	Alphanumeric 150	594217
<b>dwelling_suburb<sup>2</sup></b>	admin	Dwelling suburb	Alphanumeric 46	429889
<b>postcode<sup>2</sup></b>	admin	Postcode	Numeric 4 <b>U</b> = unknown	429894
<b>beds</b>	admin	Number of bedrooms	>= 1 <b>U</b> = unknown	608497
<b>program_type</b>	admin	Type of community housing program	<b>1</b> = long term community housing <b>2</b> = short to medium term housing <b>3</b> = boarding/rooming house <b>4</b> = joint venture <b>5</b> = National Rental Affordability Scheme (NRAS) <b>9</b> = other <b>U</b> = unknown	662985
<b>dwelling_type</b>	admin	Type of dwelling	<b>1</b> = separate house <b>2</b> = semi-detached, row or terrace house, townhouse, etc. <b>3</b> = flat, unit or apartment <b>8</b> = boarding/rooming house unit <b>9</b> = other <b>U</b> = 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) <b>1</b> = boarding house room <b>2</b> = boarding house unit <b>U</b> = unknown <b>Blank</b> 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 <b>U</b> = unknown	663068
<b>ten</b>	Q 6(j)	Number of tenancies in dwelling as at 30 June	Numeric <b>U</b> = unknown	663062

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



Data item	Source	Description	Values/format	METeOR ID
<b>tenvacs</b>	Q 6(k)	Number of tenantable vacancies in dwelling at 30 June	Numeric U = unknown	662926
<b>S13</b>	Q 6(l)	Number of untenantable vacancies in dwelling at 30 June	Numeric U = unknown	662947

**Table A3: Tenancy file**

Data item	Source	Description	Values/format	METeOR ID
<b>state</b>	admin	State/territory	NSW VIC QLD WA SA TAS ACT NT	611726
<b>org_id</b>	admin	Organisation identifier	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	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
<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 non-English speaking background (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

Data item	Source	Description	Values/format	METeOR ID
<b>homeless</b>	Q 8 (l)	At allocation, was the household homeless?	<b>Y</b> = yes <b>N</b> = no <b>U</b> = unknown	608014
<b>inc_source</b>	Q 8 (m)	Main income source of household	<b>1</b> = wages <b>2</b> = Centrelink payments <b>3</b> = other <b>U</b> = unknown	608478
<b>gross_inc</b>	Q 8 (n)	Total gross household income ( <b>ex CRA</b> ) for week of 30 June 2019)	\$\$\$\$\$.cc <b>U</b> = unknown	607882
<b>asses_inc</b>	Q 8 (o)	Total assessable household income ( <b>ex CRA</b> ) for week of 30 June 2019	\$\$\$\$\$.cc <b>U</b> = unknown	595877
<b>cra</b>	Q 8 (p)	Total C'wealth Rent Assistance for week of 30 June 2019	\$\$\$\$\$.cc <b>U</b> = unknown	610107
<b>rent_chged</b>	Q 8 (q)	Rent charged to tenant ( <b>ex CRA</b> ) for week of 30 June 2019	\$\$\$\$\$.cc <b>U</b> = unknown	607894
<b>market_rent</b>	Q 8 (r)	Does the household pay market rent?	<b>Y</b> = yes <b>N</b> = no <b>U</b> = unknown	608032
<b>start_date</b>	Q 8 (s)	Date tenancy started	dd/mm/yyyy <b>U</b> = unknown	608007
<b>end_date</b>	Q 8 (t)	Date tenancy ended	dd/mm/yyyy <b>U</b> = unknown <b>Blank</b> if tenancy is still current	608011

**Table A4: Person file**

Data item	Source	Description	Values/format	METeOR ID
<b>state</b>	admin	State/territory	<b>NSW</b> <b>VIC</b> <b>QLD</b> <b>WA</b> <b>SA</b> <b>TAS</b> <b>ACT</b> <b>NT</b>	611726
<b>org_id</b>	admin	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?	<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 the 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

Results of the edit checks will be presented in the Validation Summary.

**Note the following key regarding priority levels:**

Level 1: **Critical**—data issues that must be fixed before the file can be sent for review

Level 2: **High**—data issues with a high possibility of data requiring changes

Level 3: **Medium**—data issues with a medium possibility of data requiring changes

Level 4: **Low**—data issues with a low possibility of data requiring changes

Level 5: **Warning**—data issues that require review but may not require changes

Level 6: **Information**—notices regarding data that do not require changes

**Table B1: Organisation data file edits**

Error code	Priority level	Variable(s)	Error description
OAI01	5	sur_resp	Invalid survey response
OAI06	5	org_pcode	Invalid organisation postcode
OAI07	5	org_type	Invalid organisation type
OAI08	5	org_id	Invalid organisation identifier
OAI09	5	org_name	Invalid organisation name
OAI10	5	org_address	Invalid organisation address
OAI11	5	org_suburb	Invalid organisation suburb
OAI12	5	other_support	Invalid other support
OAI13	1	state	Invalid state/territory code
OAM01	5	sur_resp	Missing survey response
OAM02	5	org_id, org_name	Missing organisation identifier
OAM03	5	org_name	Missing organisation name
OAM04	5	org_address	Missing organisation street address
OAM05	5	org_suburb	Missing organisation suburb
OAM06	5	org_pcode	Missing organisation postcode
OAM07	5	org_type	Missing organisation type
OAM08	1	state	Missing state/territory code
OAR01	5	org_id	Duplicate organisation identifier
OAR02	5	org_name	Duplicate organisation name
OAR03	1	state	Incorrect state/territory
OAU01	6	org_pcode	Unknown organisation postcode
OAU02	6	org_type	Unknown organisation type
OSI01	5	S40	Invalid able to offer support service(s)
OSI02	5	common_waitlist	Invalid common waitlist
OSI03	5	S33, S34, S35, S36, S37, S38, S39	Invalid support service(s)
OSI10	5	DC1	Invalid financial information
OSI11	5	RA1	Invalid financial information
OSI12	5	RA2	Invalid financial information

Error code	Priority level	Variable(s)	Error description
<b>OSI13</b>	5	DC4	Invalid total number of tenancies
<b>OSM01</b>	5	S11b	Missing number of waitlist applicants
<b>OSM02</b>	5	S10	Missing number of new waitlist applicants
<b>OSM03</b>	5	DC1	Missing provider direct costs
<b>OSM04</b>	5	RA1	Missing total rent collected
<b>OSM05</b>	5	RA2	Missing total rent charged
<b>OSM06</b>	5	DC4	Missing total number of tenancies
<b>OSM07</b>	5	S27	Missing the number of head-leased dwellings
<b>OSM08</b>	5	S28a	Missing the number of boarding house buildings
<b>OSM09</b>	5	S28b	Missing the number of boarding house units
<b>OSM10</b>	5	S28c	Missing the number of boarding house rooms
<b>OSM11</b>	5	S40	Missing able to offer support service(s)
<b>OSM12</b>	5	common_waitlist	Missing common waitlist
<b>OSM13</b>	5	other_support	Missing other support
<b>OSR01</b>	5	S10, S11b	Number of new applicants on the waiting list in greatest need is greater than the number of applicants on the waiting list
<b>OSR02</b>	5	S28a, S28b, S28c	Boarding house building records do not match boarding house unit and boarding house room records
<b>OSR04</b>	5	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
<b>OSR05</b>	5	S11, S11a, S11b	Total number of waitlist applicants does not match the sum of waitlist applicants and transfer applicants
<b>OSU01</b>	6	S11b	Unknown number of waitlist applicants
<b>OSU02</b>	6	S10	Unknown number of new waitlist applicants
<b>OSU03</b>	6	DC1	Unknown provider direct costs
<b>OSU04</b>	6	RA1	Unknown total rent collected
<b>OSU05</b>	6	RA2	Unknown total rent charged
<b>OSU06</b>	6	DC4	Unknown total number of tenancies
<b>OSU07</b>	6	S27	Unknown number of head-leased dwellings
<b>OSU08</b>	6	S28a	Unknown number of boarding house buildings
<b>OSU09</b>	6	S28b	Unknown number of boarding house units
<b>OSU10</b>	6	S28c	Unknown number of boarding house rooms
<b>OSV01<sup>3</sup></b>	5	DC1	Provider direct cost for previous financial year is high
<b>OSV02<sup>4</sup></b>	5	DC1	Provider direct cost for previous financial year is low

<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	Priority level	Variable(s)	Error description
<b>OSV03</b> <sup>5</sup>	5	RA1	Total rent collected for previous financial year is high
<b>OSV04</b> <sup>6</sup>	5	DC4, RA1	Total rent collected for previous financial year is low
<b>OSV05</b> <sup>7</sup>	5	RA2	Total rent charged for previous financial year is high
<b>OSV06</b> <sup>8</sup>	5	RA2	Total rent charged for previous financial year is low
<b>OSV07</b> <sup>9</sup>	5	DC4	Total tenancy rental units for previous financial year is high
<b>OSV08</b> <sup>10</sup>	5	DC4	Total tenancy rental units for previous financial year is low

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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	Priority level	Variable(s)	Error description
DAI01	1	state	Invalid format for state/territory
DAI04	5	postcode	Invalid postcode
DAI05	5	beds	The number of bedrooms is zero
DAI06	5	program_type	Invalid program type
DAI07	5	dwelling_type	Invalid dwelling type
DAI08	5	beds, OR2	OR2 is greater than the number of bedrooms
DAI09	5	org_id	Invalid organisation identifier
DAI10	5	dwell_id	Invalid dwelling identifier
DAI11	5	dwell_add	Invalid dwelling address
DAI12	5	dwell_suburb	Invalid dwelling suburb
DAI13	5	OR2	OR2 must not equal zero
DAM01	1	state	Missing state/territory code
DAM02	5	org_id	Missing organisation identifier
DAM03	5	dwell_add, dwell_id	Missing dwelling identifier
DAM04	5	postcode	Missing postcode
DAM05	5	beds	Missing the number of bedrooms
DAM06	5	program_type	Missing program type
DAM07	5	dwelling_type	Missing dwelling type
DAR01	5	beds	The number of bedrooms is greater than 10
DAR02	5	dwell_id, org_id, state	Duplicate records
DAR03	1	state	Incorrect state/territory
DAR04	3	beds	Invalid number of bedrooms
DAU01	6	postcode	Unknown postcode
DAU02	6	beds	Unknown number of bedrooms
DAU03	6	program_type	Unknown program type
DAU04	6	dwelling_type	Unknown dwelling type

**Table B3: Tenancy data file edits**

Error code	Priority level	Variable(s)	Error description
<b>TSI01</b>	1	state	Invalid format for state/territory
<b>TSI05</b>	5	transfer	Invalid transfer (i.e. not Y or N)
<b>TSI06</b>	5	bedrooms	Number of bedrooms is equal to zero
<b>TSI07</b>	5	hh_comp	Invalid household composition
<b>TSI10</b>	5	indigenous	Invalid Indigenous household status
<b>TSI11</b>	5	disability	Invalid disability household status
<b>TSI12</b>	5	nesb	Invalid NESB household status
<b>TSI13</b>	5	g_need	Invalid greatest need at time of allocation
<b>TSI14</b>	5	homeless	Invalid homeless at time of allocation
<b>TSI15</b>	5	inc_source	Invalid main income source
<b>TSI19</b>	5	start_date	Start date is after the end of the collection period
<b>TSI20</b>	5	end_date	End date is outside of the collection period
<b>TSI21</b>	5	occupants	Number of occupants is zero
<b>TSI22</b>	5	market_rent	Invalid market rent flag
<b>TSI23</b>	5	dwel_id, start_date	Invalid start date
<b>TSI24</b>	5	dwel_id, end_date	Invalid end date
<b>TSI25</b>	5	org_id	Invalid organisation identifier
<b>TSI26</b>	5	dwel_id	Invalid dwelling identifier
<b>TSI27</b>	5	unit_id	Invalid unit identifier
<b>TSI28</b>	5	hhold_id	Invalid household identifier
<b>TSM01</b>	1	state	Missing state/territory code
<b>TSM02</b>	5	org_id	Missing organisation identifier
<b>TSM03</b>	5	dwel_id	Missing dwelling identifier
<b>TSM05</b>	5	transfer	Missing transfer
<b>TSM06</b>	5	bedrooms	Missing number of bedrooms
<b>TSM07</b>	5	hh_comp	Missing household composition
<b>TSM10</b>	5	indigenous	Missing Indigenous household status
<b>TSM11</b>	5	disability	Missing disability household status
<b>TSM12</b>	5	nesb	Missing NESB household status
<b>TSM13</b>	5	g_need	Missing greatest need at time of allocation
<b>TSM14</b>	5	homeless	Missing homeless at time of allocation
<b>TSM15</b>	5	inc_source	Missing main income source
<b>TSM16</b>	5	gross_inc	Missing gross income
<b>TSM17</b>	5	asses_inc	Missing assessable income
<b>TSM18</b>	5	rent_chged	Missing rent charged
<b>TSM19</b>	5	start_date	Missing start date
<b>TSM20</b>	5	hhold_id	Missing household identifier



Error code	Priority level	Variable(s)	Error description
<b>TSM21</b>	5	occupants	Missing number of occupants
<b>TSM22</b>	5	cra	Missing total Commonwealth Rent Assistance (for the last week of the collection period)
<b>TSM23</b>	5	market_rent	Missing market rent flag
<b>TSR02</b>	5	gross_inc, rent_chged	Rent charged is greater than gross income
<b>TSR03</b>	5	asses_inc, rent_chged	Rent charged is greater than assessable income
<b>TSR04</b>	5	hh_comp, occupants	Household composition and number of occupants is not consistent
<b>TSR09</b>	5	gross_inc	Gross income is missing for an ongoing household
<b>TSR10</b>	5	end_date, start_date	Start date is after end date
<b>TSR11</b>	5	g_need, homeless	Homeless at allocation but not in greatest need at allocation
<b>TSR12</b>	5	hhold_id, org_id, start_date, end_date	Duplicate household identifiers that have overlapping tenancy periods
<b>TSR13</b>	5	asses_inc, gross_inc	Gross income is less than assessable income
<b>TSR14</b>	5	dwell_id, hhold_id, org_id, transfer	Duplicate household identifiers with transfer status equal to N
<b>TSR15</b>	5	dwell_id, end_date, hhold_id, org_id	Duplicate household identifiers that are ongoing at the end of the collection period
<b>TSR16</b>	5	end_date, start_date	Start date is the same as the end date
<b>TSU01</b>	6	transfer	Unknown transfer
<b>TSU02</b>	6	bedrooms	Unknown bedrooms
<b>TSU03</b>	6	hh_comp	Unknown household composition
<b>TSU04</b>	6	indigenous	Unknown Indigenous
<b>TSU05</b>	6	disability	Unknown disability
<b>TSU06</b>	6	nesb	Unknown NESB
<b>TSU07</b>	6	g_need	Unknown household in greatest need
<b>TSU08</b>	6	homeless	Unknown homeless
<b>TSU09</b>	6	inc_source	Unknown main source of household income
<b>TSU10</b>	6	gross_inc	Unknown total gross household income
<b>TSU11</b>	6	asses_inc	Unknown total assessable household income
<b>TSU12</b>	6	rent_chged	Unknown rent charged
<b>TSU13</b>	6	start_date	Unknown start date
<b>TSU14</b>	6	end_date	Unknown end date
<b>TSU15</b>	6	occupants	Unknown number of occupants
<b>TSU16</b>	6	cra	Unknown CRA

Error code	Priority level	Variable(s)	Error description
<b>TSU17</b>	6	market_rent	Unknown market rent
<b>TSV01</b>	5	start_date	Start date is over 50 years ago
<b>TSV02</b>	5	bedrooms	Number of bedrooms is equal to or greater than 5
<b>TSV05<sup>11</sup></b>	5	gross_inc	Gross income is low
<b>TSV06<sup>12</sup></b>	5	gross_inc	Gross income is high
<b>TSV07<sup>11</sup></b>	5	asses_inc	Assessable income is low
<b>TSV08<sup>12</sup></b>	5	asses_inc	Assessable income is high
<b>TSV09<sup>13</sup></b>	5	rent_chged	Rent charged is low
<b>TSV10<sup>14</sup></b>	5	rent_chged	Rent charged is high
<b>TSV11<sup>15</sup></b>	5	cra	Commonwealth Rent Assistance is high
<b>TSV12</b>	5	gross_inc	Gross income is zero
<b>TSV13</b>	5	asses_inc	Assessable income is zero
<b>TSV14</b>	5	rent_chged	Rent charged is zero
<b>TSV15</b>	5	gross_inc, rent_chged	Households paying 30% or more of gross income on rent at the end of the collection period
<b>TSV16</b>	5	gross_inc, rent_chged	Households paying 5% or less of gross income on rent at the end of the collection period
<b>TSV17</b>	1	state	Incorrect state/territory

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<sup>11</sup> Threshold value for low income is '150'

<sup>12</sup> Threshold value for high income is '2000'

<sup>13</sup> Threshold value for low rent charged is '10'.

<sup>14</sup> Threshold value for high rent charged is '400'.

<sup>15</sup> Threshold value for high CRA is '91'.

**Table B4: Person data file edits**

Error code	Priority level	Variable(s)	Error description
PSI01	5	main_tenant	Invalid main tenant flag
PSI03	5	sex	Invalid sex
PSI04	5	rel_status	Invalid relationship status
PSI08	1	state	Invalid state/territory
PSI09	5	hhold_id, dob	Date of birth not formatted as dd/mm/yyyy
PSI10	5	org_id	Invalid organisation identifier
PSI11	5	hhold_id	Invalid household identifier
PSM01	1	state	Missing state/territory code
PSM02	5	org_id	Missing organisation identifier
PSM03	5	hhold_id	Missing household identifier
PSM04	5	main_tenant	Missing main tenant flag
PSM05	5	dob	Missing date of birth
PSM06	5	sex	Missing sex
PSM07	5	rel_status	Missing relationship status
PSR01	5	CoupleCount, hhold_id, org_id	Relationship status does not match the number of occupants in the household
PSR02	5	hhold_id, MainTenantCount, org_id	More than one principal tenant for each household
PSR03	5	hhold_id, MainTenantCount, org_id	No principal tenant for a household
PSR04	1	state	Incorrect state/territory
PSU01	6	main_tenant	Unknown principal tenant flag
PSU02	6	dob	Unknown date of birth
PSU03	6	sex	Unknown sex
PSU04	6	rel_status	Unknown relationship status
PSV01	5	dob, main_tenant	Main tenant is too young
PSV02	5	dob	Date of birth is after the end of the collection period
PSV03	5	dob	Date of birth indicates person is older than 100
PSV04	5	dob, rel_status	Relationship status does not match age
DUP01	5	state, org_id, hhold_id, main_tenant, dob, sex, rel_status	Duplicate record

**Table B5: Provided PIs file edits**

Error code	Priority level	Data items(s)	Error description
VM01	1	state	Missing state/territory code
VI01	1	state	Invalid format for state/territory
VR01	1	state	Incorrect state/territory

**Table B6: Cross file edits**

Error code	Variable(s)	Error description
<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>
<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).
<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).
<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.
<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.
<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.
<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.
<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.
<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.

Error code	Variable(s)	Error description
<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.
<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.
<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).
<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).
<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.
<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.
<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.
<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.
<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.
<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.
<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.
<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.

Error code	Variable(s)	Error description
<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.
<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.
<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.
<b>DSR01</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, OR2, S13, ten, tenvacs)	The number of tenancies normally assigned to this dwelling when at full capacity (OR2) does not equal the sum of: <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 (tenvacs); plus</li> <li>the number of untenable vacancies in the dwelling (S13).</li> </ul>
<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).
<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).
<b>DSU01</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, OR2)	Unknown number of tenancies normally assigned (OR2).
<b>DSU02</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, ten)	Unknown number of tenancies currently assigned (ten).
<b>DSU03</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, tenvacs)	Unknown number of tenantable vacancies (tenvacs).
<b>DSU04</b>	Organisation (org_id, sur_resp) Dwelling (org_id, dwell_id, S13)	Unknown number of untenable vacancies (S13).
<b>DSM01</b>	Dwelling (OR2)	Missing the number of tenancies normally assigned.
<b>DSM02</b>	Dwelling (ten)	Missing the number of tenancies currently assigned.
<b>DSM03</b>	Dwelling (tenvacs)	Missing the number of tenantable vacancies.

Error code	Variable(s)	Error description
<b>DSM04</b>	Dwelling (S13)	Missing the number of untenatable 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).

## 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 be greater than or equal to the sum of new households in major cities, inner regional, outer regional, remote, very remote and migratory areas (S1a+S1b+S1c+S1d+S1e+S1f)	$S1 \geq S1a + S1b + S1c + S1d + S1e + S1f$
<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)	$S20 = S20a + S20b + S20c + S20d + S20e$



Descriptor	Data relationship description	Relationship
<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)	$S40 \leq S29$
<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)	$HS1 \leq S4$
<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)	$HS2 \leq S4$
<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)	$HS4 \leq S5$
<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)	$SN1 \leq SN2$
<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)	$SN2 \leq S1$
<b>PA1</b>	New greatest need allocations (PA1) should be less than or equal to the total number of new allocations (PA2)	$PA1 \leq PA2$
<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)	$PA1 \geq S3$
<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 tenatable and untenatable tenancy (rental) units (S12+S13)	$OR2 \geq S12 + S13$
<b>DC4</b>	Tenancy (rental) units should be equal to OR2 as reported in previous financial year	$DC4 = \text{previous OR2}$

## Appendix D – List of descriptors

The CH data set specification (<http://meteor.aihw.gov.au/content/index.phtml/itemId/710899>) 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 2019	RoGS ✓
<p><i>Definitions:</i></p> <p><i>Include:</i></p> <p><i>Exclude:</i></p> <p><i>Note:</i></p> <p><i>Counting units:</i></p>	<p>Count the total number of households who:</p> <ul style="list-style-type: none"> <li>• commenced receiving CH for year ending 30 June 2019; and</li> <li>• were identified as a new household to the CH provider.</li> </ul> <p>Refer to glossary for:</p> <ul style="list-style-type: none"> <li>• date assistance commenced; and</li> <li>• new allocation status.</li> </ul> <p>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 2019. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.</p> <p>Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.</p> <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. However, if a household commenced receiving assistance with more than one CH provider for the year ending 30 June 2019, 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> <p>Households</p>	
S1a–S1f	Total number of new households by remoteness at 30 June 2019	
<p><i>Reporting categories:</i></p> <p><i>Relation:</i></p>	<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> <p>The sum of S1a–S1f should be equal to S1 (or less where location details are not known).</p>	

**S2 Total number of new Indigenous households assisted for year ending 30 June 2019** RoGS ✓

Count the total number of households who:

- commenced receiving CH for year ending 30 June 2019;
- were identified as a new household to the CH provider; and
- satisfy the Indigenous household definition.

*Definition:* Refer to glossary for:

- date assistance commenced;
- Indigenous household; and
- new allocation status.

*Include:* 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 2019.

Indigenous households who transferred from another CH provider.

Indigenous households who were directly tenanted and as such were not waitlisted.

*Exclude:* Indigenous households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.

*Note:* 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. However, if an Indigenous household commenced receiving assistance with more than one CH provider for the year ending 30 June 2019, 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.

*Counting units:* Households

**S3 Total number of new households assisted for year ending 30 June 2019 that were homeless at the time of allocation**

Count the total number of households who:

- commenced receiving CH for year ending 30 June 2019;
- were identified as a new household to the CH provider; and
- satisfied the homeless definition at the time of allocation.

*Definitions:* Refer to glossary for:

- date assistance commenced;
- homeless; and
- new allocation status.

*Include:* Households who are not currently tenants but who were identified as a new household to the CH provider; commenced receiving CH at any time during the year ending 30 June 2019; and satisfied the homeless definition.

Households who transferred from another CH provider.

Households who were directly tenanted and as such were not waitlisted.

*Exclude:* Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.

*Note:* 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 2019, 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.

*Counting units:* Households

<b>S4</b>	<b>Total number of households at 30 June 2019</b>	
	Count the total number of households who were tenants in CH at 30 June 2019.	
<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 2019.	
<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>	Households	
<b>S4a–S4f</b>	<b>Total number of households by remoteness at 30 June 2019</b>	
<i>Reporting categories:</i>	<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 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 2019</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 2019; 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 2019.	
<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>	Households	
<b>S6</b>	<b>Total number of households containing a member with a disability at 30 June 2019</b>	
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2019; 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 2019.	
<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>	Households	

**S7 Total number of households from a non-English speaking background at 30 June 2019**

Count the total number of households who:

- were tenants in CH at 30 June 2019; 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 2019.

*Note:* Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.

*Counting units:* Households

**S8 Total number of households with a principal tenant aged 24 years or less at 30 June 2019**

Count the total number of households who:

- were tenants in CH at 30 June 2019; 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 2019.

*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 2019 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 2019 will not be counted.

*Counting units:* Households

**S9 Total number of households with a principal tenant aged 75 years or more at 30 June 2019**

Count the total number of households who:

- were tenants in CH at 30 June 2019; 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 2019.

*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 2019 and as such households with a principal tenant who was aged 75 years during the financial year but was aged 76 years at 30 June 2019 will not be counted.

*Counting units:* Households

**S10 Total number of new applicants who have a 'greatest need' at 30 June 2019** **RoGS ✓**

Count the total number of applicants on the CH waiting list at 30 June 2019 who:

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

*Definitions:* Refer to glossary for:

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

*Exclude:* Potential applicants still awaiting eligibility assessment at 30 June 2019.  
Applicants on the waiting list whose greatest need status has not been identified.

*Note:* The reliability and comparability of this indicator depends on the accuracy of the waiting list information. The waiting list information used in this indicator requires that all applicants, at 30 June 2019:

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

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

*Counting units:* Households

**S11 Total number of applicants on waiting list at 30 June 2019 excluding applicants for transfer** **RoGS ✓**

Count the total number of applicants on the CH waiting list at 30 June 2019 who were identified as a new household to the CH provider.

*Definitions:* Refer to glossary for:

- new allocation status; and
- waitlist applicant household.

*Exclude:* Potential applicants still awaiting eligibility assessment at 30 June 2019  
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.

*Note:* The waiting list information used in this indicator requires that all applicants, at 30 June 2019:

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

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

*Counting units:* Households

<b>S11a</b>	<b>Total number of applicants for transfer on the waiting list at 30 June 2019</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2019 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; and</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	Potential applicants still awaiting eligibility assessment at 30 June 2019	
<i>Note:</i>	The waiting list information used in this indicator requires that all applicants, at 30 June 2019: <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>	Households	
<b>S11b</b>	<b>Total number of applicants on the waiting list at 30 June 2019</b>	<b>RoGS ✓</b>
	Count the total number of applicants on the CH waiting list at 30 June 2019.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• new allocation status; and</li> <li>• waitlist applicant household.</li> </ul>	
<i>Exclude:</i>	Potential applicants still awaiting eligibility assessment at 30 June 2019	
<i>Note:</i>	The waiting list information used in this indicator requires that all applicants, at 30 June 2019: <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>	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 2019</b>	<b>RoGS ✓</b>
	Count the total number of tenable CH tenancy (rental) units at 30 June 2019, 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; and</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 2019.	
<i>Counting units:</i>	Tenancy (rental) units	

<b>S13</b>	<b>Total number of untenable tenancy (rental) units at 30 June 2019</b>	<b>RoGS ✓</b>
	Count the total number of untenable CH tenancy (rental) units at 30 June 2019.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• tenancy (rental) unit; and</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>	Tenancy (rental) units	
<b>S14</b>	<b>Number of low income households paying 20% or less of gross income in rent at 30 June 2019</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 2019</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 2019</b>	<b>RoGS ✓</b>
	These items count the number of low income households at 30 June 2019 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.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• low income household;</li> <li>• income—gross; and</li> <li>• rent charged to tenant.</li> </ul>	
<i>Exclude:</i>	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. Households for which dwelling postcode is not known.	
<i>Note:</i>	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.	
<i>Counting units:</i>	Households	
<i>Relation:</i>	The sum of S14:S16 + AL1 should equal AL2.	



<b>S20</b>	<b>Number of households with underutilisation at 30 June 2019</b>	<b>RoGS ✓</b>
	These items count the total number of households that satisfy the moderate overcrowding and underutilisation definitions.	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• number of bedrooms;</li> <li>• Canadian National Occupancy Standard; and</li> <li>• underutilisation.</li> </ul>	
<i>Exclude:</i>	Households for which household details and/or size of tenancy (rental) unit (i.e. the number of bedrooms) is not known.	
<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>	Households	
<b>S20a–S20e</b>	<b>Number of households by additional bedrooms at 30 June 2019</b>	
<i>Reporting categories:</i>	<ul style="list-style-type: none"> <li>- with underutilisation of 1 additional bedroom</li> <li>- with underutilisation of 2 additional bedrooms</li> <li>- with underutilisation of 3 additional bedrooms</li> <li>- with underutilisation of 4 additional bedrooms</li> <li>- with underutilisation of 5 or more additional bedrooms</li> </ul>	
<i>Relation:</i>	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 2019</b>	<b>RoGS ✓</b>
<b>S22</b>	<b>Total number of tenancy (rental) units in <i>Inner regional areas</i> at 30 June 2019</b>	<b>RoGS ✓</b>
<b>S23</b>	<b>Total number of tenancy (rental) units in <i>Outer regional areas</i> at 30 June 2019</b>	<b>RoGS ✓</b>
<b>S24</b>	<b>Total number of tenancy (rental) units in <i>Remote areas</i> at 30 June 2019</b>	<b>RoGS ✓</b>
<b>S25</b>	<b>Total number of tenancy (rental) units in <i>Very remote areas</i> at 30 June 2019</b>	<b>RoGS ✓</b>
<b>S26</b>	<b>Total number of tenancy (rental) units in <i>Migratory areas</i> at 30 June 2019</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 2019.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• Australian Statistical Geography Standard (ASGS) of remoteness areas; and</li> <li>• tenancy (rental) unit.</li> </ul>	
<i>Include:</i>	All tenancy (rental) units in each remoteness area that meet the specified definition on 30 June 2019 that were: <ul style="list-style-type: none"> <li>• tenantable (occupied and vacant);</li> <li>• untenantable; and</li> <li>• head-leased stock used for CH rental.</li> </ul>	
<i>Exclude:</i>	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.	
<i>Note:</i>	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.	
<i>Counting units:</i>	Tenancy (rental) units	

**S27 Total number of head-leased dwellings (private) at 30 June 2019**

This data item counts the number of tenantable and untenable dwellings managed by CH providers that are owned by private individuals or private corporations at 30 June 2019.

*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/territory 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:* Dwellings

**S28a Total number of boarding / rooming / lodging house buildings at 30 June 2019**

This data item counts the number of tenantable and untenable boarding / rooming / lodging house buildings managed by CH providers at 30 June 2019.

*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:* Boarding house buildings

**S28b Total number of boarding / rooming / lodging house units at 30 June 2019**

This data item counts the number of tenantable and untenable boarding / rooming / lodging house units managed by CH providers at 30 June 2019.

*Definition:* Refer to glossary for:  
• boarding house unit.

*Include:* Occupied and vacant boarding / rooming / lodging house units.

*Exclude:* Boarding / rooming / lodging house bedrooms that are not self-contained.  
Stock outside the scope of this collection (refer to the scope document for more information).

*Note:* Not all states and territories have boarding / rooming / lodging house units. Where there is no boarding / rooming / lodging house units record '0'.

*Counting units:* Boarding house units

<b>S28c</b>	<b>Total number of boarding / rooming / lodging house rooms at 30 June 2019</b>	
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house rooms managed by CH providers at 30 June 2019.	
<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>	Boarding house rooms	
<b>S29</b>	<b>Total number of community housing providers at 30 June 2019</b>	<b>RoGS ✓</b>
	This data item counts the total number of CH providers at 30 June 2019.	
<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; and</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.	
<i>Counting units:</i>	Organisations (CH providers)	
<b>S30</b>	<b>Total number of housing associations at 30 June 2019</b>	
<b>S31</b>	<b>Total number of housing cooperatives at 30 June 2019</b>	
<b>S32</b>	<b>Total number of other service organisations at 30 June 2019</b>	
	These data items count the total number of CH providers at 30 June 2019 by provider type.	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>• CH provider;</li> <li>• housing association;</li> <li>• housing cooperative; and</li> <li>• other community service organisation.</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>	Organisations (CH providers)	

<b>S33</b>	<b>Total number of community housing providers at 30 June 2019 that were able to offer daily living support to households</b>
<b>S34</b>	<b>Total number of community housing providers at 30 June 2019 that were able to offer personal support to households</b>
<b>S35</b>	<b>Total number of community housing providers at 30 June 2019 that were able to offer community living support to households</b>
<b>S36</b>	<b>Total number of community housing providers at 30 June 2019 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 2019 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 2019 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 2019 that were able to offer information, advice and referral to households</b>

These data items count the total number of CH providers at 30 June 2019 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; and
- 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:* Organisations (CH providers)

<b>S40</b>	<b>Total number of community housing providers that were able to offer support service(s) at 30 June 2019</b>
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This data item counts the total number of CH providers at 30 June 2019 that were able to offer support service(s).

*Definitions:* Refer to glossary for:

- CH provider; and
- 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:* Organisations (CH providers)

<b>OR2o</b>	<b>Total number of tenancy (rental) units where occupancy details are known at 30 June 2019</b>	<b>RoGS ✓</b>
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This data item counts the total number of tenancy (rental) units as at 30 June 2019, 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 2019.

*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.

*Counting units:* Tenancy (rental) units

## 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 2019</b>
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*Reporting categories:*

- Managing 200 or more dwellings
- Managing 100–199 dwellings
- Managing 50–99 dwellings
- Managing 20–49 dwellings
- Managing less than 20 dwellings

*Definitions:* Refer to glossary for:

- dwelling; and
- CH provider.

*Counting units:* Organisations (CH providers)

<b>S42</b>	<b>Total number of dwellings at 30 June 2019</b>
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*Definition:* Refer to glossary for:

- dwelling.

*Counting units:* Dwellings

<b>S43a–S43f</b>	<b>Total number of dwellings by community housing program at 30 June 2019</b>
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*Reporting categories:*

- Long term CH program
- Short to medium term CH program
- Boarding/rooming house program
- Joint venture program
- 'Other' program
- NRAS program

*Definitions:* Refer to glossary for:

- dwelling.

*Note:* CH programs are defined at a jurisdictional level.

*Counting units:* Dwellings

**S44a–S44e Total number of dwellings by dwelling size at 30 June 2019**

*Reporting categories:*

- Containing one bedroom
- Containing two bedrooms
- Containing three bedrooms
- Containing four bedrooms
- Containing five or more bedrooms

*Definitions:* Refer to glossary for:

- dwelling.

*Note:* Bedsits should be counted as 1 bedroom dwellings.

*Counting units:* Dwellings

**S44f Average number of bedrooms per dwelling at 30 June 2019**

*Definitions:* Total number of bedrooms / Total number of dwellings

*Counting units:* Bedrooms

**S45a–S45e Total number of dwellings by dwelling type at 30 June 2019**

*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:* 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 2019 (includes households where assistance ended on 30 June 2019);
- *current financial year*, that is, 2018–19, the period 1 July 2018 to 30 June 2019
- *previous financial year*, that is, 2017–18, the period 1 July 2017 to 30 June 2018.

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

**Table E1: Time period reference**

Point in time for current year (30 June 2019) <sup>1</sup>	Current financial year (period 1 July 2018 to 30 June 2019)	Previous financial year (period 1 July 2017 to 30 June 2018)
<i>P1—Amenity/location</i> P2—Affordability 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	P5—Special needs P6—Priority access to those in greatest need	P8—Net recurrent costs P11—Rent collection rate

<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>	66
P2	<b>Affordability</b> Proportion of household income left after rent	$(AF2 - AF1) / AF2 \times 100$	66
P2a	<b>Affordability for low income households</b> Proportion of low income households paying more than 30% of their gross income rent	$AL1 / AL2 \times 100$	67
P2b	<b>Affordability for low income Indigenous households</b> Proportion of low income Indigenous households paying more than 30% of their gross income rent	$AL3 / AL4 \times 100$	69
P3	<b>Match of tenancy (rental) unit to household size</b> Proportion of households where tenancy unit size is not appropriate due to overcrowding	$HS1 / HS2 \times 100$	69
P3a	<b>Match of tenancy unit to Indigenous household size</b> Proportion of Indigenous households living in overcrowded conditions	$HS3 / HS4 \times 100$	70
P4	<b>Low income</b> Number of low income households as a proportion of all households	$LI1 / LI2 \times 100$	71
P5	<b>Special needs</b> Proportion of new tenancies that are allocated to households with special needs	$SN1 / SN2 \times 100$	72
P6	<b>Priority access to those in greatest need</b> Proportion of new allocations to those in greatest need	$PA1 / PA2 \times 100$	74
P7	<i>Customer satisfaction</i>	<i>P7 is obtained via the National Social Housing Survey.</i>	76
P8	<b>Net recurrent cost per unit</b> The cost of housing provision (previous financial year)		76
	P8a—Provider cost of providing assistance (excluding capital) per tenancy (rental) unit	DC1 / DC4	
	P8b—Administrator cost of providing assistance (excluding capital) per tenancy unit	DC2 / DC4	
	P8c—The average cost of providing assistance (excluding capital) per tenancy (rental) unit	DC3 / DC4	
P9	<b>Occupancy rate</b> Occupancy rate of rental housing stock	$OR1 / OR2o \times 100$	78
P11	<b>Rent collection rate</b> Rent actually collected as a percentage of total rent charged (previous financial year)	$RA1 / RA2 \times 100$	79
P13	<b>Underutilisation</b> Proportion of households where tenancy (rental) unit size is not appropriate due to underutilisation	$S20 / HS2 \times 100$	80
P14	<b>Low income households paying 20% or less of gross income in rent</b>	$S14 / AL2 \times 100$	80
P15	<b>Low income households paying more than 20% but not more than 25% of gross income in rent</b>	$S15 / AL2 \times 100$	82
P16	<b>Low income households paying more than 25% but not more than 30% of gross income in rent</b>	$S16 / AL2 \times 100$	82



## 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	Amenity data items will measure: <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> Location data items will measure: <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	<b>For week of 30 June 2019:</b> AF1 Total rents charged to tenant AF2 Total household gross income	

### Calculation

The indicator is calculated as:

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

### Descriptors

AF1	Total rents charged for week of 30 June 2019	RoGS ✓
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2019. 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; and</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').	
<i>Counting units:</i>	Dollars	

<b>AF2</b>	<b>Total household gross income for week of 30 June 2019</b>
	Count the total household gross income for the week of 30 June 2019.
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>income—gross.</li> </ul>
<i>Note:</i>	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.
<i>Counting units:</i>	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 2019:</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:

$$P2a = \frac{AL1}{AL2} \times 100$$

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 2019</b>	<b>RoGS ✓</b>
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June 2019. 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>low income household;</li> <li>income—gross; and</li> <li>rent charged to tenant.</li> </ul>	
<i>Calculation:</i>	<ol style="list-style-type: none"> <li><b>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.</li> </ul> </li> </ol>	

**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.
- See Table G1 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 2019 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 2019.  
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:* Households

**AL2 Total number of low income households for which gross income and rent details are known at 30 June 2019**

Count the total number of low income households where gross income and rent details are known at 30 June 2019.

*Definition:* Refer to glossary for:

- low income household; and
- 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 2019 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 2019.  
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:* 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.	<b>At 30 June 2019:</b> AL3 Total number of low income Indigenous households paying more than 30% of their gross income in rent AL4 Total number of low income Indigenous households for which gross income and rent details are known

### Calculation

The indicator is calculated as:

$$P2b = \frac{AL3}{AL4} \times 100$$

### 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 2019</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 2019</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 2019:</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:

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

**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 2019. 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

HS1	Total number of households with overcrowding at 30 June 2019	RoGS ✓
<i>Definition:</i>	Count the total number of households who: <ul style="list-style-type: none"><li>• were tenants in CH at 30 June 2019; and</li><li>• satisfy the overcrowding definition based on the Canadian National Occupancy Standard.</li></ul> Refer to glossary for: <ul style="list-style-type: none"><li>• number of bedrooms;</li><li>• overcrowding; and</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>	Households	
HS2	Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June 2019	RoGS ✓
<i>Definition:</i>	Count the total number of households who: <ul style="list-style-type: none"><li>• were tenants in CH at 30 June 2019; 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> 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>	Households	

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

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The degree of 'over' occupation of tenancy (rental) units for Indigenous households	The proportion of Indigenous households where tenancy (rental) unit size is not appropriate due to overcrowding	<p><b>At 30 June 2019:</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:

$$P3a = \frac{HS3}{HS4} \times 100$$

#### Descriptors

<b>HS3</b>	<b>Total number of Indigenous households with overcrowding at 30 June 2019</b>
	As per HS1 but for Indigenous households
<b>HS3a–HS3e</b>	<b>Total number of Indigenous households with overcrowding at 30 June 2019</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 2019</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 2019:</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:

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

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

## Descriptors

L11	Total number of all low income households at 30 June 2019	RoGS ✓
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2019; and</li> <li>satisfy the low income definition.</li> </ul>	
<i>Definitions:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>low income household; and</li> <li>income—gross.</li> </ul>	
<i>Calculation:</i>	See P2a—Affordability for low income households	
<i>Exclude:</i>	Households who were tenants in CH at 30 June 2019 that did not satisfy the low income definition. Low income households who were assisted during the financial year that were no longer tenants at 30 June 2019.	
<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>	Households	

L12	Total number of all households for which income and household details are known at 30 June 2019	RoGS ✓
	Count the total number of households who: <ul style="list-style-type: none"> <li>were tenants in CH at 30 June 2019; and</li> <li>had known income and household details.</li> </ul>	
<i>Definition:</i>	Refer to glossary for: <ul style="list-style-type: none"> <li>low income household; and</li> <li>income—gross.</li> </ul>	
<i>Exclude:</i>	Households for which income and/or household details were not known. Households that had been assisted during the financial year that were no longer tenants at 30 June 2019.	
<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>	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	<b>For year ending 30 June 2019:</b> SN1 Total number of new households with special needs SN2 Total number of new households for whom details of whether or not they have special needs are known	

### Calculation

The indicator is calculated as:

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

## Descriptors

SN1	Total number of new households with special needs for year ending 30 June 2019
	Count the total number of households who: <ul style="list-style-type: none"><li>• commenced receiving CH during the year ending 30 June 2019; 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; and</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 2019; 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 2019, 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>	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 2019
	Count the total number of households who: <ul style="list-style-type: none"><li>• commenced receiving CH during the year ending 30 June 2019; 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; and</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 2019; 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.



**Note:** 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 2019, 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.

**Counting units:** 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.	<b>For year ending 30 June 2019:</b>	
		PA1	Total number of new greatest need households.
		PA2	Total number of new households.

**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. 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).

### Calculation

The indicator is calculated as:

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

### Descriptors

PA1	Total number of new greatest need households for year ending 30 June 2019
	Count the total number of households who: <ul style="list-style-type: none"> <li>commenced receiving CH during the year ending 30 June 2019; and</li> <li>were identified as a new household to the CH provider; and</li> <li>satisfy the greatest need definition.</li> </ul>
<b>Definitions:</b>	Refer to glossary for: <ul style="list-style-type: none"> <li>date assistance commenced;</li> <li>greatest need status; and</li> <li>new allocation status.</li> </ul>
<b>Include:</b>	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 2019; and satisfy the greatest need definition. Households who transferred from another CH provider. Households who were directly tenanted and as such were not waitlisted.
<b>Exclude:</b>	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.

*Note:* 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 2019, 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.

*Counting units:* Households

**PA1a–PA1f Total number of new greatest need households by remoteness at 30 June 2019**

*Reporting categories:*

- in *Major cities* of Australia
- in *Inner regional* Australia
- in *Outer regional* Australia
- in *Remote* Australia
- in *Very remote* Australia
- in *Migratory* areas

*Relation:* The sum of PA1a–PA1f should be equal to PA1 (or less where location details are not known).

**PA1g Total number of new greatest need Indigenous households at 30 June 2019**

As per PA1 but for Indigenous households

**PA2 Total number of new households assisted for year ending 30 June 2019**

Count the total number of households who:

- commenced receiving CH for year ending 30 June 2019; and
- were identified as a new household to the CH provider.

Count all households regardless of whether details of their 'greatest need' status is known.

*Definition:* Refer to glossary for:

- date assistance commenced; and
- new allocation status.

*Include:* 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 2019.

Households who transferred from another CH provider.

Households who were directly tenanted and as such were not waitlisted.

*Exclude:* Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.

*Note:* 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 2019, 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.

*Counting units:* 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 (previous financial year)

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 2018:</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 2018:</b> DC4 Total number of tenancy (rental) units	

**Note:** P8—Net recurrent cost per unit is calculated for the previous financial year ending 30 June 2018 and will be reported in the 2018–19 data collection. It is expected that this will provide adequate timeframes for the collection of both provider and administrator financial information.

### Calculation

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

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

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

### Descriptors

DC1	Provider net recurrent costs for year ending 30 June 2018
	Count the CH providers' net recurrent costs for providing assistance for the year ending 30 June 2018. 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 (DC4).

<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

<b>DC2</b>	<b>Administrator net recurrent costs for year ending 30 June 2018</b>
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	Count the CH administrators' net recurrent costs for providing assistance for the year ending 30 June 2018. 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 (DC4).
<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

<b>DC3</b>	<b>Total net recurrent costs for year ending 30 June 2018 (derived)</b>
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	Total net recurrent costs is derived by the AIHW using the following equation: Total net recurrent costs = DC1 + DC2. States and territories do not need to provide this item.
<i>Relation:</i>	DC3 = DC1 + DC2.
<i>Counting units:</i>	Dollars

**DC4 Total number of tenancy (rental) units at 30 June 2018**

Count the total number of tenancy (rental) units as at 30 June 2018, 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 2018.

*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 2017–18. Where this is not the case, states and territories are to provide a footnote to explain the difference.

*Counting units:* Tenancy (rental) units

**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.	<p><b>At 30 June 2019:</b></p> <p>OR1 Total number of occupied tenancy (rental) units</p> <p>OR2o Total number of tenancy (rental) units where occupancy status is known</p>	

**Calculation**

The indicator is calculated as:

$$P9 = \frac{OR1}{OR2o} \times 100$$

**Descriptors**

**OR1 Total number of occupied tenancy (rental) units at 30 June 2019** RoGS ✓

Count all occupied CH tenancy (rental) units at 30 June 2019.  
Although the total number of tenancy (rental) units may vary from month to month, the number reported is as at 30 June 2019.

*Definition* Refer to glossary for:

- tenancy (rental) unit occupancy status; and
- tenancy (rental) unit.

*Exclude:* Unoccupied tenancy (rental) units at 30 June 2019.

*Counting units:* Tenancy (rental) units

<b>OR2o</b>	<b>Total number of tenancy (rental) units where occupancy details are known at 30 June 2019</b>	<b>RoGS ✓</b>
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Count the total number of tenancy (rental) units as at 30 June 2019, 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 2019.

*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).  
Tenancy (rental) units for whom occupancy status is not known.

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

*Counting units:* Tenancy (rental) units

## P11—Rent collection rate

<b>Outcome to be measured</b>	<b>Performance indicator</b>	<b>Data items</b>	<b>RoGS ✓</b>
The management of rent collection	Total rent actually collected as a percentage of total rent charged	<b>For year ending 30 June 2018:</b> RA1 Total rent collected from tenants RA2 Total rent charged to tenants	

**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 2018 will be reported in the 2018–19 data collection. This should provide adequate timeframes for the collection of financial information.

### Calculation

The indicator is calculated as:

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

### Descriptors

<b>RA1</b>	<b>Total rent collected from tenants for year ending 30 June 2018</b>	
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Count the total rent collected from tenants for the year ending 30 June 2018.

*Definition:* Refer to glossary for:

- total rent collected.

*Include:* Rent collected in the year ending 30 June 2018 for the current and previous years.  
Prepaid rent collected in the year ending 30 June 2018 for the current and subsequent years.

*Exclude:* Arrears still outstanding at the end of the period.

*Counting units:* Dollars

<b>RA2</b>	<b>Total rent charged to tenants for year ending 30 June 2018</b>	<b>RoGS ✓</b>
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Count the total rent charged to tenants for the year ending 30 June 2018.

*Definition:* Refer to glossary for:

- total rent charged.

*Exclude:* Rent charged on dwellings outside the scope of this collection (refer to [Appendix F](#)).

*Counting units:* Dollars

## 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	<b>At 30 June 2019:</b> S20 Total number of households with 2 or more bedrooms excess to needs  HS2 Total number of households occupying CH for which household and tenancy (rental) unit details are known	

### Calculation

The indicator is calculated as:

$$P13 = \frac{S20}{HS2} \times 100$$

### Descriptors

<b>S20</b>	<b>Total number of households with underutilisation at 30 June 2019</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 2019; 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); and</li> <li>• underutilisation.</li> </ul>	
<i>Exclude:</i>	Households missing household composition information at 30 June 2019.	
<i>Counting units:</i>	Households	
<b>S20a</b>	<b>Number of households with underutilisation of one additional bedroom at 30 June 2019</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 2019</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 2019; 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>	

*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:* 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	<b>At 30 June 2019:</b>	
		S14	Total number of low income households paying 20% or less of gross income in rent
		AL2	Total number of low income households for which gross income and rent details are known

### Calculation

The indicator is calculated as:

$$P14 = \frac{S14}{AL2} \times 100$$

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 2019</b>	RoGS ✓
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As per AL1 but for low income households paying 20% or less of gross income in rent at 30 June 2019.

<b>AL2</b>	<b>Total number of low income households for which gross income and rent details are known at 30 June 2019</b>
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Count the total number of low income households where gross income and rent details are known at 30 June 2019.

*Definition:* Refer to glossary for:

- low income household; and
- income—gross.

*Exclude:* Rent charged on dwellings outside the scope of this collection (refer to Section 1.2.1).  
Households who were tenants in CH at 30 June 2019 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 2019.

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



## 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 2019:</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:

$$P15 = \frac{S15}{AL2} \times 100$$

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 2019</b>	RoGS ✓
	As per AL1 but for low income households paying more than 20% but not more than 25% of gross income in rent at 30 June 2019.	
<b>AL2</b>	<b>Total number of low income households for which gross income and rent details are known at 30 June 2019</b>	

## 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	<b>At 30 June 2019:</b> S16 Total number of low income households paying more than 25% but not more than 30% of gross income in rent  AL2 Total number of low income households for which gross income and rent details are known	

### Calculation

The indicator is calculated as:

$$P16 = \frac{S16}{AL2} \times 100$$

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 2019</b>	<b>RoGS ✓</b>
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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 2019.

<b>AL2</b>	<b>Total number of low income households for which gross income and rent details are known at 30 June 2019</b>
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## 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 housing (PH)
- state 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 1 May 2019.

### New South Wales

*Includes:* All dwellings under management of a CHO where:

- the tenancy management is commissioned by the NSW FACS Commissioning Division.

This includes the following housing assistance types:

- Affordable Housing;
- General Social Housing (mainstream long-term housing); and
- Transitional housing (medium-term housing).

This includes the following housing property sources:

- State owned and CHO managed dwellings (including stock transfers);
- Privately owned dwellings leased by the CHO attracting a state subsidy;
- Dwellings owned by the CHO where vested to the CHO by the state, acquired through leveraging those vested assets or are part of the National Rental Affordability Scheme (NRAS) dwellings; and
- Dwellings commissioned on a fee-for-service basis by NSW FACS using the Social and Affordable Housing Fund.

*Note:* Assistance type and property source are independent of each other and numerous combinations of the two apply.

*Excludes:* Dwellings where tenancy management has been commissioned by other parts of NSW FACS.

Dwellings owned by the CHO independent of any NSW FACS assistance.

Capital dwellings owned by organisations other than NSW FACS or the CHO.

Dwellings managed on a fee-for-service basis for other organisations.

## 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)

Dwellings used for the provision of CH in which the State Housing Authority has an interest

*Excludes:* Dwellings where the tenancy management function is managed under:

- Public 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:* Current & previously 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 2018 cut-offs (based on survey data from the 2017–18 SIH) will be used for 2018–19 reporting if they become available by 1 July. Otherwise, the 30 June 2016 cut-offs will be used.

**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	628.40	..	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, including:
    - wages and salaries
    - payroll tax
    - superannuation
    - compensation
    - accrued leave
    - training
  - Supplies and services expenses, including:
    - stationery
    - postage
    - telephone
    - vehicle
    - office equipment
    - information technology
    - auditing and accounting
    - insurance
  - Office rent;
  - Grants and subsidies (excluding rental subsidies); and
  - Contracted CH management services.
- administrator** The state/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.  
Excludes:
- Capital costs, for example:
    - the purchase of housing stock; and
    - construction costs.



**Australian Statistical Geography Standard (ASGS)**

The Australian Statistical Geography Standard (ASGS) is the Australian Bureau of Statistics' geographical framework effective from July 2011. The ASGS replaces the Australian Standard Geographical Classification (ASGC).

The 2016 edition of the ASGS is the second edition of the ASGS, updating the first edition released in 2011.

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

**boarding house building**

A separate building (also referred to as a rooming or lodging house) containing multiple boarding/rooming/lodging house bedrooms and/or boarding house units.

**boarding house room**

A bedroom within a boarding house (also referred to as a rooming or lodging house) that is not self-contained, and usually shares a common kitchen and/or bathroom. Boarding house bedrooms are usually accessed using a common entrance such as a foyer or hallway.

**boarding house unit**

A self-contained unit within a boarding house (also referred to as a rooming or lodging house) with separate cooking, bathroom and toilet facilities. Boarding house units are usually accessed using a common entrance such as a foyer or hallway.

**Canadian National Occupancy Standard (CNOS)**

A measure of the appropriateness of housing related to the household size and household composition. The measure specifies the bedroom requirements of a household.

- There should be no more than 2 persons per bedroom
- Children less than 5 years old of different sexes may reasonably share a bedroom
- Children less than 18 years old of the same sex may reasonably share a bedroom
- Single household members 18 and over should have a separate bedroom, as should parents or couples.

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.

**community housing provider (CHO)**

A not-for-profit organisation that provides safe, secure, affordable and appropriate rental housing.

**date assistance commenced**

The date on which the provision of housing to a household by an agency commenced, as distinct from the date the household applies and is entered on the waiting list or assessed for eligibility.

<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>8 Boarding/rooming house unit</li> <li>9 Other, including: <ul style="list-style-type: none"> <li>• Caravan, tent, cabin in caravan park, houseboat in marina, etc.</li> <li>• Caravan not in caravan park, houseboat not in marina, etc.</li> <li>• Improvised home, tent, campers out</li> <li>• House or flat attached to a shop, office, etc.</li> </ul> </li> <li>U Unknown</li> </ol>
<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.</p>

<b>greatest need status</b>	<p>Households 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<sup>1</sup>; 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> A homeless household for the greatest need definition is a household with no housing or a household residing in temporary or emergency accommodation. It includes households who:</p> <ul style="list-style-type: none"> <li>• lived in accommodation provided by a specialist homelessness services agency 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>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>	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.
<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'. <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 gross 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.</p> <p>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.</p> <p>Include:</p> <ul style="list-style-type: none"> <li>• Repairs and maintenance: <ul style="list-style-type: none"> <li>○ day-to-day maintenance, reflecting general wear and tear</li> <li>○ cyclical maintenance, which is maintenance performed as part of a planned maintenance program</li> <li>○ other maintenance, for example, repairs due to vandalism.</li> </ul> </li> <li>• Rates (for example, water or council/shire) where the provider is responsible for payment;</li> <li>• Cost of disposals, such as cost of removal, sale or disposal of housing stock, including: <ul style="list-style-type: none"> <li>○ removal of stock to an alternative program</li> <li>○ costs incurred in the sale of stock to private agencies or persons, such as agent and legal fees, inspection and building insurance, and public liability insurance</li> <li>○ demolition costs in order to sell the land.</li> </ul> </li> <li>• Market rent paid (such as from headleasing)</li> <li>• Interest expense (such as 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. Rent charged should exclude Commonwealth Rent Assistance (CRA), charges for utilities, meals, cleaning, laundry or other facility costs in the rent charged to the tenant.
<b>special needs status</b>	Households: <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>
<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> <p><b>Support for children, families and carers:</b> 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.</p> <p><b>Training, vocational rehabilitation and employment:</b> 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.</p>

**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>	<p>The total amount of rent charged by a CH provider to all households for previous year ending 30 June.</p> <p>Rent charged is the amount of money the CH provider's households has been asked to pay during the previous reference year. It may differ from market rent and may not have been received. Rent charged should exclude Commonwealth Rent Assistance (CRA), charges for utilities, meals, cleaning, laundry or other facility costs in the rent charged to tenant.</p>
<b>total rent collected</b>	<p>The total amount of rent collected from all households by a CH provider, for the previous year ending 30 June.</p> <p>It includes:</p> <ul style="list-style-type: none"> <li>• rent arrears collected in the previous reference year (ending 30 June)</li> <li>• prepaid rent collected in the previous reference year for the current and subsequent years.</li> </ul> <p>As such, the total rent collected over a 12 month period may be more than the total rent charged in the same period.</p>
<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.