Community Housing
data collection

Processing and data manual
2021–22

Contents

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 2021–22 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 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
- *2022 AIHW Validata™ Housing Collections Guide* (Validata™ guide).

This manual is **not** a reference guide for community housing Organisations (CHOs). The survey kits provided by the AIHW include the relevant documentation for CHOs.

For further information or assistance, contact 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 and Commonwealth-State Housing Agreement. 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 (also known as CH organisation) 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 2022**.
  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 2021 to 30 June 2022**.
  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 2020 to 30 June 2021**.
  This reference period only relates to:
  - o DC1 (provider direct costs),
  - o DC2 (administrator direct costs),
  - o DC4 (the number of tenancy [rental] units that DC2 relates to),
  - o RA1 (rent collected), and
  - o 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
- upload files containing data quality information
- discuss issues with the AIHW
- submit 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 2020–21 collection

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

The phases involved in the 2021–22 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 *2021–22 Community housing survey tool information guide* for information about how to complete Kit 1, or the *2021–22 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

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.

AIHW

Phase 1

AIHW prepares documentation:
Kit 1 and Kit 2
CH processing and data manual
CSV files
Validata guide

Phase 5

AIHW reviews data and data quality information:
Conducts data quality assurance processes
Prepares data and data quality information for reporting

AIHW uploads documentation to Validata™

AIHW accesses files on Validata™

AIHW approves data

STATES AND TERRITORIES

Phase 2

State/territory prepares and sends administrative data to CHOs:

Assign a unique identifier to each CHO
Prepare data
Populate Kit 1 or 'organisation' and 'dwelling' CSV files

Phase 4

State/territory prepares and uploads data:

Compile data and transfer to CSV files
Upload data in Validata™
Validate the data files until the data quality is satisfactory
Calculate provided PIs

Send data for review in Validata™
Upload data quality information

Phase 6

State/territory submits data

Jurisdiction sends files to CHOs

CHOs send data to jurisdiction

COMMUNITY HOUSING ORGANISATIONS

Phase 3

CHOs review administrative data, populate collection tools and conduct quality assurance processes
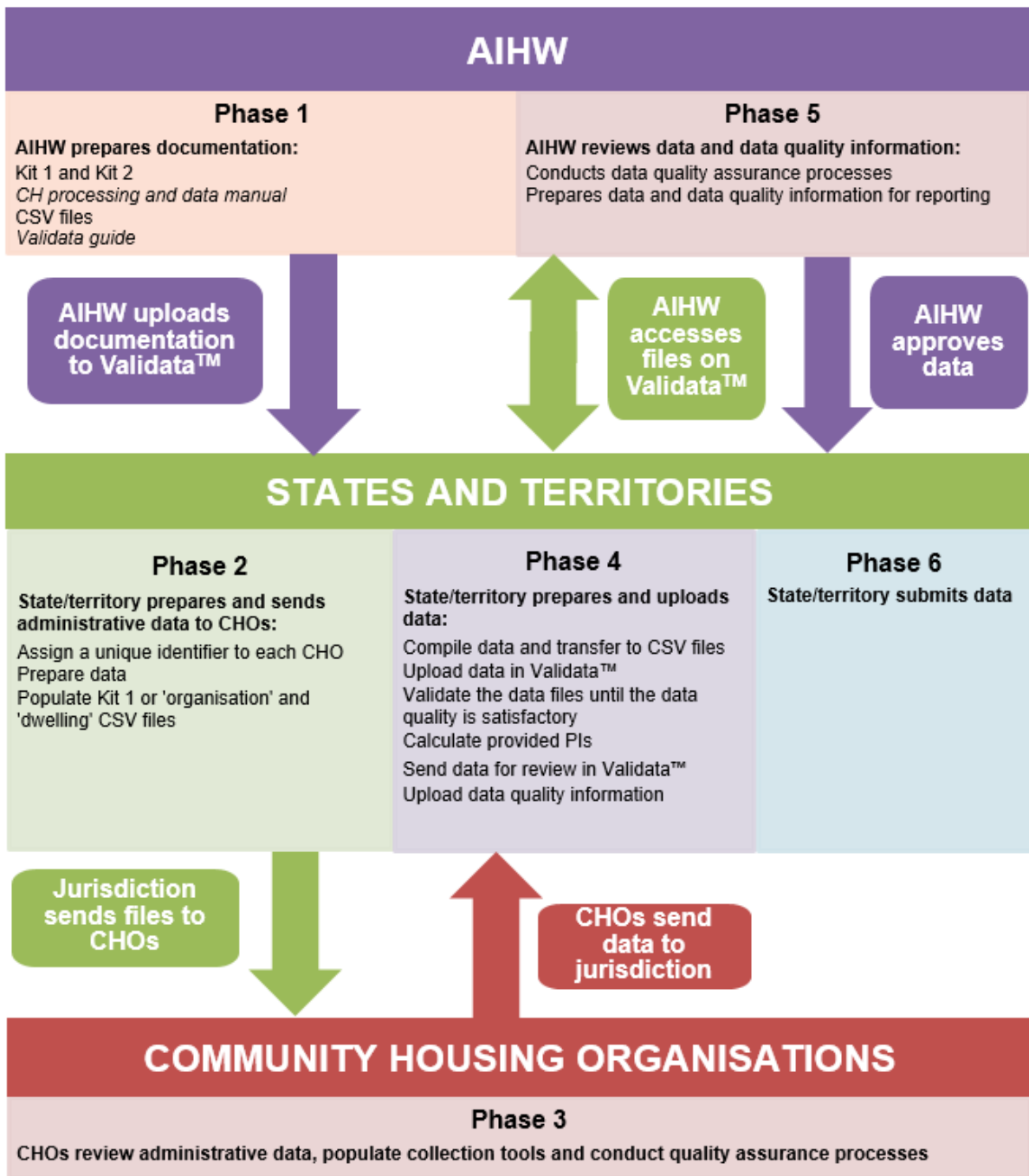
Figure 3.1: CH data collection and processing overview

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 2022.

Table 3.1: Timeline

Date	Task
Fri 29 Apr 2022	2021–22 collection period available for community housing organisations (CHOs) and state/territories in Validata™
Fri 29 Apr 2022	AIHW uploads collection materials to Validata™ and notifies states/territories
Mon 23 May 2022*	States/territories **circulate** data and documentation to CHOs
Fri 15 Jul 2022*	Final date for CHOs to return survey data to states/territories
Fri 1 Jul 2022– Fri 2 Sep 2022	In Validata™, states/territories **upload**: - data files - provided PI file containing DC2 (administrator net recurrent costs) and DC4 (the number of tenancy (rental) units) that DC2 relates to) for **2020–21** *(previous financial year)* - data quality information form Validata™ produces: - validation results 3 year descriptor report States/territories liaise with CHOs to rectify edits States/territories continue to upload and validate files until all possible errors are corrected
Fri 2 Sep 2022	Final date for states/territories to **send files for review** in Validata™
Mon 5 Sep 2022– Fri 23 Sep 2022	AIHW reviews validation results and descriptor report During this time, states/territories may be asked to: - upload amended data files - provide explanations for errors that cannot be corrected - provide explanations for any unusual descriptor results - respond to other data quality queries
Mon 26 Sep 2022	AIHW **approves** the review of the final data files in Validata™
Fri 7 Oct 2022	States/territories **submit** data in Validata™
Tue 1 Nov 2022	AIHW sends data, footnotes and data quality statements to the Productivity Commission
Tue 24 Jan 2023	RoGS 2023 released

* This date is a suggestion only and should be altered to meet the needs of individual jurisdictions. Please email housing@aihw.gov.au to advise when the documentation was circulated and the due date for data returns.

3.3 Changes implemented in the 2021–22 collection

There have been no substantive changes made to the contents and structure of this manual or to the collection of ICH data.

The AIHW strongly encourages the use of the Validata™ by the CHOs to conduct initial data validation. Alternatively, the AIHW can validate data of individual CHOs from the survey tool before submission to their housing authority. This increases data quality and decreases burden on the housing authority. Contact 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 2021–22 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
Pros: - most organisations are familiar with the format - can be printed and filled in - data definitions and guidance are included in the survey tool.	Pros: - can be quicker to fill in than the Excel survey tool if an organisation already has the required data in a similar format - organisations can use the AIHW Validata™, which can save time for states and territories by providing better quality data the first time around - easier for states and territories to collate data.
Cons: - limited data validation process resulting in more errors which states and territories will need to chase up - may be time-consuming to use for larger organisations - more work for states and territories to collate survey responses into the CSV files.	Cons: - no data definitions or guidance included in the CSV files (organisations must refer to the information guide) - may not be user-friendly for smaller organisations.

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 *2021–22 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 *2021–22 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.

Table 4.2 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
States and territories provide four CSV files: - **organisation.csv**—Contains organisation level details, organisation waitlist figures, previous financial year information and aggregate dwelling counts. - **dwelling.csv**—Contains administrative data about each dwelling managed by each CHO for the reference financial year. - **tenancy.csv**—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. - **person.csv**—Contains details about each person who resided in the CHOs' dwellings during the financial year. Date of birth, sex and relationship status is recorded.	States and territories provide two CSV files: - **organisation.csv**—Contains administrative data about each organisation, including postcode and organisation type. - **dwelling.csv**—Contains administrative data about each dwelling managed by each CHO for the reference financial year.

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).

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*:
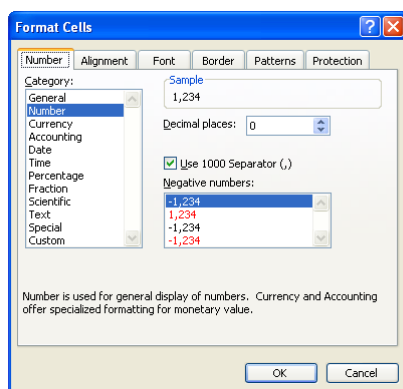
  - Ensure currency data items are reported to 2 decimal places.
  - Ensure all date variables take on the 'dd/mm/yyyy' format. This can be done by creating and applying a custom format.
- **Advise the AIHW if you are unable to supply a variable.**

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.
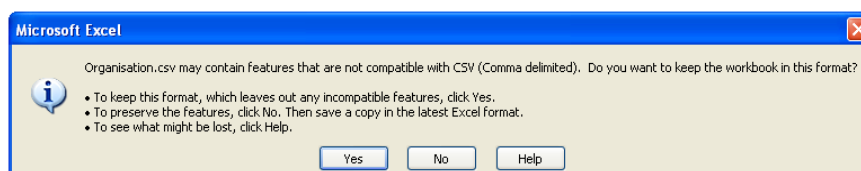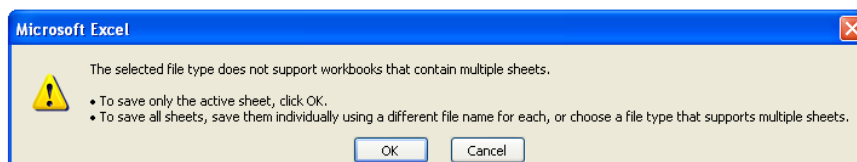
Repeat this process for the remaining worksheets.

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:

File Validation Details:

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.

It is the jurisdiction's responsibility to investigate and amend data.

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

A user can:

- view the 'Validation Summary' (a listing of the edit rules that failed and the number of records effected) in Validata™,
- *'Download summary 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.

Reports

A user can review two data reports:

- The *'CrossFileReport'* is an Excel file containing full details of the records that failed each cross-file edit rule.
- The *'Descriptors'* report allows states and territories to preview the descriptors and performance indicators and shows a 3 year comparison.

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™.

Final data quality information should also be uploaded at this 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, upload a new file and send for review.

Previously uploaded files do not need to be deleted in the Validata™ before uploading a new file. Sending a file for review will automatically cancel the review of the previous file.

Refer to the Validata™ guide for information on how to upload the error explanations and descriptor comments to the Validata™.

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 submit

Once the 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. 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

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 supplier 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 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**.

> **Data item**—variable name as identified by the AIHW.
>
> **Source**—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.
>
> **Description**—Additional detail about the data item.
>
> **Values/Format**—The only acceptable format for each data item.
>
> | | |
> |---|---|
> | *Alphanumeric nn* | specifies that any combination of numbers and characters to a chosen length (nn) is acceptable. |
> | *Numeric nn* | specifies that only 'nn' number/s are acceptable. |
> | *$$$$$.cc* | any number formatted to 2 decimal places. |
> | *dd/mm/yyyy* | any date formatted as shown. e.g. 21/08/2006 |
> | *Other* | Where shown, only certain values or characters are acceptable. e.g. if a provider type (org_type) of 'cooperative' is to be recorded, only 'C' is acceptable. |

Unless otherwise specified, 30 June refers to 30 June 2021.

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[1]	Alphanumeric 150	594217
org_suburb	admin	Suburb[1]	Alphanumeric 46	429889
org_pcode	admin	Postcode[1]	Numeric 4 **U** = unknown	429894
org_type	admin	Provider type	**A** = association **C** = cooperative	414990

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[1] Use the location address of the organisation. Postal addresses cannot be mapped to a remoteness area.

Data item	Source	Description	Values/format	METeOR ID
			O = other **U** = unknown	
S40	Q 2	Assistance/support other than housing assistance indicator	**1** = yes **0** = no	463084
S33	Q 2	Daily living support	**1** = yes **0** = no	713924
S34	Q 2	Personal support	**1** = yes **0** = no	713939
S35	Q 2	Community living support	**1** = yes **0** = no	713953
S36	Q 2	Support for children, families and carers	**1** = yes **0** = no	713962
S37	Q 2	Training, vocational rehabilitation and employment	**1** = yes **0** = no	713972
S38	Q 2	Financial and material assistance	**1** = yes **0** = no	713982
S39	Q 2	Information, advice and referral	**1** = yes **0** = no	713999
other_support	Q 2	Other (please specify)	Alphanumeric 150 **0** = no	462320
S11	Q 5.1c	Number of applicants on a community organisation's managed waiting list, excluding applicants for transfer	Numeric **U** = unknown	714042
S10	Q 5.2	Number of new applicants on a community organisation managed waiting list that were in greatest need	Numeric **U** = unknown	714108
common_ waitlist	Q 5.3	Part of a consolidated jurisdiction waitlist	**1** = yes **0** = no	463305
DC1	Q 4.1	Provider direct cost for year ending **30 June 2021** ($)	$$$$$.cc **U** = unknown	464818
RA1	Q 4.2	Total rent collected for year ending **30 June 2021** ($)	$$$$$.cc **U** = unknown	608442
RA2	Q 4.3	Total rent charged for year ending **30 June 2021** ($)	$$$$$.cc **U** = unknown	608435
DC4	Q 3	Total number of tenancy (rental) units for year ending **30 June 2021**	Numeric **U** = unknown	480163
S27	Q 6.1	Total number of head-leased dwellings	Numeric **U** = unknown	608002
S28a	Q 6.2	Total number of boarding house buildings	Numeric **U** = unknown	480168
S28b	Q 6.3	Total number of boarding house units	Numeric **U** = unknown	480172
S28c	Q 6.4	Total number of boarding house rooms	Numeric **U** = unknown	480170
S11a	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
S11b	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
state	admin	State/territory	**NSW** **VIC** **QLD** **WA** **SA** **TAS** **ACT** **NT**	611726
org_id	admin	Organisation identifier	Alphanumeric 50	414987
dwell_id	admin	Dwelling identifier	Alphanumeric 50	662949
dwell_add[2]	admin	Dwelling address (building number and street name)	Alphanumeric 150	594217
dwell_suburb[2]	admin	Dwelling suburb	Alphanumeric 46	429889
postcode[2]	admin	Postcode	Numeric 4 **U** = unknown	429894
beds	admin	Number of bedrooms	>= 1 **U** = unknown	608497
program_type	admin	Type of community housing program	**1** = long term community housing **2** = short to medium term housing **3** = boarding/rooming house **4** = joint venture **5 =** National Rental Affordability Scheme (NRAS) **9** = other **U** = unknown	662985
dwelling_type	admin	Type of dwelling	**1** = separate house **2** = semi-detached, row or terrace house, townhouse, etc. **3** = flat, unit or apartment **8** = boarding/rooming house unit **9** = other **U** = unknown	663006
boarding_unit_ room	Q 7 (h)	Boarding unit or room? (For boarding/rooming houses only)	Only for dwellings with dwelling type of '8' (Boarding/rooming house) **1** = boarding house room **2 =** boarding house unit **U** = unknown **Blank** for dwellings where dwelling_type is not '8'	594610
OR2	Q 6(i)	Number of tenancies normally assigned to this dwelling when at full capacity	Numeric **U** = unknown	663068
ten	Q 6(j)	Number of tenancies in dwelling as at 30 June	Numeric **U** = unknown	663062

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[2] Use the location address of the dwelling. Postal addresses cannot be mapped to a remoteness area.

Data item	Source	Description	Values/format	METeOR ID
tenvacs	Q 6(k)	Number of tenantable vacancies in dwelling at 30 June	Numeric **U** = unknown	662926
S13	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
state	admin	State/territory	**NSW** **VIC** **QLD** **WA** **SA** **TAS** **ACT** **NT**	611726
org_id	admin	Organisation identifier	Alphanumeric 50	414987
dwell_id	Q 8 (a)	Dwelling identifier	Alphanumeric 50	662949
unit_id	Q 8 (b)	Tenancy unit identifier	Alphanumeric 50	663108
hhold_id	Q 8 (c)	Household identifier	Alphanumeric 50	607886
transfer	Q 8 (d)	Is this an internal transfer?	**Y** = yes **N** = no **U** = unknown	608149
bedrooms	Q 8 (e)	Number of bedrooms per tenancy	>= 1 **U** = unknown	608497
hh_comp	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
occupants	Q 8 (g)	Number of occupants	>= 1 **U** = unknown	663054
indigenous	Q 8 (h)	Is this an Indigenous household?	**Y** = yes **N** = no **U** = unknown	607888
disability	Q 8 (i)	Is this a disability household?	**Y** = yes **N** = no **U** = unknown	607876
nesb	Q 8 (j)	Is this a non-English speaking background (NESB) household?	**Y** = yes **N** = no **U** = unknown	608028
g_need	Q 8 (k)	At allocation, was the household in greatest need?	**Y** = yes **N** = no **U** = unknown	608411
homeless	Q 8 (l)	At allocation, was the household	**Y** = yes **N** = no	608014

Data item	Source	Description	Values/format	METeOR ID
		homeless?	**U** = unknown	
inc_source	Q 8 (m)	Main income source of household	**1** = wages **2** = Centrelink payments **3** = other **U** = unknown	608478
gross_inc	Q 8 (n)	Total gross household income **(ex CRA)** for week of 30 June 2022**)**	$$$$$$.cc **U** = unknown	607882
asses_inc	Q 8 (o)	Total assessable household income **(ex CRA)** for week of 30 June 2022	$$$$$$.cc **U** = unknown	595877
cra	Q 8 (p)	Total Commonwealth Rent Assistance for week of 30 June 2022	$$$$$$.cc **U** = unknown	610107
rent_chged	Q 8 (q)	Rent charged to tenant **(ex CRA)** for week of 30 June 2022	$$$$$$.cc **U** = unknown	607894
market_rent	Q 8 (r)	Does the household pay market rent?	**Y** = yes **N** = no **U** = unknown	608032
start_date	Q 8 (s)	Date tenancy started	dd/mm/yyyy **U** = unknown	608007
end_date	Q 8 (t)	Date tenancy ended	dd/mm/yyyy **U** = unknown **Blank** if tenancy is still current	608011

Table A4: Person file

Data item	Source	Description	Values/format	METeOR ID
state	admin	State/territory	**NSW** **VIC** **QLD** **WA** **SA** **TAS** **ACT** **NT**	611726
org_id	admin	Organisation identifier	Alphanumeric 50	414987
hhold_id	Q 9 (a)	Household identifier	Alphanumeric 50	607886
main_tenant	Q 9 (b)	Is this the principal tenant?	**Y** = yes **N** = no **U** = unknown	463018
dob	Q. 9 (c)	Date of birth	dd/mm/yyyy **U** = unknown	287007
sex	Q.9 (d)	Sex	**M** = male **F** = female **U** = unknown	287316
rel_status	Q. 9 (e)	Relationship status of household	**1** = single status OR couple relationship with non-household member **2** = couple relationship with another household member (de facto or married) **U** = unknown	608109

Appendix B – 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.

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

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

'O' refers to the 'organisation' data file

'D' refers to the 'dwelling' data file

'T' refers to the 'tenancy' data file

'P' refers to the 'person' data file

'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

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

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

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

'OD' refers to cross-file edits between the 'organisation' and 'dwelling' data files

'OT' refers to cross-file edits between the 'organisation' and 'tenancy' data files

'OP' refers to cross-file edits between the 'organisation' and 'person' data files

'DT' refers to cross-file edits between the 'dwelling' and 'tenancy' data files

'TP' refers to cross-file edits between the 'tenancy' and 'person' data files

Results of the edit checks are reported 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 message
OAI01	5	sur_resp	Invalid survey response [sur_resp]
OAI06	5	org_pcode	Invalid organisation postcode [org_pcode]. PO boxes and mail centre postcodes are not valid.
OAI07	5	org_type	Invalid organisation type [org_type]
OAI08	2	org_id	Invalid organisation identifier [org_id] (length is greater than 50 characters)
OAI09	5	org_name	Invalid organisation name [org_name] (length is greater than 150 characters)
OAI10	5	org_address	Invalid organisation address [org_address] (length is greater than 150 characters)
OAI11	5	org_suburb	Invalid organisation suburb [org_suburb] (length is greater than 46 characters)
OAI12	5	other_support	Invalid other support [other_support] (length is greater than 150 characters)
OAI13	1	state	Invalid state/territory [state] (not NSW, VIC, QLD, WA, SA, TAS, ACT or NT)
OAM01	5	sur_resp	Missing survey response [sur_resp]
OAM02	2	org_id	Missing organisation identifier [org_id]
OAM03	5	org_name	Missing organisation name [org_name]
OAM04	5	org_address	Missing organisation street address [org_address]
OAM05	5	org_suburb	Missing organisation suburb [org_suburb]
OAM06	5	org_pcode	Missing organisation postcode [org_pcode]
OAM07	5	org_type	Missing organisation type [org_type]
OAM08	1	state	Missing state/territory code [state]
OAR01	2	org_id	Duplicate organisation identifier [org_id]
OAR02	5	org_name	Duplicate organisation name [org_name]
OAR03	1	state	Incorrect state/territory [state]
OAU01	6	org_pcode	Unknown organisation postcode [org_pcode]
OAU02	6	org_type	Unknown organisation type [org_type]
OSI01	5	S40	Invalid able to offer support services [S40] (not missing, 0 or 1)
OSI02	5	common_waitlist	Invalid common waitlist [common_waitlist] (not missing, 0 or 1)

Error code	Priority level	Variable(s)	Error message
OSI03	5	S33 S34 S35 S36 S37 S38 S39	Invalid support services (not missing, 0 or 1)
OSI10	5	DC1	Invalid direct costs [DC1] (value is negative or zero)
OSI11	5	RA1	Invalid total rent collected [RA1] (value is negative or zero)
OSI12	5	RA2	Invalid total rent charged [RA2] (value is negative or zero)
OSI13	5	DC4	Invalid total number of tenancies [DC4] (value is negative or zero)
OSM01	5	S11b	Missing waitlist applicants [S11b]
OSM02	5	S10	Missing new greatest need waitlist applicants [S10]
OSM03	5	DC1	Missing provider direct costs [DC1]
OSM04	5	RA1	Missing total rent collected [RA1]
OSM05	5	RA2	Missing total rent charged [RA2]
OSM06	5	DC4	Missing total number of tenancies [DC4]
OSM07	5	S27	Missing number of head-leased dwellings [S27]
OSM08	5	S28a	Missing number of boarding house buildings [S28a]
OSM09	5	S28b	Missing number of boarding house units [S28b]
OSM10	5	S28c	Missing number of boarding house rooms [S28c]
OSM11	5	S40	Missing able to offer support services [S40]
OSM12	5	common_waitlist	Missing common waitlist [common_waitlist]
OSR01	5	S10 S11b	Number of new greatest need waitlist applicants [S10] is greater than number of waitlist applicants [S11b]
OSR02	5	S28a S28b S28c	Boarding house building records [S28a] do not match boarding house unit [S28b] and boarding house room [S28c] records. Possible reasons for error: A value for boarding house buildings [S28a] has been recorded but no units [S28b] and/or rooms [S28c] are recorded; or values for boarding house units [S28b] and/or rooms [S28c] have been recorded but a value for boarding house building [S28a] is not recorded
OSR04	5	other_support S33 S34 S35 S36 S37 S38 S39 S40	Record for ability to offer support services [S40] did not match the record for each support service type. Possible reasons for error: able to offer support services [S40] is coded 'Yes' (1) but no support service types are coded 'Yes' (1); or one or more support service are 'Yes' (1) but able to offer support services [S40] is 'No' (0)
OSR05	5	S11 S11a S11b	Total waitlist applicants [S11b] do not equal the sum of non-transfer applicants [S11] and transfer applicants [S11a]
OSU01	6	S11b	Unknown waitlist applicants [S11b]

Error code	Priority level	Variable(s)	Error message
OSU02	6	S10	Unknown new greatest need waitlist applicants [S10]
OSU03	6	DC1	Unknown provider direct costs [DC1]
OSU04	6	RA1	Unknown total rent collected [RA1]
OSU05	6	RA2	Unknown total rent charged [RA2]
OSU06	6	DC4	Unknown total number of tenancies [DC4]
OSU07	6	S27	Unknown number of head-leased dwellings [S27]
OSU08	6	S28a	Unknown number of boarding house buildings [S28a]
OSU09	6	S28b	Unknown number of boarding house units [S28b]
OSU10	6	S28c	Unknown number of boarding house rooms [S28c]
OSV01[3]	5	DC1	Provider direct costs [DC1] is high
OSV02[4]	5	DC1	Provider direct costs [DC1] is low
OSV03[5]	5	RA1	Total rent collected [RA1] is high
OSV04[6]	5	DC4 RA1	Total rent collected [RA1] is low
OSV05[7]	5	RA2	Total rent charged [RA2] is high
OSV06[8]	5	RA2	Total rent charged [RA2] is low
OSV07[9]	5	DC4	Total tenancy rental units [DC4] is high
OSV08[10]	5	DC4	Total tenancy rental units [DC4] is low

[3] 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'.

[4] 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'.

[5] 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'.

[6] 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'.

[7] 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'.

[8] 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'.

[9] 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'.

[10] 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 message
DAI01	1	state	Invalid format for state/territory [state] (not NSW, VIC, QLD, WA, SA, TAS, ACT or NT)
DAI04	5	postcode	Invalid postcode [postcode]. PO boxes and mail centre postcodes are not valid
DAI05	5	beds	Number of bedrooms [beds] is zero
DAI06	5	program_type	Invalid program type [program_type] (not 1, 2, 3, 4, 5, 9 or U)
DAI07	5	dwelling_type	Invalid dwelling type [dwelling_type] (not 1, 2, 3, 8, 9 or U)
DAI08	5	beds, OR2	Maximum tenancies [OR2] is greater than number of bedrooms [beds]
DAI09	5	org_id	Invalid organisation identifier [org_id] (length is greater than 50 characters)
DAI10	5	dwell_id	Invalid dwelling identifier [dwell_id] (length is greater than 50 characters)
DAI11	5	dwell_add	Invalid dwelling address [dwell_add] (length is greater than 150 characters)
DAI12	5	dwell_suburb	Invalid dwelling suburb [dwell_suburb] (length is greater than 46 characters)
DAI13	5	OR2	Invalid maximum tenancies [OR2] (OR2 cannot equal zero)
DAM01	1	state	Missing state/territory code [state]
DAM02	2	org_id	Missing organisation identifier [org_id]
DAM03	2	dwell_id	Missing dwelling identifier [dwell_id]
DAM04	5	postcode	Missing postcode [postcode]
DAM05	5	beds	Missing number of bedrooms [beds]
DAM06	5	program_type	Missing program type [program_type]
DAM07	5	dwelling_type	Missing dwelling type [dwelling_type]
DAR01	5	beds dwelling_type	Number of bedrooms [beds] is greater than 10 but type of dwelling [dwelling_type] was not recorded as a 'boarding/rooming house unit'. Number of bedrooms is high for a non-boarding/rooming house unit.
DAR02	5	dwell_id org_id state	Duplicate dwelling records
DAR03	1	state	Incorrect state/territory [state]
DAR04	2	beds	Invalid number of bedrooms [beds] (value is less than zero)
DAR05	5	ten tenvacs S13 OR2	Sum of current tenancies [ten], tenantable vacancies [tenvacs] and untenantable vacancies [S13] is greater than maximum tenancies [OR2]
DAR06	5	ten tenvacs S13 OR2	Sum of current tenancies [ten], tenantable vacancies [tenvacs] and untenantable vacancies [S13] is greater than zero and maximum tenancies [OR2] is missing
DAR07	2	OR2	Maximum tenancies [OR2] is less than zero
DAU01	6	postcode	Unknown postcode [postcode]
DAU02	6	beds	Unknown number of bedrooms [beds]

Error code	Priority level	Variable(s)	Error message
DAU03	6	program_type	Unknown program type [program_type]
DAU04	6	dwelling_type	Unknown dwelling type [dwelling_type]

Table B3: Tenancy data file edits

Error code	Priority level	Variable(s)	Error message
TSI01	1	state	Invalid format for state/territory [state] (not NSW, VIC, QLD, WA, SA, TAS, NT or ACT)
TSI05	5	transfer	Invalid transfer [transfer] (not Y or N)
TSI06	5	bedrooms	Number of bedrooms [bedrooms] is zero
TSI07	5	hh_comp	Invalid household composition [hh_comp] (not 1, 2, 3, 4, 5, 6, or 7)
TSI10	5	indigenous	Invalid Indigenous household flag [indigenous] (not Y or N)
TSI11	5	disability	Invalid disability household flag [disability] (not Y or N)
TSI12	5	nesb	Invalid NESB household flag [nesb] (not Y or N)
TSI13	5	g_need	Invalid greatest need flag [g_need] (not Y or N)
TSI14	5	homeless	Invalid homeless flag [homeless] (not Y or N)
TSI15	5	inc_source	Invalid main income source [inc_source] (not 1, 2, or 3)
TSI19	5	start_date	Start date [start_date] is after the end of the collection period
TSI20	5	end_date	End date [end_date] is outside of the collection period
TSI21	5	occupants	Number of occupants [occupants] is zero
TSI22	5	market_rent	Invalid market rent flag [market_rent] (not Y or N)
TSI23	5	start_date	Invalid start date [start_date] (not formatted as dd/mm/yyyy)
TSI24	5	end_date	Invalid end date [end_date] (not formatted as dd/mm/yyyy)
TSI25	2	org_id	Invalid organisation identifier [org_id] (length is greater than 50 characters)
TSI26	2	dwell_id	Invalid dwelling identifier [dwell_id] (length is greater than 50 characters)
TSI27	2	unit_id	Invalid unit identifier [unit_id] (length is greater than 50 characters)
TSI28	2	hhold_id	Invalid household identifier [hhold_id] (length is greater than 50 characters)
TSI29	2	bedrooms	Number of bedrooms [bedrooms] is less than zero
TSI30	2	occupants	Number of occupants [occupants] is less than zero
TSM01	1	state	Missing state code [state]
TSM02	2	org_id	Missing organisation identifier [org_id]
TSM03	2	dwell_id	Missing dwelling identifier [dwell_id]
TSM05	5	transfer	Missing transfer [transfer]
TSM06	5	bedrooms	Missing number of bedrooms [bedrooms]
TSM07	5	hh_comp	Missing household composition [hh_comp]
TSM10	5	indigenous	Missing Indigenous household flag [indigenous]
TSM11	5	disability	Missing disability household flag [disability]
TSM12	5	nesb	Missing NESB household flag [nesb]
TSM13	5	g_need	Missing greatest need flag [g_need]

Error code	Priority level	Variable(s)	Error message
TSM14	5	homeless	Missing homeless flag [homeless]
TSM15	5	inc_source	Missing main income source [inc_source]
TSM16	5	gross_inc	Missing gross income [gross_inc]
TSM17	5	asses_inc	Missing assessable income [assess_inc]
TSM18	5	rent_chged	Missing rent charged [rent_chged]
TSM19	5	start_date	Missing start date [start_date]
TSM20	2	hhold_id	Missing household identifier [hhold_id]
TSM21	5	occupants	Missing number of occupants [occupants]
TSM22	5	cra	Missing Commonwealth Rent Assistance [cra]
TSM23	5	market_rent	Missing market rent flag [market_rent]
TSR02	5	gross_inc rent_chged	Rent charged [rent_chged] is greater than gross income [gross_inc]
TSR03	5	asses_inc rent_chged	Rent charged [rent_chged] is greater than assessable income [asses_inc]
TSR04	5	hh_comp occupants	Household composition [hh_comp] does not match the number of occupants [occupants]
TSR09	5	gross_inc	Gross income [gross_inc] is missing for ongoing household (no end_date recorded)
TSR10	5	end_date start_date	Start date [start_date] is after the end date [end_date]
TSR11	5	g_need homeless	The tenant has been recorded as homeless at allocation [homeless] but doesn't have a matching record for greatest need at allocation [g_need]
TSR12	5	hhold_id start_date end_date	Duplicate household identifiers ID [hhold_id] that have overlapping tenancy periods [start_date] [end_date]
TSR13	5	asses_inc gross_inc	Gross income [gross_inc] is less than assessable income [asses_inc]
TSR14	5	hhold_id transfer	Duplicate household identifier [hhold_id] yet the transfer record [transfer] shows that these households were not transfers
TSR15	5	hhold_id end_date	Duplicate household identifiers [hhold_id] that are ongoing at the end of the collection period (no end_date recorded)
TSR16	5	start_date end_date	Start date [start_date] is the same as the end date [end_date]
TSU01	6	transfer	Unknown transfer [transfer]
TSU02	6	bedrooms	Unknown bedrooms [bedrooms]
TSU03	6	hh_comp	Unknown household composition [hh_comp]
TSU04	6	indigenous	Unknown Indigenous household flag [indigenous]
TSU05	6	disability	Unknown disability household flag [disability]
TSU06	6	nesb	Unknown NESB household flag [nesb]
TSU07	6	g_need	Unknown greatest need household flag [g_need]

Error code	Priority level	Variable(s)	Error message
TSU08	6	homeless	Unknown if the homeless household flag [homeless]
TSU09	6	inc_source	Unknown main source of household income [inc_source]
TSU10	6	gross_inc	Unknown gross income [gross_inc]
TSU11	6	asses_inc	Unknown assessable income [asses_inc]
TSU12	6	rent_chged	Unknown rent charged [rent_chged]
TSU13	6	start_date	Unknown start date [start_date]
TSU14	6	end_date	Unknown end date [end_date]
TSU15	6	occupants	Unknown number of occupants [occupants]
TSU16	6	cra	Unknown Commonwealth Rent Assistance [cra]
TSU17	6	market_rent	Unknown market rent flag [market_rent]
TSV01	5	start_date	Start date [start_date] is over 50 years ago
TSV02	5	bedrooms	Number of bedrooms [bedrooms] is equal to or greater than 5
TSV05[11]	5	gross_inc	Gross income [gross_inc] is low
TSV06[12]	5	gross_inc	Gross income [gross_inc] is high
TSV07[11]	5	asses_inc	Assessable income [asses_inc] is low
TSV08[12]	5	asses_inc	Assessable income [asses_inc] is high
TSV09[13]	5	rent_chged	Rent charged [rent_chged] is low
TSV10[14]	5	rent_chged	Rent charged [rent_chged] is high
TSV11[15]	5	cra	Commonwealth Rent Assistance [cra] is high
TSV12	5	gross_inc	Gross income [gross_inc] is zero
TSV13	5	asses_inc	Assessable income [asses_inc] is zero
TSV14	5	rent_chged	Rent charged [rent_chged] is zero
TSV15	5	gross_inc, rent_chged	Households paying 30% or more of gross income [gross_inc] on rent [rent_chged]
TSV16	5	gross_inc, rent_chged	Households paying 5% or less of gross income [gross_inc] on rent [rent_chged] at the end of the collection period
TSV17	1	state	Incorrect state/territory [state]
TSV18	2	gross_inc	Gross income [gross_inc] is less than zero
TSV19	2	asses_inc	Assessable income [asses_inc] is less than zero
TSV20	2	rent_chged	Rent charged [rent_chged] is less than zero

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[11] Threshold value for low income is '150'

[12] Threshold value for high income is '2000'

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

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

[15] Threshold value for high CRA is '93'.

Table B4: Person data file edits

Error code	Priority level	Variable(s)	Error message
PSI01	5	main_tenant	Invalid main tenant flag [main_tenant] (not Y or N)
PSI03	5	sex	Invalid sex [sex] (not M or F)
PSI04	5	rel_status	Invalid relationship status [rel_status] (not 1 or 2)
PSI08	1	state	Invalid state/territory [state] (not NSW, VIC, QLD, WA, SA, TAS, NT or ACT)
PSI09	5	dob	Invalid date of birth [dob] (not formatted as dd/mm/yyyy)
PSI10	2	org_id	Invalid organisation identifier [org_id] (length is greater than 50 characters)
PSI11	2	hhold_id	Invalid household identifier [hhold_id] (length is greater than 50 characters)
PSM01	1	state	Missing state/territory code [state]
PSM02	2	org_id	Missing organisation identifier [org_id]
PSM03	2	hhold_id	Missing household identifier [hhold_id]
PSM04	5	main_tenant	Missing main tenant flag [main_tenant]
PSM05	5	dob	Missing date of birth [dob]
PSM06	5	sex	Missing sex [sex]
PSM07	5	rel_status	Missing relationship status [rel_status]
PSR01	5	rel_status couplecount	Relationship status [rel_status] has been recorded as 'member of a couple' (2) but count of people in household in a relationship is not 2 [couplecount]
PSR02	5	hhold_id main_tenant	More than 1 tenant has 'Yes' (Y) recorded for main tenant in household [main_tenant]
PSR03	5	hhold_id main_tenant	No main tenant [main_tenant] recorded in household
PSR04	1	state	Incorrect state/territory [state]
PSU01	6	main_tenant	Unknown main tenant flag [main_tenant]
PSU02	6	dob	Unknown date of birth [dob]
PSU03	6	sex	Unknown sex [sex]
PSU04	6	rel_status	Unknown relationship status [rel_status]
PSV01	5	dob main_tenant	Main tenant [main_tenant] is too young (date of birth [dob] shows person is under 16 years of age)
PSV02	5	dob	Date of birth [dob] is after the end of the collection period
PSV03	5	dob	Date of birth [dob] indicates person is over 100 years of age
PSV04	5	dob rel_status	Relationship status [rel_status] has been recorded as 'member of a couple' (2) but age [dob] is less than 18 years old

Error code	Priority level	Variable(s)	Error message
DUP01	5	state org_id hhold_id main_tenant dob sex rel_status	Duplicate record. If CTP03 error has not been flagged, ignore this error.

Table B5: Provided Pls file edits

Error code	Priority level	Data items(s)	Error message
VM01	1	state	Missing state/territory code [state]
VI01	1	state	Invalid state/territory [state] (not NSW, VIC, QLD, WA, SA, TAS, NT or ACT)
VR01	1	state	Incorrect state/territory [state]

Table B6: Cross-file edits

Error code	Variable(s)	Error message
CDT02a	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 identifier [org_id] and dwelling identifier [dwell_id].
CDT02b	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 identifier [org_id] and dwelling identifier [dwell_id].
CDT03	Dwelling: ten Tenancy: end_date	The number of current tenancies [ten] (in the dwelling file) does not match the count of ongoing tenancy records, where end date has not been recorded [end_date] (in the tenancy file).
CDT04a	Dwelling: beds Tenancy: bedrooms	The number of bedrooms [bedrooms] in the tenancy file (for ongoing tenancies) is greater than the number of bedrooms [beds] in the dwelling file.
CDT04b	Dwelling: beds, OR2, ten Tenancy: bedrooms	The number of current tenancies [ten] in the dwelling does not match the number of bedrooms. The number of current tenancies [ten] in the dwelling equals 1 and the maximum tenancies [OR2] equals 1 and the number of bedrooms [beds] in the dwelling file does not equal the number of bedrooms [bedrooms] in the tenancy file (for ongoing tenancies).
COD01	Organisation: org_id, sur_resp Dwelling: org_id	The organisation (in the organisation file) has no corresponding dwelling record (in the dwelling file) and survey response [sur_resp] is not 'No'. Records between the files are matched on organisation identifier [org_id].
COD02	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 identifier [org_id].
COD03a	Organisation: org_id, sur_resp Dwelling: org_id	Survey response [sur_resp] is inconsistent with survey information in the dwelling file. Survey response [sur_resp] has been recorded as 'Yes' and no details have been recorded in the dwelling file.
COD03b	Organisation: org_id, sur_resp Dwelling: org_id	Survey response [sur_resp] is inconsistent with survey information in the dwelling file. Survey response [sur_resp] has been recorded as 'No' and details have been recorded in the dwelling file.

Error code	Variable(s)	Error message
COD05a	Organisation: S28b, sur_resp Dwelling: 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 units 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.
COD05b	Organisation: S28c, sur_resp Dwelling: 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 rooms 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.
COP01a	Organisation: sur_resp Person: 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.
COP01b	Organisation: sur_resp Personhhold_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.
COT01a	Organisation: sur_resp Tenancy: dwell_id	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.
COT01b	Organisation: sur_resp Tenancy: dwell_id	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.
CTP01a	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].
CTP01b	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].
CTP03	Tenancy: org_id, dwell_id, hhold_id, occupants Person: org_id, hhold_id	The number of occupants [occupants] listed in the tenancy file does not match the count of people in each household in the person file.
CTP04a	Tenancy: hh_comp, hhold_id Person: 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.
CTP04b	Tenancy: hh_comp, hhold_id Person: 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.
CTP04c	Tenancy: hh_comp, hhold_id Person: 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.
CTP04d	Tenancy: hh_comp, hhold_id Person: 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.
CTP04e	Tenancy: hh_comp, hhold_id Person: 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 [hh_comp] is 'Group (unrelated adults)' (7) but the count of adults is less than 2 or the count of children is not zero.

Error code	Variable(s)	Error message
CTP09a	Tenancy: hh_comp, hhold_id Person: 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.
CTP09b	Tenancy: hh_comp, hhold_id Person: hhold_id, rel_status, dob	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.
CTP09c	Tenancyhh_comp, hhold_id Person: 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.
CTP09d	Tenancy: hh_comp, hhold_id Person: 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.
CTP09e	Tenancy: hh_comp, hhold_id Person: 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.
DSR01	Organisation: sur_resp Dwelling: dwell_id, OR2, S13, ten, tenvacs	Maximum tenancies [OR2] does not equal the sum of: • current tenancies [ten]; plus • tenantable vacancies [tenvacs]; plus • untenantable vacancies [S13].
DSR05a	Organisation: sur_resp Dwelling: 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).
DSR05b	Organisation: sur_resp Dwelling: 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).
DSU01	Organisation: sur_resp Dwelling: dwell_id, OR2	Unknown maximum tenancies [OR2].
DSU02	Organisation: sur_resp Dwelling: dwell_id, ten	Unknown current tenancies [ten].
DSU03	Organisation: sur_resp Dwelling: dwell_id, tenvacs	Unknown tenantable vacancies [tenvacs].
DSU04	Organisation: sur_resp Dwelling: dwell_id, S13	Unknown untenantable vacancies [S13].
DSM01	Organisation: sur_resp Dwelling: OR2, dwell_id,	Missing maximum tenancies [OR2].
DSM02	Organisation: sur_resp Dwelling: ten, dwell_id	Missing current tenancies [ten].
DSM03	Organisation: sur_resp Dwelling: tenvacs	Missing tenantable vacancies [tenvacs].

Error code	Variable(s)	Error message
DSM04	Organisation: sur_resp Dwelling: S13, dwell_id	Missing untenantable vacancies [S13].
TSM04	Dwelling: dwell_id, OR2 Tenancy: hhold_id, unit_id	The tenancy identifier [unit_id] is missing in the tenancy file however there is more than one tenancy (rental) unit in the dwelling (where the value for maximum tenancies [OR2] in the dwelling file is greater than 1).

Appendix C – Data relationships

Table C1: Data relationships checklist

Descriptor	Data relationship description	Relationship
S1	Total new households should be less than or equal to the total number of households (S4)	S1 <= S4
S1	Total number of new households (S1) should 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 >= S1a + S1b + S1c + S1d + S1e + S1f
S2	New indigenous households (S2) should be less than or equal to the number of new households (S1)	S2 <= S1
S3	Homeless households (S3) at the time of allocation should be less than or equal to the number of new households (S1)	S3 <= S1
S4	Total number of households (S4) should 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 >= S4a + S4b + S4c + S4d + S4e + S4f
S5	Indigenous households (S5) should be less than or equal to the total number of households (S4)	S5 <= S4
S6	Disability households (S6) should be less than or equal to the total number of households (S4)	S6 <= S4
S7	NESB households (S7) should be less than or equal to the total number of households (S4)	S7 <= S4
S8	Households with a principal tenant aged 24 years or less (S8) should be less than or equal to the total number of households (S4)	S8 <= S4
S9	Households with a principal tenant aged 75 years or more (S9) should be less than or equal to the total number of households (S4)	S9 <= S4
S10	Applicants on the waiting list who have a greatest need (S10) should be less than or equal to the total number or applicants on the waiting list (S11b)	S10 <= S11b
S11b	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
S14	Total low income households paying 20% or less of gross income in rent (S14) should be less than or equal to the total number of households (S4)	S14 <= S4
S15	Total low income households paying more than 20% but not more than 25% of gross income in rent (S15) should be less than or equal to the total number of households (S4)	S15 <= S4
S16	Total low income households paying more than 25% but not more than 30% of gross income in rent (S16) should be less than or equal to the total number of households (S4)	S16 <= S4
S20	Households with underutilisation (S20) should be less than or equal to the total number of households (S4)	S20 <= S4
S20	Total number of households with underutilisation (S20) should equal the sum of households with underutilisation of 2, 3, 4 and 5 or more bedrooms (S20b+S20c+S20d+S20e)	S20 = S20b + S20c + S20d + S20e
S29	Community housing providers (S29) should equal the sum of housing associations, housing co-operatives and other service organisations (S30+S31+S32)	S29 = S30 + S31 + S32
S29	Community housing providers (S29) should equal the sum of community housing providers managing 200 or more dwellings, 100–199, 50-99, 20-	S29 = S41a + S41b +

Descriptor	Data relationship description	Relationship
	49 and less than 20 dwellings (S41a+ S41b+ S41c+ S41d+ S41e)	S41c + S41d + S41e
S40	Community housing providers that were able to offer support service(s) should be less than or equal to the total number of community housing providers (S29)	S40 <= S29
AL2	Total number of low-income households for which gross income and rent details are known (AL2) should equal to the sum of the different income categories (S14+S15+S16+AL1)	AL2 = S14 + S15 + S16 + AL1
HS1	Households with overcrowding (HS1) should be less than or equal to the total number of households (S4)	HS1 <= S4
HS2	Households for which household and tenancy (rental) unit details are known (HS2) should be less than or equal to the total number of households (S4)	HS2 <= S4
HS3	Indigenous households with overcrowding (HS3) should equal the sum of indigenous households that require an additional 1, 2, 3, 4 and 5 or more bedrooms (HS3a+ HS3b+ HS3c+ HS3d+ HS3e)	HS3 = HS3a + HS3b + HS3c + HS3d + HS3e
HS4	Households for which household and tenancy (rental) unit details are known (HS4) should be less than or equal to the total number of indigenous households (S5)	HS4 <= S5
SN1	New households with special needs (SN1) should be less than or equal to the total number of new households for whom special needs details are known (SN2)	SN1 <= SN2
SN2	New households for whom special needs details are known (SN2) should be less than or equal to the total number of new households (S1)	SN2 <= S1
PA1	New greatest need allocations (PA1) should be less than or equal to the total number of new allocations (PA2)	PA1 <= PA2
PA1	Total number of new and greatest needs allocation households (PA1) should equal the sum of new and greatest need households in major cities, inner regional, outer regional, remote, very remote and migratory areas (PA1a+PA1b+ PA1c+PA1d+PA1e +PA1f)	PA1 = PA1a + PA1b + PA1c + PA1d + PA1e + PA1f
PA1	New greatest need allocations (PA1) should be greater than or equal to the total number of new households that were homeless at the time of allocation (S3)	PA1 => S3
PA2	New allocations (PA2) should be equal to the total number of new households (S1)	PA2 = S1
OR1	Occupied tenancy (rental) units (OR1) should be equal to the total number of households (S4)	OR1 = S4
OR2	Tenancy (rental) units (OR2) should be greater than or equal to the sum of the tenantable and untenantable tenancy (rental) units (S12+S13)	OR2 >= S12 + S13
DC4	Tenancy (rental) units should be equal to OR2 as reported in previous financial year	DC4 = previous OR2

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.

Unless otherwise specified, 30 June refers to 30 June 2022.

Summary descriptors

S1	**Total number of new households assisted for year ending 30 June**	**RoGS ✓**
	Count the total number of households who:	
	• commenced receiving CH during the reference year; and	
	• were identified as a new household to the CH provider.	
Definitions:	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 reference year.	
	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 reference year the household is counted only once by that provider.	
	However, if a household commenced receiving assistance with more than one CH provider during the reference year, 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	

S1a–S1f	**Total number of new households by remoteness at 30 June**
Reporting categories:	- in *Major cities*
	- in *Inner regional* areas
	- in *Outer regional* areas
	- in *Remote* areas
	- in *Very remote* areas
	- in *Migratory* areas
Relation:	The sum of S1a–S1f should be equal to S1 (or less where location details are not known).

S2	Total number of new Indigenous households assisted for year ending 30 June	RoGS ✓
	Count the total number of households who: • commenced receiving CH during the reference year; • 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 reference year. 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 reference year the household is counted only once by that provider. However, if an Indigenous household commenced receiving assistance with more than one CH provider during the reference year, 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 that were homeless at the time of allocation	
	Count the total number of households who: • commenced receiving CH during the reference year; • 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 reference year; 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 reference 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 reference year, 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	

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

S4a–S4f	Total number of households by remoteness at 30 June
Reporting categories:	- in *Major cities* - in *Inner regional* areas - in *Outer regional* areas - in *Remote* areas - in *Very remote* areas - in *Migratory* areas
Relation:	The sum of S4a–S4f should be equal to S4 (or less where location details are not known).

S5	Total number of Indigenous households at 30 June	RoGS ✓
	Count the total number of households who: • were tenants in CH at 30 June; and • satisfy the Indigenous household definition.	
Definition:	Refer to glossary for: • Indigenous household.	
Exclude:	Indigenous households who were assisted during the reference year but were no longer tenants at 30 June.	
Note:	Multiple tenant households (e.g. more than one tenancy agreement) are considered different households and should be calculated separately.	
Counting units:	Households	

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

S7	**Total number of households from a non-English speaking background at 30 June**
	Count the total number of households who:
	• were tenants in CH at 30 June; 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 reference year but were no longer tenants at 30 June.
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**
	Count the total number of households who:
	• were tenants in CH at 30 June; 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 reference year but were no longer tenants at 30 June.
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 and as such households with a principal tenant who was aged 24 years during the reference year but was aged 25 years at 30 June will not be counted.
Counting units:	Households

S9	**Total number of households with a principal tenant aged 75 years or more at 30 June**
	Count the total number of households who:
	• were tenants in CH at 30 June; 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 reference year but were no longer tenants at 30 June.
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 and as such households with a principal tenant who was aged 75 years during the reference year but was aged 76 years at 30 June will not be counted.
Counting units:	Households

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

Count the total number of applicants on the CH waiting list at 30 June 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.

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:
- 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 <u>excluding</u> applicants for transfer	RoGS ✓

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

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:
- 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

S11a	**Total number of applicants for transfer on the waiting list at 30 June**	**RoGS ✓**
	Count the total number of applicants on the CH waiting list at 30 June who were waiting to transfer from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.	
Definitions:	Refer to glossary for:	
	• new allocation status; and	
	• waitlist applicant household.	
Exclude:	Potential applicants still awaiting eligibility assessment at 30 June	
Note:	The waiting list information used in this indicator requires that all applicants, at 30 June:	
	• 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	

S11b	**Total number of applicants on the waiting list at 30 June**	**RoGS ✓**
	Count the total number of applicants on the CH waiting list at 30 June.	
Definitions:	Refer to glossary for:	
	• new allocation status; and	
	• waitlist applicant household.	
Exclude:	Potential applicants still awaiting eligibility assessment at 30 June	
Note:	The waiting list information used in this indicator requires that all applicants, at 30 June:	
	• 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	
Relation:	The sum of S11 and S11a should equal S11b.	

S12	**Total number of tenantable tenancy (rental) units at 30 June**	**RoGS ✓**
	Count the total number of tenantable CH tenancy (rental) units at 30 June, including both occupied and vacant tenantable tenancy (rental) units.	
Definition:	Refer to glossary for:	
	• tenancy (rental) unit; and	
	• tenantable tenancy (rental) unit.	
Include:	Tenantable tenancy (rental) units for which there is no demand or suitable applicant such as single bedroom or disabled modification.	
Exclude:	Stock outside the scope of this collection (refer to **Appendix F** for more information).	
	Tenancy (rental) units where maintenance has not been completed at 30 June.	
Counting units:	Tenancy (rental) units	

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

Count the total number of untenantable CH tenancy (rental) units at 30 June.

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

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

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

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

S20	**Number of households with underutilisation at 30 June**	**RoGS ✓**
	These items count the total number of households that satisfy the moderate overcrowding and underutilisation definitions.	

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

S20a–S20e	**Number of households by additional bedrooms at 30 June**
Reporting categories:	- with underutilisation of 1 additional bedroom
	- with underutilisation of 2 additional bedrooms
	- with underutilisation of 3 additional bedrooms
	- with underutilisation of 4 additional bedrooms
	- with underutilisation of 5 or more additional bedrooms
Relation:	The sum of S20b–S20e should be equal to S20.

S21	**Total number of tenancy (rental) units in *Major cities* at 30 June**	**RoGS ✓**
S22	**Total number of tenancy (rental) units in *Inner regional* areas at 30 June**	**RoGS ✓**
S23	**Total number of tenancy (rental) units in *Outer regional* areas at 30 June**	**RoGS ✓**
S24	**Total number of tenancy (rental) units in *Remote* areas at 30 June**	**RoGS ✓**
S25	**Total number of tenancy (rental) units in *Very remote* areas at 30 June**	**RoGS ✓**
S26	**Total number of tenancy (rental) units in *Migratory* areas at 30 June**	**RoGS ✓**
	These data items count the total number of tenancy (rental) units in each of the six specified remoteness areas. Although the total number of tenancy (rental) units in each area may vary from month to month, the number reported is as at 30 June.	

Definitions:	Refer to glossary for:
	• Australian Statistical Geography Standard (ASGS) of remoteness areas; and
	• tenancy (rental) unit.
Include:	All tenancy (rental) units in each remoteness area that meet the specified definition on 30 June that were:
	• tenantable (occupied and vacant);
	• untenantable; and
	• head-leased stock used for CH rental.
Exclude:	Stock outside the scope of this collection (refer to **Appendix F** for more information).
	Tenancy (rental) units for which the postcode is not known.
Note:	ASGS remoteness structure is being used to identify in which remoteness area the tenancy (rental) unit is located. Postcodes have been converted into a remoteness area—contact the AIHW for more information.
Counting units:	Tenancy (rental) units

S27	**Total number of head-leased dwellings (private) at 30 June**
	This data item counts the number of tenantable and untenantable dwellings managed by CH providers that are owned by private individuals or private corporations at 30 June.
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 **Appendix F** 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**
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house buildings managed by CH providers at 30 June.
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 **Appendix F** 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**
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house units managed by CH providers at 30 June.
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 **Appendix F** 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

S28c	**Total number of boarding / rooming / lodging house rooms at 30 June**
	This data item counts the number of tenantable and untenantable boarding / rooming / lodging house rooms managed by CH providers at 30 June.
Definition:	Refer to glossary for: • boarding house room.
Include:	Occupied and vacant boarding / rooming / lodging house rooms.
Exclude:	Rooms within self-contained boarding / rooming / lodging house units. Stock outside the scope of this collection (refer to **Appendix F** for more information).
Note:	Not all states and territories have boarding / rooming / lodging house rooms. Where there is no boarding / rooming / lodging house rooms record '0'.
Counting units:	Boarding house rooms

S29	**Total number of community housing providers at 30 June**	**RoGS ✓**
	This data item counts the total number of CH providers at 30 June.	
Definition:	Refer to glossary for: • CH provider.	
Include:	CH providers may include: • housing cooperatives; • housing associations; and • other community service organisations.	
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)	

S30	**Total number of housing associations at 30 June**
S31	**Total number of housing cooperatives at 30 June**
S32	**Total number of other service organisations at 30 June**
	These data items count the total number of CH providers at 30 June by provider type.
Definitions:	Refer to glossary for: • CH provider; • housing association; • housing cooperative; and • other community service organisation.
Exclude:	CH providers outside the scope of this collection.
Note:	CH providers are defined by the organisation's tenancy management and tenure arrangements and not necessarily defined by who owns the property. Administrative data should be used.
Counting units:	Organisations (CH providers)

S33	**Total number of community housing providers at 30 June that were able to offer daily living support to households**
S34	**Total number of community housing providers at 30 June that were able to offer personal support to households**
S35	**Total number of community housing providers at 30 June that were able to offer community living support to households**
S36	**Total number of community housing providers at 30 June that were able to offer support for children, families and carers**
S37	**Total number of community housing providers at 30 June that were able to offer training and employment support to households**
S38	**Total number of community housing providers at 30 June that were able to offer financial and material assistance to households**
S39	**Total number of community housing providers at 30 June that were able to offer information, advice and referral to households**

These data items count the total number of CH providers at 30 June 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)

S40	**Total number of community housing providers that were able to offer support service(s) at 30 June**

This data item counts the total number of CH providers at 30 June 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)

OR2o	Total number of tenancy (rental) units where occupancy details are known at 30 June	RoGS ✓
	This data item counts the total number of tenancy (rental) units as at 30 June, including tenancy (rental) units that are tenantable (occupied and vacant), untenantable 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.	
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:**

S41a–S41e	Total number of community housing organisations by organisation size at 30 June
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)

S42	Total number of dwellings at 30 June
Definition:	Refer to glossary for: • dwelling.
Counting units:	Dwellings

S43a–S43f	Total number of dwellings by community housing program at 30 June
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
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
Definitions:	Total number of bedrooms / Total number of dwellings
Counting units:	Bedrooms

S45a–S45e	Total number of dwellings by dwelling type at 30 June
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 2022 (includes households where assistance ended on 30 June 2022);
- *current financial year*, that is, 2021–22, the period 1 July 2021 to 30 June 2022
- *previous financial year*, that is, 2020–21, the period 1 July 2019 to 30 June 2021.

Table E1 details the time period reference for each indicator.

Table E1: Time period reference

Point in time for current year (30 June 2022)[1]	Current financial year (period 1 July 2021 to 30 June 2022)	Previous financial year (period 1 July 2020 to 30 June 2021)
P1—Amenity/location	P5—Special needs	P8—Net recurrent costs
P2—Affordability	P6—Priority access to those in greatest need	P11—Rent collection rate
P2a—Affordability of low-income households		
P2b—Affordability of low-income Indigenous households		
P3—Match of tenancy (rental) unit to household size		
P3a—Match of tenancy (rental) unit to Indigenous household size		
P4—Low income		
P7—Customer satisfaction		
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		

1 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 *Amenity / location*	*P1 is obtained via the National Social Housing Survey.*	66
P2 **Affordability** Proportion of household income left after rent	(AF2 - AF1) / AF2 x 100	66
P2a **Affordability for low-income households** Proportion of low-income households paying more than 30% of their gross income rent	AL1 / AL2 x 100	67
P2b **Affordability for low-income Indigenous households** Proportion of low-income Indigenous households paying more than 30% of their gross income rent	AL3 / AL4 x 100	69
P3 **Match of tenancy (rental) unit to household size** Proportion of households where tenancy unit size is not appropriate due to overcrowding	HS1 / HS2 x 100	69
P3a **Match of tenancy unit to Indigenous household size** Proportion of Indigenous households living in overcrowded conditions	HS3 / HS4 x 100	70
P4 **Low income** Number of low-income households as a proportion of all households	LI1 / LI2 x 100	71
P5 **Special needs** Proportion of new tenancies that are allocated to households with special needs	SN1 / SN2 x 100	72
P6 **Priority access to those in greatest need** Proportion of new allocations to those in greatest need	PA1 / PA2 x 100	74
P7 *Customer satisfaction*	*P7 is obtained via the National Social Housing Survey.*	76
P8 **Net recurrent cost per unit** 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 **Occupancy rate** Occupancy rate of rental housing stock	OR1 / OR2o x 100	78
P11 **Rent collection rate** Rent collected as a percentage of total rent charged (previous financial year)	RA1 / RA2 x 100	79
P13 **Underutilisation** Proportion of households where tenancy (rental) unit size is not appropriate due to underutilisation	S20 / HS2 x 100	80
P14 **Low-income households paying 20% or less of gross income in rent**	S14 / AL2 x 100	80
P15 **Low-income households paying more than 20% but not more than 25% of gross income in rent**	S15 / AL2 x 100	82
P16 **Low-income households paying more than 25% but not more than 30% of gross income in rent**	S16 / AL2 x 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: • the importance to tenants of the tenancy (rental) unit amenity; and • the suitability of the tenancy (rental) unit amenity for the tenants needs Location data items will measure: • the importance to tenants of being located close to facilities and services; and • ease of access to facilities and services such as health, community services, employment or training, public transport

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
The level of housing affordability within the public sector.	The proportion of household income left after rent	**For week of 30 June:** 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	RoGS ✓
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June. The rents charged to tenants may or may not have been received.	
Definition:	Refer to glossary for: • income—gross; and • rent charged to tenant.	
Exclude:	Rent charged on dwellings outside the scope of this collection (refer to 'scope and coverage of the data manual').	
Counting units:	Dollars	

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

P2a—Affordability for low income households

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low-income households within the social housing sector.	The proportion of low-income households paying more than 30% of their gross income in rent.	**At 30 June:** 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

AL1	Total number of low income households paying more than 30% of their gross income in rent at 30 June
	Count the amount in dollars per week of all rents charged to tenants for the week of 30 June. The rents charged to tenants may or may not have been received.
Definition:	Refer to glossary for: • low income household; • income—gross; and • rent charged to tenant.
Calculation:	**1. Derive household equivalised gross income** ➢ Equivalised income is derived by calculating an equivalence factor and then dividing income by the factor. The equivalence factor derived using the 'modified OECD' equivalence scale is built up by allocating points to each person in a household. Taking the first adult in the household as having a weight of 1 point, each additional person who is 15 years or older is allocated 0.5 points, and each child under the age of 15 is allocated 0.3 points. ➢ Equivalised household income is derived by dividing the total household income by a factor equal to the sum of the equivalence points allocated to household members. The equivalised income of a lone person household is the same as its unequivalised income.

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 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.

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

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 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.

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.	**At 30 June:**	
		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

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

AL4	**Total number of low-income Indigenous households for which gross income and rent details are known at 30 June**
	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	**At 30 June:**	
		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. 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**
	Count the total number of households who:
	• were tenants in CH at 30 June; and
	• satisfy the overcrowding definition based on the Canadian National Occupancy Standard.
Definition:	Refer to glossary for:
	• number of bedrooms;
	• overcrowding; and
	• Canadian National Occupancy Standard.
Include:	Households where valid assumptions can be made if information is missing, namely:
	• single or couple households are always allocated 1 bedroom
	• a group of unrelated adults are always allocated 1 bedroom each
	• where all household details are known except for 1 person and maximum bedroom occupancy for the known household members is reached, the remaining person can be allocated their own bedroom
Exclude:	Households for which household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and/or tenancy (rental) unit size (i.e. the number of bedrooms) is not known.
Note:	A bedsit is defined as a one-bedroom tenancy (rental) unit for the purpose of this collection.
	Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
Relation:	HS1 should be less than or equal to S4.
Counting units:	Households

HS2	**Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June**
	Count the total number of households who:
	• were tenants in CH at 30 June; and had known household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and size of tenancy (rental) unit details.
Definition:	Refer to glossary for:
	• number of bedrooms.
Include:	Households where valid assumptions can be made if information is missing, namely:
	• single or couple households are always allocated 1 bedroom
	• a group of unrelated adults are always allocated 1 bedroom each
	• where all household details are known except for 1 person and maximum bedroom occupancy for the known household members is reached, the remaining person can be allocated their own bedroom
Exclude:	Households for which household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and/or tenancy (rental) unit size (i.e. the number of bedrooms) is not known.
Note:	Multiple tenancies within a tenancy (rental) unit (i.e. more than one tenancy agreement) are considered different households and should be calculated separately.
Counting units:	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	**At 30 June:** HS3 Total number of Indigenous households with overcrowding HS4 Total number of Indigenous households occupying CH for which household and tenancy (rental) unit details are known	

Calculation

The indicator is calculated as:

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

Descriptors

HS3	Total number of Indigenous households with overcrowding at 30 June	RoGS ✓
	As per HS1 but for Indigenous households	
HS3a–HS3e	**Total number of Indigenous households with overcrowding at 30 June**	
Reporting categories:	- that require 1 additional bedroom - that require 2 additional bedrooms - that require 3 additional bedrooms - that require 4 additional bedrooms - that require 5 or more additional bedrooms	
HS4	**Total number of Indigenous households occupying community housing for which household and tenancy (rental) unit details are known at 30 June**	**RoGS ✓**
	As per HS2 but for Indigenous households	

P4—Low income

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

Calculation

This indicator is calculated as:

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

See **Appendix G** for information on how to define a low-income household.

Descriptors

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

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

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

Calculation: See P2a—Affordability for low-income households

Exclude: Households who were tenants in CH at 30 June 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.

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

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

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

Definition: Refer to glossary for:
- low-income household; and
- income—gross.

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

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

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

P5—Special needs

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The special needs status of all households receiving assistance	The proportion of new tenancies that are allocated to households with special needs	**For year ending 30 June:**	
		SN1 Total number of new households with special needs	
		SN2 Total number of new households for whom details of whether 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
	Count the total number of households who:
	• commenced receiving CH during the reference year; and
	• were identified as a new household to the CH provider; and
	• satisfy the special needs definition.
Definition:	Refer to glossary for:
	• date assistance commenced;
	• new allocation status; and
	• special needs 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 reference year; and satisfy the special needs 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 reference 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 reference year, 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

SN2	Total number of new households for whom details of whether they have special needs are known for year ending 30 June
	Count the total number of households who:
	• commenced receiving CH during the reference year; and
	• were waitlist type 'new applicant/household' or had no waitlist type but were identified as a new household; and
	• whose household special needs status is known.
Definition:	Refer to glossary for:
	• date assistance commenced;
	• new allocation status; and
	• special needs 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 reference year; 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.
Exclude:	Households who transferred from one tenancy (rental) unit to another tenancy (rental) unit managed by the same CH provider.

If a household commenced receiving assistance with the same CH provider more than once during the reference 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 reference year, 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.	**For year ending 30 June:** 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

Count the total number of households who:
- commenced receiving CH during the reference year ; and
- were identified as a new household to the CH provider; and
- satisfy the greatest need definition.

Definitions: Refer to glossary for:
- date assistance commenced;
- greatest need status; 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 during the reference year; and satisfy the greatest need 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 reference year the household is counted only once by that provider.
	However, if a household commenced receiving assistance with more than one CH provider during the reference year ending 30 June, 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
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
	As per PA1 but for Indigenous households

PA2	Total number of new households assisted for year ending 30 June
	Count the total number of households who:
	• commenced receiving CH during the reference year; 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 reference year.
	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 reference year the household is counted only once by that provider.
	However, if a household commenced receiving assistance with more than one CH provider during the reference year, 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: • Very satisfied • Satisfied • Total satisfied or very satisfied

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.	**For year ending 30 June 2021:** DC1 Provider direct costs	
	P8b Administrator cost of providing assistance (excluding capital) per tenancy (rental) unit.	DC2 Administrator direct costs DC3 Total direct costs	
	P8c The average cost of providing assistance (excluding capital) per tenancy (rental) unit	**At 30 June 2021:** DC4 Total number of tenancy (rental) units	

Note: P8—Net recurrent cost per unit is calculated for the previous financial year ending 30 June 2021 and will be reported in the 2021–22 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 2021
	Count the CH providers' net recurrent costs for providing assistance for the year ending 30 June 2021. 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).

Definition:	Refer to glossary for:
	• administration costs;
	• CH provider; and
	• operational costs.
Include:	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.
Exclude:	Costs used for the purpose of capital (stock provision), the purchase of tenancy (rental) units, and construction costs.
	All costs related to the creation or acquisition of fixed assets, depreciation and amortisation.
Note:	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.
Counting units:	Dollars

DC2	**Administrator net recurrent costs for year ending 30 June 2021**
	Count the CH administrators' net recurrent costs for providing assistance for the year ending 30 June 2021.
	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).
Definition:	Refer to glossary for:
	• administration costs;
	• administrator; and
	• operational costs.
Include:	All expenditure related to administration of CH programs (refer **Appendix F** for more information).
Exclude:	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.
Note:	Grants to CH training authority or peak body (excluding fee for service charges paid by providers) are to be footnoted to DC2.
Counting units:	Dollars

DC3	**Total net recurrent costs for year ending 30 June 2021 (derived)**
	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.
Relation:	DC3 = DC1 + DC2.
Counting units:	Dollars

DC4	**Total number of tenancy (rental) units at 30 June 2021**
	Count the total number of tenancy (rental) units as at 30 June 2021, including tenancy (rental) units that are tenantable (occupied and vacant), untenantable 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 2021.

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 these 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 2020–21. 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.	**At 30 June:**	
		OR1 Total number of occupied tenancy (rental) units	
		OR2o Total number of tenancy (rental) units where occupancy status is known	

Calculation

The indicator is calculated as:

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

Descriptors

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

OR2o	**Total number of tenancy (rental) units where occupancy details are known at 30 June**
	Count the total number of tenancy (rental) units as at 30 June, including tenancy (rental) units that are tenantable (occupied and vacant), untenantable 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.
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 (previous financial year)

Outcome to be measured	Performance indicator	Data items
The management of rent collection	Total rent collected as a percentage of total rent charged	**For year ending 30 June 2021:**
		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 2021 will be reported in the 2021–22 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

RA1	**Total rent collected from tenants for year ending 30 June 2021**
	Count the total rent collected from tenants for the year ending 30 June 2021.
Definition:	Refer to glossary for:
	• total rent collected.
Include:	Rent collected in the year ending 30 June 2021 for the current and previous years.
	Prepaid rent collected in the year ending 30 June 2021 for the current and subsequent years.
Exclude:	Arrears still outstanding at the end of the period.
Counting units:	Dollars

RA2	**Total rent charged to tenants for year ending 30 June 2021**	**RoGS ✓**
	Count the total rent charged to tenants for the year ending 30 June 2021.	
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	**At 30 June:**	
		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

S20	**Total number of households with underutilisation at 30 June**
	Count the total number of households who:
	• were tenants in CH at 30 June; and
	• satisfy the underutilisation definition based on the Canadian National Occupancy Standard (2 or more bedrooms excess to needs).
Definition	Refer to glossary for:
	• number of bedrooms;
	• CNOS (Canadian National Occupancy Standard); and
	• underutilisation.
Exclude:	Households missing household composition information at 30 June.
Counting units:	Households
S20a	**Number of households with underutilisation of one additional bedroom at 30 June**
	As per S20 but only for households with 1 bedroom excess to needs.

HS2	**Total number of households occupying community housing for which household and tenancy (rental) unit details are known at 30 June**
	Count the total number of households who:
	• were tenants in CH at 30 June; and had known household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and size of tenancy (rental) unit details.
Definition:	Refer to glossary for:
	• number of bedrooms.
Include:	Households where valid assumptions can be made if information is missing, namely:
	• single or couple households are always allocated 1 bedroom
	• a group of unrelated adults are always allocated 1 bedroom each
	• where all household details are known except for 1 person and maximum bedroom occupancy for the known household members is reached, the remaining person can be allocated their own bedroom
Exclude:	Households for which household details (number of adult couples, adult singles, and the age and sex of each child less than 18 years old) and/or tenancy (rental) unit size (i.e. the number of bedrooms) is not known.

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

Counting units: 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	**At 30 June:**	
		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

S14	Total number of low-income households paying 20% or less of gross income in rent at 30 June
	As per AL1 but for low-income households paying 20% or less of gross income in rent at 30 June.

AL2	Total number of low-income households for which gross income and rent details are known at 30 June
	Count the total number of low-income households where gross income and rent details are known at 30 June.
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 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.
	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.	**At 30 June:** 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

S15	Total number of low-income households paying more than 20% but not more than 25% of gross income in rent at 30 June
	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.

AL2	Total number of low-income households for which gross income and rent details are known at 30 June 2021

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

Outcome to be measured	Performance indicator	Data items	RoGS ✓
The level of housing affordability of low-income households within the social housing sector.	The proportion of low-income households paying more than 25% but not more than 30% of gross income in rent	**At 30 June:** 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

S16	**Total number of low-income households paying more than 25% but not more than 30% of gross income in rent at 30 June**
	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.

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

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 9 March 2022.

New South Wales	
Includes:	All dwellings under management of a CHO where: • the tenancy management is commissioned by the NSW Department of Communities and Justice (DCJ) 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 DCJ 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 DCJ. Dwellings owned by the CHO independent of any NSW DCJ assistance. Capital dwellings owned by organisations other than NSW DCJ 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

Community Housing Program

Indigenous Urban Community Housing

Joint Venture Program

Lease For Life

Lodging House Program

Public Housing Leasing Program

Social Housing Investment Package – Community Housing

State Community Housing Investment Program

Transitional Housing Program

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 that were not previously registered

Local Government and Community Housing Program

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

South Australia

Includes: All South Australia Community Housing Authority (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 under the *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.

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

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.

CH funded under the National Rental Affordability Scheme (NRAS) or other affordable housing arrangements.

Organisations registered under the National Community Housing Regulatory Scheme except those where an exclusion applies to the organisation or program.

Common Ground housing that provides long-term housing at affordable (proportion of market) rent settings and long-term housing for people exiting homelessness.

Excludes: Refugee Transitional Housing Program

Transitional Housing Program

Indigenous Boarding House Program

NRAS dwellings that are not owned or managed by community housing providers.

Northern Territory

Includes: Dwellings owned or leased by Territory Families, Housing and Communities and managed by community organisations to house and support tenants, and any dwellings set aside for this purpose.

This includes dwellings allocated to the Community Housing Program and transitional accommodation programs.

Excludes: Affordable Housing Program and National Rental Affordability Scheme (NRAS) dwellings.

Dwellings used for crisis or emergency housing.

Dwellings where title has been transferred to a community organisation.

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 2020 cut-offs (based on survey data from the 2019–20 SIH) will be used for 2021–22 reporting as outlined in Table G1.

Table G1: Equivalised gross income cut-off measure for low-income households ($), 2019–20

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Capital city	1,073.60	991.50	932.10	932.00	903.90	929.90	1,341.60	1,108.90
Balance of state	846.20	880.40	832.60	898.60	709.40	716.70	. .	688.70

Source: ABS Survey of Income and Housing, 2019–20.

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) of remoteness areas	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 5 remoteness areas (RAs) in the standard:

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

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 community-based organisation that provides rental housing to low-to-moderate income and/or special needs households. The CHO may lease properties from government or have received capital or recurrent subsidy from government.
date assistance commenced	The date on which the provision of housing to a household by an agency commenced, as distinct from the date the household applies and is entered on the waiting list or assessed for eligibility.

date tenancy (rental) unit occupied	The date on which a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
date tenancy (rental) unit vacated	The date on which a tenancy (rental) unit is vacated by a household.
date eligible for assistance	The date on which a household is assessed as eligible for assistance. In most cases the date eligible for assistance is the same date as the date the applicant is effective on the waitlist, not the date actually entered onto the system.
disability	Disability is the umbrella term for any or all of: an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability may include a physical/diverse, sensory/speech, intellectual/learning, or psychiatric impairment. Disability status should only be reported if the disability was self-identified.
dwelling	A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.
dwelling type	Describes the physical structure of the individual dwelling that a tenant occupies.

dwelling type (continued):

1 Separate house

2 Semi-detached, row or terrace house, townhouse, etc.

3 Flat, unit or apartment

8 Boarding/rooming house unit

9 Other, including:

- Caravan, tent, cabin in caravan park, houseboat in marina, etc.
- Caravan not in caravan park, houseboat not in marina, etc.
- Improvised home, tent, campers out
- House or flat attached to a shop, office, etc.

U Unknown

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

greatest need status	Households that at the time of allocation were subject to one or more of the following circumstances:
	• they were homeless[1]; or
	• their life or safety was at risk in their accommodation; or
	• their health condition was aggravated by their housing; or
	• their housing was inappropriate to their needs; or
	• they had very high rental housing costs.
	[1] 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:
	• lived in accommodation provided by a specialist homelessness services agency or some other form of emergency accommodation;
	• were totally without permanent shelter;
	• lived in shelter that was unlawful such as those who were forced to squat in derelict buildings; or
	• stayed temporarily with friends or relatives in the short term.
head-leased dwelling (private)	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.
homeless	A household with no housing or a household residing in temporary or emergency accommodation at the time of housing allocation. It includes households who:
	• lived in accommodation provided by a specialist homelessness service or some other form of emergency accommodation;
	• were totally without permanent shelter;
	• lived in shelter that was unlawful such as those who were forced to squat in derelict buildings; or
	• stayed temporarily with friends or relatives.
household	• A group of two or more related or unrelated people who usually reside in the same tenancy (rental) unit, and who make common provision for food or other essentials for living; or
	• A single person living in a tenancy (rental) unit who makes provision for his or her own food and other essentials for living, without combining with any other person.
	The number of tenancy agreements is a practical proxy for calculating the number of households receiving housing.
household composition	The composition of the household based on the relationship between household members. Households can contain dependent and non-dependent children as well as non-family members. The differentiation of households is based on the presence or absence of couple relationships, parent-dependant relationships and the number of children.
housing association	A not-for-profit organisation that is managed by a committee and is often linked to other community support services. In associations, day-to-day management of the organisation is delegated to staff and/or volunteers. In some states and territories housing associations are legally incorporated and registered under state or territory CH acts.

housing cooperative	A not-for-profit organisation that is managed by the tenants (self-managed). In cooperatives, responsibility for day-to-day management is usually shared amongst tenant members. In some states and territories housing cooperatives are legally incorporated and registered under state or territory housing acts.
income—assessable	The value of income from all sources as specified and used by the agency to establish eligibility of a household for receipt of housing. Each state and territory uses its own definition of 'assessable income'. **Note: assessable income does not include Commonwealth Rent Assistance (CRA).** The main components of assessable income are:

- wages and salary;
- income derived from self-employment;
- government pensions, benefits and allowances; and
- other income comprising investments (including interest, dividends, royalties and rent) and other regular income (including superannuation, private scholarships received in cash, workers' compensation, accident compensation, maintenance or alimony, and any other allowances regularly received).

income—gross	The value of income from all sources before any deductions such as income tax and superannuation for all household members. Gross income is regarded as all receipts that are received regularly and are of a recurring nature. **Note: For the purposes of the CH collection, gross income does not include Commonwealth Rent Assistance (CRA)**. The main components of gross income are:

- wages and salary;
- income derived from self-employment;
- government pensions, benefits and allowances; and
- other income comprising investments (including interest, dividends, royalties and rent) and other regular income (including superannuation, private scholarships received in cash, workers' compensation, accident compensation, maintenance or alimony, and any other allowances regularly received).

Certain receipts such as lump sum receipts, windfall gains and withdrawals from savings are not considered to conform to these criteria and are not included as income.

Indigenous household	A household which contains one or more persons who identifies as being of Aboriginal or Torres Strait Islander origin.
low-income household	Low-income households are considered to be those in the bottom two quintiles of equivalised gross household income. Different low income cut off limits are applied depending on the location of a household (based on dwelling postcode). Generally, different limits apply to capital cities and the remainder of the state 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.
market rent	Market rent is the rent that would be charged for a dwelling in the private rental market.

new allocation status	Whether the household was a new allocation for housing in the financial year.
non-English speaking background	A household which contains one or more persons born overseas who have a first language other than English, or one of their parents have those characteristics.
number of bedrooms	The number of bedrooms in each occupied tenancy (rental) unit.
	Includes bedrooms designed for use as bedrooms and other rooms permanently modified and intended for use as bedrooms (such as a sleep out or built-in verandah). 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.
operational costs	The cost of maintaining the operation of stock including expenses that the organisation incurs as part of undertaking its activities.
	Include:

- Repairs and maintenance:
  - day-to-day maintenance, reflecting general wear and tear
  - cyclical maintenance, which is maintenance performed as part of a planned maintenance program
  - other maintenance, for example, repairs due to vandalism.
- Rates (for example, water or council/shire) where the provider is responsible for payment;
- Cost of disposals, such as cost of removal, sale or disposal of housing stock, including:
  - removal of stock to an alternative program
  - 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
  - demolition costs in order to sell the land.
- Market rent paid (such as from headleasing)
- Interest expense (such as interest on loans).

other community service organisation	Not-for-profit organisations who provide housing as part of their support services, such as welfare, church-based or local government organisations (e.g. Barnardos, St Vincent de Paul).
overcrowding	Where one or more additional bedrooms are required to meet the national standard (CNOS).
principal tenant	The tenant who is party to the residential tenancy agreement. Where this is not clear, it is the person who is responsible for rental payments.
rent charged to tenant	The amount of rent charged to a household. The rent charged is the amount of money the household has been asked to pay. It may differ from market rent and may not have been received. Rent charged should exclude Commonwealth Rent Assistance (CRA), charges for utilities, meals, cleaning, laundry or other facility costs in the rent charged to the tenant.

special needs status	Households:
	• that satisfy the Indigenous household definition; or
	• that have a household member with a disability; or
	• where the principal tenant is aged 24 years or under; or
	• where the principal tenant is aged 75 years or more.
support type	The area(s) of assistance, other than housing, that a housing provider is able to offer to a household or tenant. Includes those areas for which a housing provider did not directly provide the assistance but ensured the links to appropriate support services were established and maintained.

Daily living support: Covers assistance that provides support for personal or social functioning in daily life. The purpose of the assistance is generally to enable recipients to live and function in their own homes or normal places of residence (where this is an independent living setting). Such support includes assistance with personal tasks, e.g. showering, dressing and grooming, and domestic tasks, e.g. washing, cooking, cleaning, shopping, gardening, and companionship.

Personal support: Covers assistance that provides support for successful functioning as an individual or as a family member, e.g. individual advocacy, needs assessment and management, counselling.

Community living support: Covers assistance that provides support or develops the capacity for independent living and/or social interaction within the community through the provision of opportunities for learning, developing and maintaining personal and social surviving skills. Includes living skills development, community transport, social and personal development, recreation/leisure.

Support for children, families and carers: Covers the provision of care, educational, developmental and recreational activities for children usually between the ages of 0 and 12 years by paid workers. Includes carer support which refers to assistance received by a carer from a substitute carer who provides supervision and assistance to their care recipient in their absence. Includes childcare, respite care, parenting skills.

Training, vocational rehabilitation and employment: Covers assistance to support people who are disadvantaged in the labour market by providing training, job search skills, help in finding work, placement and support in open employment or, where appropriate, supported employment. Excludes health rehabilitative activities aimed at improvement in functional capacity.

Financial and material assistance: Covers assistance that is designed to enhance personal functioning and to facilitate access to community services through the provision of emergency, or immediate, financial assistance and material goods. Includes financial relief, household goods, clothing and furniture, food. Excludes income support provided by Centrelink, such as pensions and benefits, and concessions through the taxation system.

Information, advice and referral: Covers assistance that provides information, advice and referral to support personal or social functioning and/or to facilitate access to and use of community services and resources. Includes provision of housing/tenancy, consumer and legal,

	financial, general service availability information, advice and referral.
tenancy agreement	A formal written agreement between a household (a person or group of people) and a housing provider specifying details of a tenancy for a particular tenancy (rental) unit.
tenancy (rental) unit	The unit of accommodation (dwelling or part of a dwelling) to which a rental agreement can be made. A tenancy unit is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain. A dwelling structure can be a house, townhouse, duplex, flat or boarding/rooming house.
tenancy (rental) unit occupancy status	Whether or not a tenancy (rental) unit is occupied by a household under a formal tenancy agreement.
tenantable tenancy (rental) unit	Tenancy (rental) units where maintenance has been completed. Can be either occupied or unoccupied at 30 June. All occupied tenancy (rental) units are counted as tenantable.
total rent charged	The total amount of rent charged by a CH provider to all households for previous year ending 30 June.
	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.
total rent collected	The total amount of rent collected from all households by a CH provider, for the previous year ending 30 June.
	It includes:
	• rent arrears collected in the previous reference year (ending 30 June)
	• prepaid rent collected in the previous reference year for the current and subsequent years.
	As such, the total rent collected over a 12-month period may be more than the total rent charged in the same period.
underutilisation	Where there are 2 or more bedrooms additional to the number required to satisfy the Canadian National Occupancy standard (CNOS).
untenantable tenancy (rental) unit	Tenancy (rental) units not currently occupied by a household where maintenance has either been deferred or not been completed at 30 June.
waitlist applicant household	A household who has applied for rental housing and has been deemed eligible but has not received the assistance applied for. This includes current housing tenants who are applicants for assistance different from what they currently receive.