## Data quality information — Housing, chapter 17

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| Data quality information |
| Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Housing chapter. DQI for additional indicators will be progressively introduced in future reports.  Where Report on Government Services indicators align with National Agreement indicators, similar data quality information is included in the Steering Committee’s reports on National Agreements to the COAG Reform Council.  Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers. |
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## Data collections

**Public housing data collection**

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Various |
| **Indicator** | Various — all public housing indicators except ‘net recurrent cost per dwelling’, ‘amenity/location’ and ‘overall satisfaction’. |
| **Measure (computation)** | Various |
| **Data source/s** | Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except ‘net recurrent cost per dwelling’, ‘amenity/location’ and ‘overall satisfaction’. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2012-13 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.  Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2014 are for 2012-13 (the most current data available). |
| **Accuracy** | There are some known accuracy issues with the data collected:   * the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors; * not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions; * for some jurisdictions, disability information may be self-identified and not mandatory to report under program eligibility requirements; * Indigenous status is self-identified and not mandatory to report under program eligibility requirements; * many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution; * estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions; * disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.   Specific State/Territory issues are:   * Tasmania: Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all. * NSW: Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing. |
| **Coherence** | Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.  Coherence over time has been affected by changes in methodology:   * measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology; * measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology; * measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.   State and Territory Government housing authority’s bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.  Specific State/Territory issues are:   * Tasmania: In March 2013, 475 public housing dwellings were transferred to be managed by the community sector. * Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications |
| **Accessibility** | Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors. * Data substitution is used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, gross and assessable income. |

### State owned and managed Indigenous housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Various |
| **Indicator** | Various — all state owned and managed Indigenous housing (SOMIH) indicators except ‘net recurrent cost per dwelling’, ‘amenity/location’ and ‘overall satisfaction’. |
| **Measure (computation)** | Various |
| **Data source/s** | Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except ‘net recurrent cost per dwelling’, ‘amenity/location’ and ‘overall satisfaction’ |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2012-13 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | The data collected are an administrative by-product of the management of SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.  Not all jurisdictions have a separately identified or funded SOMIH program. In these cases all jurisdiction managed social housing dwellings are reported in the public rental housing data collection.  Classifications used for income and greatest need are not consistent across jurisdictions and are mapped to a common standard.  Not all jurisdictions collect or update all data items for every tenant so substitutions are made in some cases. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2012-13 (the most current data available). |
| **Accuracy** | There are some known accuracy issues with the data collected:   * the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors; * not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions; * for some jurisdictions, disability data may be self-identified and not mandatory under program eligibility requirements * many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution * estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions; * disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.   Specific State/Territory issues:  Tasmania   * Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all. * greatest need status and allocations are not reported for Tasmanian SOMIH applicants   NSW   * Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing |
| **Coherence** | Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs. This particularly relates to scope and coverage of dwellings across states and territories.  Coherence over time has been affected by changes in methodology:   * measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology; * measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology * measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.   State and Territory Government housing authorities’ bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.  Specific State/Territory issues are:   * Tasmania: In March 2013, 19 SOMIH dwellings were transferred to be managed by the community sector. * Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications |
| **Accessibility** | Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Some known data quality issues are associated with the SOMIH administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors. * Data substitution is used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income. |

**Community housing data collection**

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Various |
| **Indicator** | Various |
| **Measure (computation)** | Various |
| **Data source/s** | Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers’ Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes. |
| **Relevance** | Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations such as those that are not registered or funded by the state/territory housing authority and inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by community housing organisations.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. |
| **Timeliness** | Data are collected annually, either for the financial year ending 30 June or as at 30 June. |
| **Accuracy** | Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The response rate differs between jurisdictions – as outlined below.   * New South Wales - Of the 126 community housing organisations, 32 responded to the survey accounting for 98% of the total dwelling portfolio. Data for NSW are weighted to account for non-response. * Victoria - Of the 105 community housing organisations, 93 responded to the survey accounting for 99% of the total dwelling portfolio. * Queensland - Of the 271 community housing organisations, administrative data was provided for 92, accounting for 75% of the total dwelling portfolio. * Western Australia - Of the 33 registered community housing organisations, 26 responded to the survey accounting for 95% of the total dwelling portfolio. * South Australia – Of the 86 community housing organisations, 85 responded to the survey accounting for 100% of the total dwelling portfolio. * Tasmania - Of the 77 community housing organisations, 48 responded to the survey accounting for 93% of the total dwelling portfolio. * Australian Capital Territory – All of the 5 community housing organisations responded to the survey. * Northern Territory – Administrative data only was provided for all 34 community housing organisations.   There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; * for some organisations, some information may be self-identified and not mandatory to report under program eligibility requirements e.g. Indigenous status and disability information; * data for ‘tenancy rental units by remoteness’ may differ to data for ‘total tenancy rental units’ due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data; * disaggregation can lead to small cell sizes which are volatile - very small cells are suppressed to protect confidentiality; and * There are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties was unavailable for New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory.   Specific known State/Territory issues are:  New South Wales   * Occupancy data was unavailable from a large organisation.   Victoria   * There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations. * Waitlist data reflect the integrated waitlist for all social housing, not just community housing.   Queensland   * Waitlist data reflect the integrated waitlist for all social housing, not just community housing.   Western Australia   * Gross income was reported by two organisations rather than accessible income. * Commonwealth Rent Assistance was included in rent figures for five organisations.   South Australia   * Waitlist data was reported as at 10 October 2013. * The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received. * For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received. * Commonwealth Rent Assistance was included in the reported rent charged by one community housing organisation.   Tasmania   * There were some records with inconsistencies in the data held and reported by providers. |
| **Coherence** | Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.  There were changes in the methodology used from 2010–11 for collecting data on community housing waiting lists in all jurisdictions. In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. New South Wales, Queensland, Western Australia, the Australian Capital Territory, and the Northern Territory, each have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. In Victoria, community housing organisations may fill some vacancies using the public housing waiting list.  Specific known State/Territory issues are:  Victoria   * There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.   Queensland   * Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11. * There were changes in methodology from 2010–11 for reporting net recurrent costs. * Changes in methodology in 2012–13 have resulted in improvements in the identification of households containing a member identifying as Indigenous, with a disability and with a non-English speaking background. * From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.   Western Australia   * From 2011–12, unregistered providers and registered providers who only managed crisis accommodation properties were excluded. These exclusions did not apply for previous years.   South Australia   * A centralised community housing waitlist was implemented in March 2010. Category 1 need is used as a proxy for greatest need for the centralised waitlist. Category 1 need includes those who are deemed to be in urgent housing need with long term barriers to accessing or maintaining private housing options. * NRAS waitlist applicants were reported for the first time in the 2012–13 collection. Applicants registered on the Community Housing Customer Register continue to be reported in the 2012–13 collection. * Total untenantable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11. |
| **Accessibility** | Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website  <www.aihw.gov.au/housing-assistance-publications/>.  Additional disaggregations of data are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary  <meteor.aihw.gov.au/content/index.phtml/itemId/236882>.  Supplementary information can be found in the housing collection data manuals which are available from the AIHW website  < meteor.aihw.gov.au/content/index.phtml/itemId/429998>. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices. |

### Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Various |
| **Indicator** | Various – all ICH indicators |
| **Measure (computation)** | Various |
| **Data source/s** | Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).  The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | Indigenous community housing (ICH) for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which may have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b (number of permanent dwellings managed by funded and unfunded organisations) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.  The data are highly relevant for monitoring trends in the number of Indigenous households assisted in ICH. The data are used for many purposes, including by policy-makers to evaluate the living conditions of tenants in ICH dwellings and assessing the viability of ICHOs.   |  |  | | --- | --- | |  |  | |
| **Timeliness** | Data are collected and published annually. The reference period for this collection is the 2011–12 financial year and is mostly a 30 June 2012 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12. |
| **Accuracy** | There are known issues with the accuracy of data collected:   * Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. * Jurisdictions may use more than one source of data which may affect data quality. * In 2011–12, unit record data were provided by Victoria, Western Australia, South Australia, and Tasmania. The Australian Capital Territory provided aggregate data. A mix of unit record and aggregate data were provided by New South Wales, Queensland and the Northern Territory. * In many cases complete data were not available for all dwellings or ICHOs in the jurisdiction. Therefore, data item totals and performance indicator values may not fully reflect the entire funded portion of Indigenous community housing. * Performance indicators, reported as proportions have been adjusted for non-response by excluding unknowns/ non-responders from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid. * Where coverage of data is less than 95%, details are included in the DQS for the relevant performance indicators.   Specific State/Territory issues are:  New South Wales   * The ICH sector collects data from Aboriginal Community Housing Providers (ACHPs) that are actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding. * The data provided for the total number of permanent dwellings includes permanent dwellings managed by all Aboriginal housing providers in NSW, irrespective of whether they are actively registered and provided data as of June 2012 or not. * The data provided are for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2012, or ACHPs which are still in scope that provided data from June 2011 with some updated data obtained from administrative sources.   Queensland, Western Australia and South Australia   * The 2011–12 ICH data collection includes dwellings in Queensland, Western Australia and South Australia that are owned by Indigenous communities, but have transferred responsibility for tenancy management to the state housing authority.   Western Australia   * In previous collections Western Australia provided aggregate data which included the number of unfunded as well as funded dwellings. In 2011-12, Western Australia was unable to provide data on the number of dwellings for unfunded ICHOs. These data were therefore not included in total dwellings. Consequently there was a significant decrease in the total number of dwellings reported for 2011-12.   Australian Capital Territory   * In previous collections, historical data was used to provide data for the ACT. For the 2011-12 ICH collection, data for the current year were provided.   Northern Territory   * ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services not only to dwellings in the community they are located in but also to outlying communities and outstations. * Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings. * The Northern Territory government relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. * For 2011–12, no data were collected on these outstation dwellings. |
| **Coherence** | Data provided by jurisdictions may not be comparable to previous years due to variations in response rates to the survey from ICHOs.  For specific caveats on previous years’ data, consult the footnotes and DQS in the relevant edition of this report.  The scope of the ICH collection was restricted in 2009–10 to include only funded organisations (i.e. ICHOs that received funding in the reported financial year) due to unavailability of data.  Since 2009–10, only ICHOs and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year).  From 2009–10, the scope of the ICH collection was consistent with the scope of the 2006–07 and earlier collections. The 2008–09 and 2007–08 collections however, differ in scope as they included unfunded ICHOs.  Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction ‘Australian Government’. In 2009, responsibility for these ICHOs was transferred and data for these dwellings are now reported under the relevant state or territory.  Specific State/Territory issues are:  NSW:   * From 2010-11, and as NSW reforms, the Build and Grow: Aboriginal community housing strategy begins to take hold, data reported may not be coherent with previous years or between NSW and other jurisdictions.   Victoria   * For the two years prior to 2009–10, Victoria reported against one agency (Aboriginal Housing Victoria) for ICH. From 2009–10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Due to this change Victorian data is not comparable with previous years.   Queensland   * The dwelling numbers for unfunded organisations were provided by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in 2008 and have not been verified by FaHCSIA as being correct. Permanent dwellings in unfunded organisations are therefore not included.   South Australia   * All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. * A new system has been implemented which has improved the quality of the data. This may result in data that are different to previous years and any significant variations from previous years should be viewed with caution.   Tasmania   * Number of dwellings managed by funded and unfunded organisations in previous collections included unfunded. For the 2011-12 and future collections no information on unfunded organisations will be collected. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) http://meteor.aihw.gov.au/content/index.phtml/itemId/236882.  Supplementary information can be found in the housing collection data manuals available at http://meteor.aihw.gov.au/content/index.phtml/itemId/487037. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | * The Steering Committee notes the following key data gaps/issues: * Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions * Jurisdictions may use more than one source of data which may affect data quality. * Data within jurisdictions may not be comparable to previous years due to variation in the response rate to the survey for which jurisdictions can provide data. |

**National Social Housing Survey data collection**

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | | |
| **Element** | Outcome | |
| **Indicator** | *Amenity/location* (public housing, SOMIH and community housing)  *Customer satisfaction* (public housing, SOMIH and community housing)  *Dwelling condition* (public housing, SOMIH and community housing) | |
| **Measure (computation)** | Various | |
| **Data source/s** | AIHW  Lonergan Research was engaged by the AIHW to conduct the 2012 **National Social Housing Survey** (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions. | |
| **Data Quality Framework Dimensions** | | |
| **Institutional environment** | The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.  The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.  The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.  One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.  The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.  For further information see the AIHW website www.aihw.gov.au. | |
| **Relevance** | The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas. | |
| **Timeliness** | Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.  For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011. | |
| **Accuracy** | Missing data  Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.  Response rates and contact rates  The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).  Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys.  A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 5,082 | 15.5% | | VIC | 526 | 13.8% | | QLD | 665 | 22.2% | | SA | 506 | 21.9% | | ACT | 665 | 24.7% | | WA | 517 | 15.4% | | TAS | 486 | 18.3% | | NT | 537 | 11.8% | | **CH** | | | | NSW | 1,119 | 17.0% | | VIC | 376 | 15.7% | | QLD | 399 | 16.0% | | SA | 372 | 17.4% | | ACT | 109 | 20.0% | | WA | 391 | 15.0% | | TAS | 285 | 34.8% | | **SOMIH** | | | | NSW | 658 | 15.4% | | QLD | 370 | 11.7% | | SA | 213 | 12.3% | | TAS | 105 | 31.5% |   Scope and coverage  Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.  The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction’s SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:  • metropolitan and non-metropolitan  • housing region or area  • dwelling type (detached house, attached house/duplex/townhouse and flat/unit)  The 2012 NSHS was designed to meet minimum sample requirements for each housing program.  Sample design  Simple random sampling was undertaking for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size for each area.  To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).  The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.  With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.  Non-sampling error  In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents’ memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.  The survey findings are also based on self-reported data. | |
| **Coherence** | In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.  Comparisons between jurisdictions’ data should be undertaken with caution due to differences in response rates and non-sampling error.  Surveys in this series commenced in 2001. Over time, modifications have been made to the survey’s methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.  Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey’s exposure to non-response bias compared to previous surveys. | |
| **Accessibility** | Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. | |
| **Interpretability** | Information to aid in interpretation of 2012 NSHS results will be available in the ‘Explanatory Notes’ section of the National Social Housing Survey 2012: detailed findings report.  In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website  Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. | |
| **Data Gaps/Issues Analysis** | | | |
| **Key data gaps/ issues** | | The Steering Committee notes the following key data gaps/issues:   * Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. * Survey weights are applied to the data when calculating outputs and performance indicators. | |

### Performance indicators

**‘Special needs’**

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Equity – access |
| **Indicator** | *Special needs* for public housing, SOMIH and community housing |
| **Measure (computation)** | Definition: the proportion of new tenancies allocated to households with special needs.  Numerator: the number of newly allocated households with special needs.  Denominator: total number of newly allocated households.  Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. |
| **Data source/s** | ***Public housing and SOMIH***  Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.  ***Community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2012-13 (public housing, SOMIH and community housing) were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ***Public housing and SOMIH***   * The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. * Not all data items required are available for all households. Only households with complete information have been included in the calculation.   ***Community housing***  Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.Not all data items required are available for all households. Only households with complete information have been included in the calculation. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2013. |
| **Accuracy** | There are some known accuracy issues with the data collected:  ***Public housing and SOMIH***  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.  Not all data items required are available for all households. Only households with complete information have been included in the calculation.  ***Community housing***  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and * data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.   Only households with complete information have been included in the calculation.  Exclusions:   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | New households assisted | 2,216 | 3,209 | 2,673 | 1,394 | 876 | 642 | 162 | na | 11,172 | | **Excludes:** |  |  |  |  |  |  |  |  |  | | New households with unknown special needs status | 198 | 184 | 53 | 74 | 132 | 77 | 1 | na | 719 | | ***Exclusions (%)*** | ***8.9%*** | ***5.7%*** | ***2.0%*** | ***5.3%*** | ***15.1%*** | ***12.0%*** | ***0.6%*** | ***na*** | ***6.4%*** |   Specific State/Territory issues are:  Victoria: There were a large number of records with unresolved inconsistencies in the reported data across the organisation, dwelling, tenancy and person files. |
| **Coherence** | ***Public housing and SOMIH***  Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.  Specific state/territory issues are:   * NT: For the proportion of new tenancies allocated to households with special needs, data are not directly comparable with other jurisdictions' data as some households with disability are not included. * Victoria: From April 2012, Victoria increased its focus on allocating properties to households that are experiencing chronic homelessness or family violence - whilst some of these households may also have special needs, the change in focus has directly impacted the proportion allocated to other household types.   ***Community housing***  Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.Specific State/Territory issues are:  Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.  Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate. * The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years. * Not all data items required are available for all households. Only households with complete information have been included in these calculations. |

### ‘Priority access to those in greatest need’

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Equity – access |
| **Indicator** | *Priority access to those in greatest need* for public housing, SOMIH and community housing |
| **Measure (computation)** | Definition: The proportion of new allocations to households in greatest need.  Numerator: Number of new allocations to households in greatest need.  Denominator: Total number of new allocations.  Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. The measure is also disaggregated by the amount of time spent on the waiting list before allocation. |
| **Data source/s** | ***Public housing and SOMIH***  Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.  ***Community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ***Public housing and SOMIH***:   * The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. * Not all data items required are available for all households. Only households with complete information have been included in the calculation. * While need assessments for Tasmanian SOMIH applicants consider some greatest need factors, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not reported for Tasmanian SOMIH applicants.   ***Community housing***  Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.Not all data items required are available for all households. Only households with complete information have been included in the calculation. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available. |
| **Accuracy** | There are some known accuracy issues with the data collected:  ***Public housing and SOMIH***  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.  Not all data items required are available for all households. Only households with complete information have been included in the calculation.  Specific state/territory issues are:   * NSW: since April 2011, market rent paid by applicants in the private rental market is not entered in the client management system and so is not available to determine greatest need due to ‘very high rental housing costs’. * Victoria: Underlying data quality issues affected the identification of Victoria’s 2009-10 new allocations to households in greatest need. Comparison of current data with data from 2009-10 should be interpreted with caution. * NT: For households in greatest need, data should be interpreted with caution as priority date is not updated when households transfer to the priority category after their initial wait list application. * Tasmania: greatest need status and allocations are not reported for Tasmanian SOMIH applicants   ***Community housing***  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them..  There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and * data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable. |
| **Coherence** | Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.  Specific state/territory issues are:  ***Public housing and SOMIH***   * NSW: Care should be taken when comparing data with data from 2009-10 and earlier as a change in the client management system has led to the potential for changes in the descriptors. For the total number of new applicants in the waiting list who have a ‘greatest need’, data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.   ***Community housing***  Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.Specific State/Territory issues are:  Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.  Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate. * The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years. * Not all data items required are available for all households. Only households with complete information have been included. |

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**‘Dwelling condition’**

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – effectiveness – quality |
| **Indicator** | Dwelling condition for public housing, community housing and SOMIH |
| **Measure (computation)** | Definition: The proportion of households that have four working facilities and no more than two major structural problems.  Numerator: number of tenants who indicated that their dwelling has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.  Denominator: number of tenants who reported valid answers to both facilities and structural problem questions.  Computation: Number of tenants who said their dwelling has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100. |
| **Data source/s** | National Social Housing Survey  Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.  The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.  The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.  One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.  The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.  For further information see the AIHW website www.aihw.gov.au |
| **Relevance** | The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.  ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012. |
| **Timeliness** | Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.  For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011. |
| **Accuracy** | Missing data  Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Indigenous status question: 18% of PH tenants, 5% of SOMIH tenants and 17% of CH tenants did not provide a response.  A small proportion did not provide an answer to the household facilities question (0.8% for PH; 0.1% for SOMIH; 0.3% for CH) or the structural problems question (0.4% for PH; 0% for SOMIH; 0.1% for CH).  Response rates and contact rates  The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).  Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys.  A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 5,082 | 15.5% | | VIC | 526 | 13.8% | | QLD | 665 | 22.2% | | SA | 506 | 21.9% | | ACT | 665 | 24.7% | | WA | 517 | 15.4% | | TAS | 486 | 18.3% | | NT | 537 | 11.8% | | **CH** | | | | NSW | 1,119 | 17.0% | | VIC | 376 | 15.7% | | QLD | 399 | 16.0% | | SA | 372 | 17.4% | | ACT | 109 | 20.0% | | WA | 391 | 15.0% | | TAS | 285 | 34.8% | | **SOMIH** | | | | NSW | 658 | 15.4% | | QLD | 370 | 11.7% | | SA | 213 | 12.3% | | TAS | 105 | 31.5% |   Scope and coverage  Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.  The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction’s SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:  • metropolitan and non-metropolitan  • housing region or area  • dwelling type (detached house, attached house/duplex/townhouse and flat/unit)  And both 2010 and 2007 surveys implemented a reminder/follow up of non-respondents by mail/telephone to improve response rates. The 2012 NSHS was designed to meet minimum sample requirements for each housing program.  Sample design  Simple random sampling was undertaking for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.  To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).  The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.  With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.  The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead or of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.  **Sampling error**  The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.  Non-sampling error  In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents’ memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.  The survey findings are also based on self-reported data. |
| **Coherence** | In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.  Comparisons between jurisdictions’ data should be undertaken with caution due to differences in response rates and non-sampling error.  Surveys in this series commenced in 2001. Over time, modifications have been made to the survey’s methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.  **Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey’s exposure to non-response bias compared to previous surveys.**  Care should be taken when comparing data reported in the 2013 Report on Government Services and the 2013 National Affordable Housing Agreement (NAHA) performance report as the definition used for reporting SOMIH data is slightly different. A small proportion of non-indigenous households are included in the dwelling condition indicator for RoGS but only indigenous households are included in this indicator for NAHA. |
| **Accessibility** | Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |
| **Interpretability** | Information to aid in interpretation of 2012 NSHS results will be available in the ‘Explanatory Notes’ section of the National Social Housing Survey 2012: detailed findings report.  In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.  Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. * Survey weights are applied to the data when calculating outputs and performance indicators. |

### ‘Net recurrent cost per dwelling’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | Net recurrent cost per dwelling for Public housing |
| **Measure (computation)** | Numerator: Net recurrent costs  Denominator: The total number of public housing dwellings  Computation: Net recurrent costs divided by the total number of public housing dwellings |
| **Data source/s** | Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions.  Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the Secretariat by jurisdictions.  The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. |
| **Relevance** | Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to:   * Variations in scope and/or definitions between administrative systems. * Variations in how programs operate across jurisdictions; and * Jurisdictions may use more than one source of data which may impact on data quality. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13. |
| **Accuracy** | There may be some accuracy issues with the data collected as new information systems are commissioned. |

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| **Coherence** | Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:   * Changes to the scope of the collection over time preventing comparisons between years. * Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes * Data have been affected by different quality issues each year. For specific caveats on previous years’ data, consult the footnotes and DQI in the relevant edition of this report. |
| **Accessibility** | Data are reported are available publicly in the Report on Government Services. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. |

### ‘Net recurrent cost per dwelling’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH) |
| **Measure (computation)** | Numerator: Net recurrent costs  Denominator: The total number of SOMIH dwellings  Computation: Net recurrent costs divided by the total number of SOMIH dwellings |
| **Data source/s** | Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions.  Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the Secretariat by jurisdictions.  The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. |
| **Relevance** | Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to:   * Variations in scope and/or definitions between administrative systems. * Variations in how programs operate across jurisdictions; and * Jurisdictions may use more than one source of data which may impact on data quality. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13. |
| **Accuracy** | There may be some accuracy issues with the data collected arising from information systems changes. |

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| **Coherence** | Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:   * Changes to the scope of the collection over time preventing comparisons between years. * Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes   Data have been affected by different issues each year. For specific caveats on previous years’ data, consult the footnotes and DQI in the relevant edition of this report. |
| **Accessibility** | Annual data as reported are available publicly in the Report on Government Services. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. |

### ‘Net recurrent cost per tenancy’ — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Net recurrent cost per tenancy for community housing* |
| **Measure (computation)** | Numerator: Total net recurrent costs for year ending 30 June 2012  Denominator: Total number of tenancy (rental) units at 30 June 2012 |
| **Data source** | Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12. |
| **Accuracy** | Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The measure involves the division of annual net recurrent costs by a count of tenancy rental units at 30 June. Care is required when interpreting results due to stock flows and changes in occupancy status within the financial year.  There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and   data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable. Specific State/Territory issues are:  New South Wales   * Occupancy levels were not reported by one large provider. |
| **Coherence** | Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.Specific State/Territory issues are:  Queensland   * Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11. * There were changes in methodology in 2010–11 and 2012–13 for reporting net recurrent costs.   Western Australia   * From 2011–12, unregistered providers and registered providers who only managed crisis accommodation properties were excluded. These exclusions did not apply for previous collections.   South Australia   * Total untenantable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11. |
| **Accessibility** | Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website  <www.aihw.gov.au/housing-assistance-publications/>.  Additional disaggregations of data are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary  <meteor.aihw.gov.au/content/index.phtml/itemId/236882>.  Supplementary information can be found in the housing collection data manuals which are available from the AIHW website  < meteor.aihw.gov.au/content/index.phtml/itemId/429998>. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices. |

### ‘Net recurrent cost per dwelling’ — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Net recurrent cost per dwelling* for ICH |
| **Measure (computation)** | Numerator: Net recurrent costs  Denominator: The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs).  Computation: Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs. |
| **Data source/s** | AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.  The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12. |
| **Accuracy** | There are known accuracy issues with the data collected.   * Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality. * Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known. * Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.   Completeness coverage:   * New South Wales: 65.3% * Victoria: 80.8% * Queensland: 91.3% * National: 81.3%   Specific State/Territory issues:  New South Wales:   * The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.   Northern Territory   * ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations.  Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.  The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2011–12, no data is collected on these outstation dwellings.   South Australia, Australian Capital Territory and Northern Territory   * Information required for this performance indicator not available. |
| **Coherence** | Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:   * For reasons of data quality and availability, the scope of the ICH collection from 2009­–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported. * Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory. * Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included. * Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data. * Data has been affected by different quality issues each year. For specific caveats on previous years’ data, consult the footnotes and DQI in the relevant edition of this report.   Specific State/Territory issues:  Victoria   * Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Australian Government.   Queensland   * There is limited comparability of data overtime due to a change in the composition of housing stock. The change in composition is constituted by the addition of new stock and aged stock which required significant modifications to meet acceptable social housing standard.   Tasmania   * Given there are only two ICHOs in Tasmania, any fluctuations in the financial information reported by these organisations may appear as significant variations when comparing figures from previous years. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/181162).  Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. * This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies. |

**‘Occupancy rates’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)**

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Occupancy rates* for public housing, SOMIH, mainstream community housing and ICH. |
| **Measure (computation)** | Definition: Proportion of dwellings that are occupied  Numerator: Number of dwellings that are occupied.  Denominator: Total number of dwellings  Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.  For mainstream community housing, the statistical unit applied in this measure is tenancy rental units, not dwellings. |
| **Data source/s** | ***Public housing and SOMIH***  Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.  ***Mainstream community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.  ***Indigenous community housing***  AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.  The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ***Public housing and SOMIH****:*  The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.  ***Mainstream community housing****:*  Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.Occupancy status is not available for all tenancy rental units. Only tenancy rental units with complete information have been included in the calculation.  ***Indigenous community housing****:*  ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June.  ***Public housing, SOMIH and mainstream community housing***  Data are reported as at 30 June. The most recent data available are for reporting are at 30 June 2013.  ***Indigenous community housing***  The reference period for this indicator for ICH is at 30 June 2011, based on the 2010–11 data collection, with the following exceptions:  South Australia   * All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. |
| **Accuracy** | There are known accuracy issues with the data collected.  ***Public housing and SOMIH***  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.  ***Mainstream community housing***  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and * not all organisations capture and report occupancy status – data may not be collected and reported in a manner consistent with national data definitions.   Specific State/Territory issues:  New South Wales   * Occupancy data was unavailable from a large organisation.   ***Indigenous community housing***  Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.  Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.  Completeness coverage:   * New South Wales: 88.6% * Victoria: 82.7% * Queensland: 58.2% * National: 81.6%   Specific State/Territory issues:  New South Wales:   * The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.   Queensland   * Household data is not collected from dwellings owned by ICH providers.   Northern Territory   * ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations.  Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.  The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2011–12, no data is collected on these outstation dwellings.   Australian Capital Territory and Northern Territory   * Information required for this performance indicator not available. |
| **Coherence** | Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).  ***Mainstream community housing***  Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.  ***Indigenous community housing***  Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:   * Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data. * Data has been affected by different quality issues each year. For specific caveats on previous years’ data, consult the footnotes and DQI in the relevant edition of this report. * As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority.   NSW:   * Occupancy rates for 2012 are affected by the inclusion of non-tenantable dwellings in the calculation. These dwellings were not included in earlier years and hence the proportion of occupied dwellings has decreased marginally. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/181162).  Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion. * Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. |

### ‘Turnaround time’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Turnaround time* for public housing and SOMIH |
| **Measure (computation)** | Definition: The average time taken to rent housing stock through normal processes.  Numerator: Total number of days that dwellings were vacant.  Denominator: Total number of vacancy episodes  Computation: calculated separately for public rental housing and SOMIH and expressed in days. |
| **Data source/s** | Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available. |
| **Accuracy** | There are known accuracy issues with the data collected.  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.  Specific state/territory issues are:   * NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. The required functionality is not yet available. |
| **Coherence** | Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).  Caution should be exercised when comparing the 2012-13 turnaround indicator with previous years, because it has been calculated without the inclusion of NT data.  Specific state/territory issues are:   * NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. This functionality is not yet available. This system change also impacted on this indicator in the previous reporting year, with the 2011-12 indicator calculated using using only 9 months of data (July to March) (See 2011-12 DQS for details) |
| **Accessibility** | Annual data as reported are available publically on the AIHW website. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets. |

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**‘Rent collection rate’ — Public housing**

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Rent collection rate* for Public housing |
| **Measure (computation)** | Definition: Total rent collected as a proportion of the rent charged  Numerator: Total rent collected from public housing tenants for the year ending 30 June  Denominator: Total rent charged for the year ending 30 June  Computation: Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June. |
| **Data source/s** | Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions.  Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the Secretariat by jurisdictions.  The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. |
| **Relevance** | The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12. |
| **Accuracy** | There are known accuracy issues with the data collected.  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. |
| **Coherence** | Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above). |
| **Accessibility** | Annual data as reported are available publicly in the Report on Government Services. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets. |

**‘Rent collection rate’ — State owned and managed Indigenous housing**

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Rent collection rate* for Public housing |
| **Measure (computation)** | Definition: Total rent collected as a proportion of the rent charged  Numerator: Total rent collected from public housing tenants for the year ending 30 June  Denominator: Total rent charged for the year ending 30 June  Computation: Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June. |
| **Data source/s** | Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions.  Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the Secretariat by jurisdictions.  The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. |
| **Relevance** | The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12. |
| **Accuracy** | There are known accuracy issues with the data collected.  The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. |
| **Coherence** | Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above). |
| **Accessibility** | Annual data as reported are available publicly in the Report on Government Services. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets. |

### ‘Rent collection rate’ — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Rent collection rate for community housing* |
| **Measure (computation)** | Numerator: Total rent collected for the year ending 30 June  Denominator: Total rent charged for the year ending 30 June  Computation: Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June. |
| **Data source/s** | Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers’ Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes. |
| **Relevance** | Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12. |
| **Accuracy** | Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and * data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.   Specific known State/Territory issues are:  Western Australia   * Commonwealth Rent Assistance was included in rent figures for five organisations.   South Australia   * The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received. * For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received. * Commonwealth Rent Assistance was included in the reported rent charged by one organisation. |
| **Coherence** | Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. |
| **Accessibility** | Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website  <www.aihw.gov.au/housing-assistance-publications/>.  Additional disaggregations of data are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary  <meteor.aihw.gov.au/content/index.phtml/itemId/236882>.  Supplementary information can be found in the housing collection data manuals which are available from the AIHW website  < meteor.aihw.gov.au/content/index.phtml/itemId/429998>. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. * This reflects the considerable variation in the way CH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies. |

### ‘Rent collection rate’ — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – efficiency |
| **Indicator** | *Rent collection rate* for ICH |
| **Measure (computation)** | Definition: Total rent collected as a proportion of the rent charged  Numerator: Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June  Denominator: Total rent charged by funded ICHOs for the year ending 30 June  Computation: Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June. |
| **Data source/s** | Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.  The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12. |
| **Accuracy** | There are known issues with the accuracy of data collected:   * Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality. * Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which households groups and dwelling details are known. * Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.   Completeness coverage:   * New South Wales: 82.6% * Victoria: 83.1% * Queensland: 89.9% * South Australia: 93.1% * Northern Territory: 75.0% * National: 85.3%   Specific State/Territory issues:  New South Wales:   * The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.   Northern Territory   * ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations.  Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.  The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2011–12, no data is collected on these outstation dwellings.   Australian Capital Territory   * Information required for this performance indicator not available. |
| **Coherence** | Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:   * For reasons of data quality and availability, the scope of the ICH collection from 2009­–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported. * Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory. * Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included. * Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data. * Data has been affected by different quality issues each year. For specific caveats on previous years’ data, consult the footnotes and DQI in the relevant edition of this report.   Specific State/Territory issues:  Victoria   * For the two years prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. For 2009-10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) previously managed by the Commonwealth. For this reason Victorian data is not comparable with previous years.   Queensland   * This data is extracted from internal financial systems or based on quarterly reports from local councils and is not collected from dwellings owned by ICH providers. The reported increase is consistent with new constructions having been completed and improved tenancy management practices with a more robust arrears management strategy. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/181162).  Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included. * ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion. * Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. |

**‘Amenity’**

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – effectiveness – quality |
| **Indicator** | *Amenity* for public housing, community housing and SOMIH |
| **Measure (computation)** | Definition: The proportion of tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.  Numerator: Number of tenants who said the amenity aspect is important and meets their needs.  Denominator: Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).  Computation: Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion. |
| **Data source/s** | Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.  The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.  The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.  One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.  The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.  For further information see the AIHW website www.aihw.gov.au |
| **Relevance** | The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.  ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012. |
| **Timeliness** | Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.  For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011. |
| **Accuracy** | Missing data  Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.7% for PH; 0.3% for SOMIH; 0.6% for CH), however the number of missing cases varies for each feature (see table below).   |  |  |  |  | | --- | --- | --- | --- | |  | **PH** | **SOMIH** | **CH** | | **Importance** | | | | | Size of home | 9.4% | 9.3% | 7.2% | | Number of bedrooms | 10.1% | 8.8% | 7.9% | | Modifications for special needs | 15.0% | 15.5% | 13.5% | | Easy access and entry | 7.0% | 7.4% | 5.0% | | Car parking | 8.0% | 7.7% | 6.0% | | Yard space and fencing | 7.7% | 5.4% | 6.2% | | Privacy of the home | 7.3% | 7.3% | 5.8% | | Safety and security within the home | 6.7% | 6.8% | 5.7% | | Safety and security outside of the home within the neighbourhood | 6.5% | 6.7% | 5.7% | | Energy efficiency | 7.4% | 7.2% | 6.2% | | Water efficiency | 7.2% | 8.2% | 6.3% | | Thermal comfort | 7.7% | 6.8% | 5.8% | | **Meets needs** | | | | | Size of home | 11.3% | 11.1% | 9.4% | | Number of bedrooms | 14.9% | 14.1% | 11.3% | | Modifications for special needs | 16.7% | 17.8% | 14.2% | | Easy access and entry | 12.5% | 12.0% | 10.3% | | Car parking | 12.3% | 11.8% | 10.1% | | Yard space and fencing | 12.4% | 11.6% | 10.5% | | Privacy of the home | 12.9% | 12.9% | 10.6% | | Safety and security within the home | 12.6% | 12.2% | 10.4% | | Safety and security outside of the home within the neighbourhood | 12.1% | 11.7% | 10.3% | | Energy efficiency | 12.9% | 12.1% | 10.3% | | Water efficiency | 12.1% | 11.9% | 10.2% | | Thermal comfort | 11.3% | 9.6% | 9.4% |   Response rates and contact rates  The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).  Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys.  A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 5,082 | 15.5% | | VIC | 526 | 13.8% | | QLD | 665 | 22.2% | | SA | 506 | 21.9% | | ACT | 665 | 24.7% | | WA | 517 | 15.4% | | TAS | 486 | 18.3% | | NT | 537 | 11.8% | | **CH** | | | | NSW | 1,119 | 17.0% | | VIC | 376 | 15.7% | | QLD | 399 | 16.0% | | SA | 372 | 17.4% | | ACT | 109 | 20.0% | | WA | 391 | 15.0% | | TAS | 285 | 34.8% | | **SOMIH** | | | | NSW | 658 | 15.4% | | QLD | 370 | 11.7% | | SA | 213 | 12.3% | | TAS | 105 | 31.5% |   Scope and coverage  Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.  The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction’s SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:  • metropolitan and non-metropolitan  • housing region or area  • dwelling type (detached house, attached house/duplex/townhouse and flat/unit)  The 2012 NSHS was designed to meet minimum sample requirements for each housing program.  Sample design  Simple random sampling was undertaking for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.  To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).  The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.  With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.  The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead or of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.  Non-sampling error  In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents’ memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.  The survey findings are also based on self-reported data. |
| **Coherence** | In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.  Comparisons between jurisdictions’ data should be undertaken with caution due to differences in response rates and non-sampling error.  Surveys in this series commenced in 2001. Over time, modifications have been made to the survey’s methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.  Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey’s exposure to non-response bias compared to previous surveys. |
| **Accessibility** | Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |
| **Interpretability** | Information to aid in interpretation of 2012 NSHS results will be available in the ‘Explanatory Notes’ section of the National Social Housing Survey 2012: detailed findings report.  In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.  Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
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| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. * Survey weights are applied to the data when calculating outputs and performance indicators. |

**‘Location’**

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – effectiveness – quality |
| **Indicator** | *Location* for public housing, community and SOMIH |
| **Measure (computation)** | Definition: The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects  Numerator: Number of tenants who said the location aspect is important and meets their needs  Denominator: Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs)  Computation: Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion. |
| **Data source/s** | National Social Housing Survey  Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.  The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.  The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.  One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.  The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.  For further information see the AIHW website www.aihw.gov.au |
| **Relevance** | The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.  ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012. |
| **Timeliness** | Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.  For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011. |
| **Accuracy** | Missing data  Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (2.3% for PH; 0.4% for SOMIH; 0.8% for CH), however the number of missing cases varies for each facility/service (see table below).   |  |  |  |  | | --- | --- | --- | --- | |  | **PH** | **SOMIH** | **CH** | | **Importance** | | | | | Shops and banking facilities | 4.5% | 4.1% | 3.9% | | Public transport | 5.7% | 5.1% | 5.2% | | Parks and recreational facilities | 8.2% | 7.8% | 7.6% | | Emergency services, medical services and hospitals | 5.5% | 5.0% | 5.0% | | Child care facilities | 11.1% | 10.3% | 9.0% | | Education and training facilities | 10.3% | 9.3% | 8.4% | | Employment or place of work | 10.7% | 9.7% | 8.9% | | Community and support services | 7.8% | 7.7% | 6.9% | | Family and friends | 6.2% | 5.6% | 5.8% | | **Meets needs** | | | | | Shops and banking facilities | 8.8% | 7.9% | 8.1% | | Public transport | 10.3% | 8.1% | 8.7% | | Parks and recreational facilities | 12.5% | 10.5% | 11.1% | | Emergency services, medical services and hospitals | 11.0% | 9.1% | 10.0% | | Child care facilities | 12.4% | 11.5% | 10.4% | | Education and training facilities | 12.1% | 11.4% | 10.6% | | Employment or place of work | 12.5% | 11.1% | 10.6% | | Community and support services | 11.6% | 10.8% | 10.6% | | Family and friends | 11.0% | 8.8% | 9.3% |   Response rates and contact rates  The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).  Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys.  A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 5,082 | 15.5% | | VIC | 526 | 13.8% | | QLD | 665 | 22.2% | | SA | 506 | 21.9% | | ACT | 665 | 24.7% | | WA | 517 | 15.4% | | TAS | 486 | 18.3% | | NT | 537 | 11.8% | | **CH** | | | | NSW | 1,119 | 17.0% | | VIC | 376 | 15.7% | | QLD | 399 | 16.0% | | SA | 372 | 17.4% | | ACT | 109 | 20.0% | | WA | 391 | 15.0% | | TAS | 285 | 34.8% | | **SOMIH** | | | | NSW | 658 | 15.4% | | QLD | 370 | 11.7% | | SA | 213 | 12.3% | | TAS | 105 | 31.5% |   In addition to low response rates, a small proportion of tenants did not provide a response to the questions relating to location: 2.3% for PH; 2.4% for CH; 2.7% for SOMIH.  Scope and coverage  Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.  The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction’s SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:  • metropolitan and non-metropolitan  • housing region or area  • dwelling type (detached house, attached house/duplex/townhouse and flat/unit)  The 2012 NSHS was designed to meet minimum sample requirements for each housing program.  Sample design  Simple random sampling was undertaking for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.  To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).  The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.  With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.  The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead or of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.  Non-sampling error  In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents’ memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.  The survey findings are also based on self-reported data. |
| **Coherence** | In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.  Comparisons between jurisdictions’ data should be undertaken with caution due to differences in response rates and non-sampling error.  Surveys in this series commenced in 2001. Over time, modifications have been made to the survey’s methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.  Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey’s exposure to non-response bias compared to previous surveys. |
| **Accessibility** | Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |
| **Interpretability** | Information to aid in interpretation of 2012 NSHS results will be available in the ‘Explanatory Notes’ section of the National Social Housing Survey 2012: detailed findings report.  In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.  Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
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| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. * Survey weights are applied to the data when calculating outputs and performance indicators. |

**‘Affordability’**

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

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| **Indicator definition and description** | |
| **Element** | Outcome |
| **Indicator** | *Affordability* for public housing, SOMIH and mainstream community housing |
| **Measure (computation)** | Definition: the proportion of rental households in the bottom two income quintiles that spend more than 30 per cent of their income on rent.  Numerator: number of low income rental households spending more than 30 per cent of their income on rent  Denominator: total number of low income rental households  Computation: calculated separately for public housing, SOMIH and community housing and expressed as a percentage.  *Low income households*   * Low income households are defined by the ABS as those households in the bottom 40 per cent of the equivalised disposable household income distribution (that is, the bottom two income quintiles) excluding Commonwealth Rent Assistance (CRA) (based on the Survey of Income and Housing). The ABS defines equivalised disposable household income as an indicator of disposable household income after adjustment for household size and composition. * Low income data are sourced from the AIHW’s National Housing Assistance Data Repository and are presented using a modified definition of low income to that used by the ABS. Here, low income households are defined as those in the bottom 40 per cent of equivalised gross household income. Gross household income is the amount of income received by the household before any tax or levies are subtracted.   Computation for numerator  ***Public housing and SOMIH:***  (a) Household income is the gross household income  (b) Rental expenses is the amount of rent charged to the household;  ***Mainstream community housing:***  (a) Household income is gross household income excluding CRA  (b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance  ***Public housing, SOMIH and community housing:***  The numerator is the count of households where (b) exceeds 30 per cent of (a).  Computation for denominator: count of all low income households with income and rental details known.  This measure is restricted to households with known income and rental details. |
| **Data source/s** | ***Public housing and SOMIH***  Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed Indigenous housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.  ***Mainstream community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. |
| **Relevance** | ***Public housing and SOMIH****:*   * The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. * Not all data items required are available for all households. Only households with complete information have been included in the calculation. * 2010-11 low income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2010-11 financial year) were not available so the 2009-10 cut-offs were used in their place. As a result of this it is expected that a number of low income households were not identified and are excluded from the calculation of this indicator.   ***Mainstream community housing****:*  Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.  Not all data items required are available for all households. Only households with complete information have been included in the calculation. |
| **Timeliness** | Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are for the 2012-13 financial year, which are the most recent available. |
| **Accuracy** | There are some known accuracy issues with the data collected:  ***Public housing and SOMIH***   * the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors * not all data items required are available for all households and only households with complete information have been included in the calculation * households where either assessable income or rent charged equals zero are excluded * income information for some households not in receipt of a rental rebate that is not current and may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent. Outputs produced using this data should be used with caution * disaggregations have led to small cell sizes which are volatile. Very small cells have been suppressed to protect confidentiality.   *State/Territory specific issues*:   * NSW is not able to provide gross income so assessable income is used to calculate equivalised ‘gross’ income used in determining low income status. In 2012-13, 36 per cent of SOMIH households (1,596) and 10 per cent of public rental households (10,717) are excluded from affordability calculations due to missing income information. * SA does not provide gross income so assessable income is used to calculate equivalised ‘gross’ income used in determining low income status. In 2012-13, 17.6 per cent of SOMIH households (308) and 12 per cent of public rental households (4,696) are excluded from affordability calculations due to missing income information. * ACT: in 2012-13, 7.5 per cent of public rental housing households (803) are excluded from affordability calculations due to missing income information.   ***Mainstream community housing****:*  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.  *Exclusions*:   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Low income households | 22,654 | 10,438 | na | 5,132 | 4,557 | 1,264 | 477 | na | 44,522 | | **Excludes:** |  |  |  |  |  |  |  |  |  | | Low income households with known gross income and rent details | 2,276 | 11 | na | 2 | 14 | 44 | 0 | na | 2,347 | | ***Exclusions (%)*** | ***10.0%*** | ***0.1%*** | ***na*** | ***0.0%*** | ***0.3%*** | ***3.5%*** | ***0.0%*** | ***na*** | ***5.3%*** |   Each state/territory applies it’s own definition of gross income, as currently recorded from tenants.  There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and * data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.   *State/Territory specific issues:*  Victoria   * There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.   Western Australia   * CRA was included in rent figures for five organisations.   South Australia   * The maximum amount of CRA that could be received was reported by one community housing organisation rather than the actual amount of CRA received. * For one community housing organisation, the reported rent charged was reduced by the maximum amount of CRA that could be received rather than the actual amount of CRA received. * CRA was included in the reported rent charged by one community housing organisation. |
| **Coherence** | Descriptors cannot be compared with previous years due to a change in the definition of low income. Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).  ***Public housing and SOMIH***   * NSW: care should be taken when comparing data with data from 2009-10 and earlier reporting periods as a change in the client management system has led to the potential for changes in the descriptors. Care should be taken when comparing SOMIH data to the 2009-10 and earlier reporting periods as there was a change to reported household incomes: from 2010-11 onwards, CRA is no longer included in household income. These factors will lead to an increase in the number of households identified as low income and hence included in the affordability calculations.   ***Mainstream community housing****:*  Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Care is also required when comparing data across reporting periods due to increases in the number of NRAS dwellings managed by community housing organisations and improvements in the availability of data for NRAS dwellings over time. Community housing rent policies require community housing organisations to charge subsidised rent based on a percentage of household income plus the household’s entitlement to CRA. This is different to the NRAS requirement to subsidise rent at least 20% below the market value rent for the dwelling. Rental affordability rates are affected where community housing organisations charge rent based on NRAS requirements alone, not based on both NRAS and community housing requirements.  *State/Territory specific issues:*   * Victoria: In 2011-12, data were provided by the jurisdiction and used in place of the data usually calculated from the National Housing Assistance Data Repository. Data quality improved in 2012-13. |
| **Accessibility** | Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval. |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Descriptors cannot be compared with previous years due to a change in the definition of low income. * Care should be taken when comparing equivalised gross income data with low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data). * ***Public housing and SOMIH***: the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent. Outputs produced using these data should be used with caution. * ***Community housing***: a higher proportion of low income households may appear to be in rental stress as CRA may not have been fully excluded from the survey data. (Note: rental stress is defined to occur when households spend more than 30 per cent of income on rent). |

**‘Match of dwelling to household size’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)**

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

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| **Indicator definition and description** | | | |
| **Element** | | Outcome | |
| **Indicator** | | *Match of dwelling to household size* for public housing, SOMIH, mainstream community housing and ICH. | |
| **Measure (computation)** | | ***Overcrowding***  Definition: the proportion of households where dwelling size is not appropriate due to overcrowding.  Numerator: number of overcrowded households, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS).  Denominator: the number of households with bedroom requirements and dwelling details known.  Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.  ***Underutilisation***  Definition: the proportion of households where dwelling size is not appropriate due to underutilisation.  Numerator: number of households underutilising a social housing dwelling, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS).  Denominator: the number of households with bedroom requirements and dwelling details known.  Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. | |
| **Data source/s** | | ***Public housing and SOMIH***  Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.  ***Mainstream community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.  ***Indigenous community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).  The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. | |
| **Data Quality Framework Dimensions** | | | |
| **Institutional environment** | | Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.  The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).  The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis. | |
| **Relevance** | | ***Public housing and SOMIH***   * The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. * Not all data items required are available for all households. Only households with complete information have been included in the calculation. * State and Territory Government housing authority’s bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.   ***Community housing***  Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or state/territory owned and managed Indigenous housing or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.Not all data items required are available for all households. Only households with complete information have been included in the calculation.  ***Indigenous community housing****:*  ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered. | |
| **Timeliness** | | ***Public rental housing, SOMIH and mainstream community housing***  Data are collected annually. The reference period for this indicator is  30 June 2013 for public rental housing, SOMIH and mainstream community housing.    ***Indigenous community housing***  Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2011–12.  Specific State/Territory issues are:  South Australia   * All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. | |
| **Accuracy** | | There are some known accuracy issues with the data collected:  ***Public housing and SOMIH***   * The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. * Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PH** | * NSW | * Vic | * Qld | * WA | * SA | * Tas | * ACT | * NT | | Total ongoing households | 110,074 | 62,852 | 50,938 | 32,248 | 38,754 | 10,819 | 10,738 | 4,790 | | **Excludes:** |  |  |  |  |  |  |  |  | | Households for whom bedroom or required bedroom details unknown | 1,085 | 79 | 0 | 0 | 455 | 0 | 944 | 95 | | ***Exclusions as a % of total ongoing households*** | ***1.0*** | ***0.1*** | ***0.0*** | ***0.0*** | ***1.2*** | ***0.0*** | ***8.8*** | ***2.0*** |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **SOMIH** | * NSW | * Vic | * Qld | * WA | * SA | * Tas | * ACT | * NT | | Total ongoing households | 4,452 | . . | 3,286 | . . | 1,754 | 328 | . . | . . | | **Excludes**: |  |  |  |  |  |  |  |  | | Households for whom bedroom or required bedroom details unknown | 59 | . . | 0 | . . | 77 | 0 | . . | . . | | ***Exclusions as a % of total ongoing households*** | ***1.3*** | ***. .*** | ***0.0*** | ***. .*** | ***4.4*** | ***0.0*** | ***. .*** | ***. .*** |  * Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.   State/Territory specific issues:  Victoria:   * Improved data collection methods have led to more households for which overcrowding conditions are known. * Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents), this may result in an over-estimate of overcrowded households.   ***Mainstream community housing***  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.  Exclusions:   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Households assisted | 25,973 | 13,259 | 11,564 | 6,004 | 5,696 | 2,255 | 542 | na | 65,293 | | **Excludes:** |  |  |  |  |  |  |  |  |  | | Households with unknown utilisation | 2,827 | 3,160 | na | 122 | 54 | 425 | 6 | na | 18,158 | | ***Exclusions (%)*** | ***10.9%*** | ***23.8%*** | ***na*** | ***2.0%*** | ***0.9%*** | ***18.8%*** | ***1.1%*** | ***na*** | ***27.8%*** |   There are some known accuracy issues with the data collected:   * the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions.   State/Territory specific issues:   * Victoria: There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.   Tasmania: There were some records with inconsistencies in the data held and reported by providers.  ***Indigenous community housing***   * Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided. * Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.   Completeness coverage:   * Victoria: 78.2% * Queensland: 47.0% * Western Australia: 68.2% * South Australia: 59.5% * National: 62.1   Specific State/Territory issues:  Victoria   * Improved data collection methods have led to more households for which overcrowding conditions are known.   South Australia   * All dwelling and household data which is used for overcrowding figures are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. Data for 2011-12 are not comparable to previous years due to an altered methodology for reporting household composition. This has led to a relatively large increase in the number of households reported as assisted and a relatively large decrease in the number of households reported as requiring one or more additional bedrooms.   New South Wales, Tasmania, Australian Capital Territory and Northern Territory   * Information on the number of additional bedrooms required per household is not reported. | |
| **Coherence** | | Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).  ***Public housing, SOMIH and mainstream community housing***  From 2009-10, the CNOS has been used to calculate bedroom requirements. Before this the Proxy Occupancy Standard was used, meaning that coherence over time has been affected by changes in methodology.  The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.  The use of the CNOS and change to the definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.  Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.  ***Mainstream community housing***  Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.  Specific State/Territory issues are:   * Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.   ***Indigenous community housing***  From 2009–10, the definition of overcrowding has been changed to households requiring ‘one bedroom or more’ from ‘two bedrooms or more in 2008–09 and prior. This change has resulted in an increase to the estimation of overcrowding, and affects coherence over time.  Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.  As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority. | |
| **Accessibility** | | Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval. | |
| **Interpretability** | Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/181162).  Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW. | |
| **Data Gaps/Issues Analysis** | | | |
| **Key data gaps/ issues** | | The Steering Committee notes the following key data gaps/issues:  ***Indigenous community housing***:   * Overcrowding proportions across jurisdictions are not comparable due to data being collected from a number of different sources and calculated using different methods based on data availability. * Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS. * The Australian total is not reported due to insufficient data for jurisdictions. | |

**‘Customer satisfaction’**

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

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| **Indicator definition and description** | |
| **Element** | Output – effectiveness – quality |
| **Indicator** | *Dwelling condition* for public housing, community and SOMIH |
| **Measure (computation)** | Definition: The proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.  Numerator: Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided.  Denominator: Number of tenants who gave a valid answer to the satisfaction question.  Computation: Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion. |
| **Data source/s** | National Social Housing Survey  Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.  The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.  The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.  One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.  The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.  For further information see the AIHW website www.aihw.gov.au |
| **Relevance** | The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.  ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012. |
| **Timeliness** | Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.  The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.  For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011. |
| **Accuracy** | Missing data  Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A small proportion of tenants did not provide a response to the overall satisfaction question (3.2% for PH; 3.5% for SOMIH; 3.4% for CH).  Response rates and contact rates  The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).  Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys.  A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 5,082 | 15.5% | | VIC | 526 | 13.8% | | QLD | 665 | 22.2% | | SA | 506 | 21.9% | | ACT | 665 | 24.7% | | WA | 517 | 15.4% | | TAS | 486 | 18.3% | | NT | 537 | 11.8% | | **CH** | | | | NSW | 1,119 | 17.0% | | VIC | 376 | 15.7% | | QLD | 399 | 16.0% | | SA | 372 | 17.4% | | ACT | 109 | 20.0% | | WA | 391 | 15.0% | | TAS | 285 | 34.8% | | **SOMIH** | | | | NSW | 658 | 15.4% | | QLD | 370 | 11.7% | | SA | 213 | 12.3% | | TAS | 105 | 31.5% |   Scope and coverage  Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.  The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction’s SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:  • metropolitan and non-metropolitan  • housing region or area  • dwelling type (detached house, attached house/duplex/townhouse and flat/unit)  The 2012 NSHS was designed to meet minimum sample requirements for each housing program.  Sample design  Simple random sampling was undertaking for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.  To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).  The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.  With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.  The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead or of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.  Non-sampling error  In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents’ memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.  The survey findings are also based on self-reported data. |
| **Coherence** | In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.  Comparisons between jurisdictions’ data should be undertaken with caution due to differences in response rates and non-sampling error.  Surveys in this series commenced in 2001. Over time, modifications have been made to the survey’s methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.  Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey’s exposure to non-response bias compared to previous surveys.  Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures. |
| **Accessibility** | Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |

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| **Interpretability** | Information to aid in interpretation of 2012 NSHS results will be available in the ‘Explanatory Notes’ section of the National Social Housing Survey 2012: detailed findings report.  In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.  Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW. |
| **Data Gaps/Issues Analysis** | |
| **Key data gaps/ issues** | The Steering Committee notes the following key data gaps/issues:   * Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. * Survey weights are applied to the data when calculating outputs and performance indicators. |