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 Homelessness services chapter. DQI for additional indicators will be progressively introduced in future reports.  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 | Australian Institute of Health and Welfare (AIHW).  Data sets are provided annually to the AIHW by jurisdictions. The annual data collection captures 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 | 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 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 2016 are for 2014-15 (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, information about disability is not mandatory to report under program eligibility requirements; * Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements; * Many jurisdictions do not update income information for non-rebated households. Outputs produced that require income information may not be complete and accurate; * 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 to very small cell sizes, which may be volatile - very small cells have been suppressed to protect confidentiality. * Waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHOs may additionally maintain and allocate housing to households on their own waiting list.   Specific State/Territory issues are:   * New South Wales: * Since a system change in 2010, NSW continues to report 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 as missing; * The number of Aboriginal and Torres Strait Islander households in public housing at the end of the current collection period was incomplete and unreliable, and was thus substituted by NSW with estimates based on data drawn from the 2011 census; * Western Australia: * During the 2014-15 reporting period, a new data collection system was implemented. This has resulted in several possible data quality issues: * The waitlist file submitted for the current reporting period was over-counted and contained 3,072 clients that had withdrawn from the waitlist during the year. * South Australia * Housing SA has not supplied the Dwelling History file for the current reporting period; * Tasmania * For the 2014-15 reporting period, about 1,100 public housing dwellings were transferred to the community sector. This resulted in a 14% decrease in the number of public housing households. |
| Coherence | Data for individual jurisdictions may not be comparable to previous collection periods, due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors 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. Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income; * 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 (CNOS), which is used in dwelling utilisation calculations.  Specific State/Territory issues are:   * Tasmania * On 14 July 2014 the management of the final tranch of about 1,100 Public Housing dwellings and associated tenancies was transferred to the community sector, accounting for a 14% decrease in the PH portfolio..; * Northern Territory * Approximately 5,025 remote dwellings are not currently reported in either the ICH data collection or the public housing data collection. The NT government has advised that they are aiming to report on these dwellings as part of the Public Housing collection from 2015-16. |
| Accessibility | Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregation is available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system: https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis. |
| 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 data 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 may be used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, total number of Aboriginal and Torres Strait Islander households at 30 June, and gross and assessable income. |

### State owned and managed Indigenous housing (SOMIH) 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 | Australian Institute of Health and Welfare (AIHW). 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 | 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. Separately funded SOMIH programs are managed in only four jurisdictions – New South Wales, Queensland, South Australia and Tasmania.  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 SOMIH data reported here are for 2014-15 (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, information about disability is not mandatory to report under program eligibility requirements; * Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements; * Many jurisdictions do not update income information for non-rebated households. Outputs produced that require income information may not be complete and accurate; * 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 to very small cell sizes, which may be volatile - very small cells have been suppressed to protect confidentiality. * Waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, Community Housing Organisations may additionally maintain and allocate housing to households on their own waiting list.   Specific State/Territory issues are:   * New South Wales   Since a system change in 2010, NSW continues to report 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 as missing; and   * Queensland   Individual Aboriginal and Torres Strait Islander status is not collected. SOMIH households are assumed to be Aboriginal and Torres Strait Islander households |
| Coherence | Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors 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. Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income; * Measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology; and * 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 (CNOS), which is used in dwelling utilisation calculations. |
| Accessibility | Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregation is available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system: https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis. |
| 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 may be 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 (CHOs) via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about CHOs, 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 | 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 CHOs). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. 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 among those that are not registered or funded by the state/territory housing authority and some inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by CHOs.  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 full financial year ending 30 June or as at 30 June. |
| Accuracy | 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. Data were incomplete for some jurisdictions due to non-reporting or under-reporting by CHOs. The response rate differed between jurisdictions – as outlined below.   * New South Wales - Of the 113 community housing organisations, 31 responded to the survey accounting for 91 per cent of the total dwelling portfolio. * Victoria - Of the 99 community housing organisations, 81 responded to the survey accounting for 99 per cent of the total dwelling portfolio. * Queensland - Of the 258 community housing organisations, 96 provided administrative data accounting for approximately 69 per cent of the total dwelling portfolio. * Western Australia - Of the 32 registered community housing organisations, 25 responded to the survey accounting for 94 per cent of the total dwelling portfolio. * South Australia – of the 53 community housing organisations, 53 responded to the survey accounting for 100 per cent of the total dwelling coverage. Note that SA submission includes only dwellings from the providers who have responded to the survey. * Tasmania - Of the 66 community housing organisations, 50 responded to the survey accounting for 98 per cent of the total dwelling portfolio. * The Australian Capital Territory – All of the 5 community housing organisations responded to the survey accounting for 100 per cent of the dwelling portfolio. * The Northern Territory – Only administrative data was provided for all 32 community housing organisations. * There are some 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. Aboriginal and Torres Strait Islander status and disability information; * data for ‘tenancy rental units by remoteness’ may differ to data for ‘total tenancy rental units’ due to missing postcode information, inclusion of postcodes belonging to GPO boxes, mismatches between postcode and remoteness concordance files and proportioning of postcodes across remoteness areas as many postcodes belong to more than one remoteness area; * there are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties were unavailable for New South Wales, Queensland, the Northern Territory and the Australian Capital Territory; * waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHOs may additionally maintain and allocate housing to households on their own waiting list.   Specific known State/Territory issues are:  New South Wales   * From 2013-14, NSW have provided unit record data. Data prior to this therefore is not comparable; * Data quality submissions vary across data providers. Data mismatches between files relating to the same concept are as significant a data quality issue as missing or incomplete data. The jurisdiction is proposing to address this latter issue more stringently from the first quarter of the 2015-16 reporting period, onwards.   Queensland   * Non-administrative data is based on the response rate of approximately 70% of tenantable rental units. Where possible, QLD uses administrative data for performance indicators (e.g., new allocations) to reduce reliance on incomplete NGO data.   Western Australia   * Care is advised when reviewing data for overcrowding due to inconsistencies in the data reported; * Errors have occurred when CRA has been considered as income and used in the calculation of rent. This issue has been compounded when CRA has not been able to be separated from either income or rent charged.   South Australia   * Compared to the previous reporting period, the amount of missing data increased slightly.   Tasmania   * Survey data received from the CH organisations contained a large number of errors. Substantial data cleaning was undertaken, which resulted in the correction of some, but not all, errors; * The dataset also contained a high proportion of ‘unknown’ data. Any conclusions should thus be drawn with caution; * Due to data quality issues, data for recurrent costs are not available;   Australian Capital Territory   * Care is advised when reviewing data for overcrowding due to inconsistencies in the data reported; * Integrated waitlist data is unable to differentiate between new applicants and applicants requesting a transfer. |
| Coherence | Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates, and other data quality issues. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.  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 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. Comparisons of waitlist data, prior to 2010-11, should not be made with data from subsequent collection periods due to the implementation of integrated waitlists with the potential for applicants to be counted in waitlist data across more than one social housing collection.  Coherence over time has also been affected by the following additional changes in methodology:   * Measurements using low income cannot be directly compared with low income figures produced prior to 2013-14 due to a change in methodology. * Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income.   Specific known State/Territory issues are:  New South Wales  The tenancy management of 666 public rental housing dwellings were transferred to the community housing sector with a corresponding impact on the number of households assisted.  Victoria   * The reduction in the number of CH providers was due to two organisations no longer providing CH services and one provider merging with another provider.   Queensland   * From 2013-14, Affordable Housing Program data has been provided. This data was not available in prior collection periods; * Improvements have been made to the identification of households containing a member identifying as either Aboriginal and Torres Strait Islander, having a disability or from a non-English speaking background.   Western Australia   * Methodological improvements have resulted in a better identification of households with Aboriginal or Torres Strait Islander individuals.   South Australia   * Methodological improvements have resulted in a better identification of households with Aboriginal or Torres Strait Islander individuals; * In previous collection periods, the waitlist data reported based solely on the Community Housing Customer Register. Applicants for NRAS properties were registered on a separate waitlist. Since 2012-13, wait list data has been reported together for applicants for community housing and applicants for affordable housing; * As affordable housing rent setting policies are based on a discount to the market and not as a proportion of income (the norm for community housing), the inclusion of this data would tend to increase the proportion of income allocated to rent.   Tasmania   * The number of in-scope CH dwellings increased significantly for the second reporting period in a row. This is mainly due to the transition of about 3,500 public rental housing dwellings to the community sector under the Better Housing Futures program during the past two years. Whereas the majority were transferred in the previous reporting period, the third and final tranche of 1,196 dwellings were transferred in July 2014.   Northern Territory   * Changes to stock holdings have altered breakdowns of the total number of tenancy rental units by remoteness; * A review of portfolios has resulted in better identification of community housing dwellings. |
| 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   < http://meteor.aihw.gov.au/content/index.phtml/itemId/236882>. |
| 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. * Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this undercoverage. |

### Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by 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 held by jurisdictional funding bodies as well as survey data obtained 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 | | 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 ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted.  An ICHO is any Aboriginal and/or Torres Strait Islander organisation that is responsible for managing medium to long-term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.  The data collection only includes information about ICHOs that received government funding for the provision of housing assistance within the financial year, with the exception of counts of known unfunded ICHOs (D19b) and the number of permanent dwellings managed by these unfunded ICHOs (D1b). | | Timeliness | | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14. Data is currently reported a year later than other housing and homelessness data collections as some jurisdictions are unable to submit data for data cleaning and compilation until late September due to audit timelines. | | Accuracy | | Reported findings are based on data reported by jurisdictions to the AIHW. There are some known issues with the accuracy of data collected:   * In Victoria and Tasmania, data were sourced from a survey of ICHOs specifically designed to meet national reporting requirements. In other jurisdictions, data were drawn from existing administrative records (e.g., based on a previous survey or dwelling audits). This limits data comparability across jurisdictions due to data currency, data completeness and missing data; * In 2012-13, New South Wales, Queensland, South Australia and Western Australia were unable to provide complete dwelling and household-level data and instead provided some data at the aggregate ICHO-level. This limited data comparability across jurisdictions, particularly due to data completeness and missing data; * Data were not provided for all ICHOs – the data may not be representative of all ICHOs operating within 2014-15, the dwellings they managed or the households they assisted; * Complete data was not reported for all ICHOs, as per the national standards, reflecting inconsistencies in the data recorded about individual households/dwellings within ICH administrative systems, missing records and proxy data being reported, where the required data was not captured as per the national standard; * High rates of unknown values were reported for some data items; and * This collection does not include an Aboriginal and Torres Strait Islander identifier - all households are assumed to include at least one Aboriginal and Torres Strait Islander member.   Specific State/Territory issues are:  New South Wales   * Data from 2012-13 and earlier collection periods may not be comparable due to a change in reporting methods. Previously, an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. NSW is now able to report information about funded ICHOs, the dwellings they managed and the households they assisted. Prior to 2012-13, NSW reported proxy information about providers that were actively registered with the Aboriginal Housing Office. Some of these registered providers were not funded. This change in the population reported within the data collection may have contributed to the reported decrease in the number of funded ICHOs in 2012-13 and the reported changes across a number of descriptive data and performance indicators; * Improved coverage in 2013-14 led to an increase in rental data compared to previous year. In 2012-13, data was for 1262 dwellings where as in 2013-14, data is for 2746 dwellings. * Information on additional bedrooms required for a household is not available.   Victoria:   * In 2013-14, lower survey response returns resulted in decline in the expenditure and the rent data. Thus, care is advised while comparing the data with previous years.   Queensland, Western Australia and South Australia   * Since 2011-12, the ICH data collection included dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. The performance indicator results for these dwellings may differ to the results for dwellings where tenancy management services were provided by ICHOs.   Queensland   * Data about households living in permanent dwellings are not comparable with previous data. From 2012-13, missing household records were no longer imputed by QLD. Prior to 2012-13, this data was imputed based on the assumption that there was one household living in each permanent dwelling. This change in methodology contributes to a large reported decrease in the number of households assisted and the number of overcrowded households; * Data for rent for 2013-14 are for tenancies managed by the state housing authority and are generally higher than previous years due to councils progressively implementing new rent procedures. Information on rent for tenancies managed by ICHOs is not available. Thus, care is advised when comparing the data for 2013-14 with that of the previous years; * For 2013-14, expenditure data covers only tenancies managed by the state housing authority. Data for tenancies managed by ICHOs is not provided; * Data for total recurrent expenditure and net recurrent costs are identical due to unavailability of the required data. Qld only holds information on maintenance and upgrades costs which are currently funded in communities with government tenancy management. Since maintenance costs are one component of all three measures, and the only data available, all measures record the same total.   Western Australia   * For 2012-13, where only partial information that is required to calculate overcrowding was known, WA imputed the remaining information. This change in methodology contributed to the reported increase in the number of households included in the calculation of overcrowding and may have contributed to the reported decrease in overcrowding in 2013-14.   South Australia   * From 2012-13, information is only reported for tenancies managed by the state housing authority and not tenancies managed by ICHOs (with the exception of an estimated count of permanent dwellings managed by funded ICHOs). This change in methodology contributed to the reported decrease in the size of the sector and variations in performance indicator results; * A new system implemented in 2012-13 led to unexpected data quality issues in the reported data for additional bedrooms and occupancy. As a result, data for overcrowding and occupancy for 2012-13 and 2013-14 is unavailable for national reporting.   Tasmania   * Information on households, including the number of additional bedrooms required, is not reported by Tasmanian ICHOs. As a result, this information is not available for national reporting; * A new arrears policy was implemented in 2012-13. This contributed to improvements in data quality for rent from 2012-13.   Northern Territory   * The NT government has advised that approximately 4,000 dwellings were transferred from Indigenous housing to remote public housing during 2008-09, a further 631 dwellings were transferred in 2009-10 and the number has since increased to 5,096. These dwellings are not currently reported in either the ICH data collection or the public housing data collection. The NT government has advised that they are aiming to report on these dwellings as part of the Public Housing collection from 2015-16; * Performance indicators, reported as proportions have been adjusted for non-response by excluding unknown values and missing responses 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. In the absence of an independent and reliable national data set containing information about the size and characteristics of the ICH sector, no other attempt was made to correct the data for errors (e.g., where no information was provided for an ICHO, where there were missing records for specific households/dwellings managed by an ICHO, for missing records, or for unknown values); * Where coverage of data is less than 95 per cent, details are included in the DQS for the relevant performance indicators. These are available from http://www.pc.gov.au. | | Coherence | | Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. For specific caveats on previous years’ data, consult the footnotes and DQS in the relevant edition of this report.  From 2009–10, the scope of most data items within the ICH collection was restricted to ICHOs that received funding within the financial year. This is consistent with the scope of the 2006–07 and earlier collections. In comparison, in the 2008–09 and 2007–08 collections, more data items reflected the performance of both funded and 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 to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.  Specific State/Territory issues are:  Victoria   * From 2009–10 both Aboriginal Housing Victoria and ICHO activity was reported, since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.   Tasmania   * In previous collections, one property used as a health and welfare centre was incorrectly reported. This property is no longer reported within the collection, contributing to some variations over time * In 2012-13, data for net recurrent costs included costs for depreciation on rental housing which resulted in identical information for total and net recurrent costs. This has been excluded in the 2013-14 data. Thus, data may not be comparable with previous years.   South Australia   * From 2012-13, data is only reported for tenancies managed by the state housing authority. Prior to 2012-13, all dwelling and household data was based on tenancy and asset audit data   Australian Capital Territory   * ACT reported having no in-scope providers since 2012-13   Northern Territory   * For 2013-14, data relates to permanently occupied dwellings and no distinction is made between improvised dwellings due to a change in the funding methodology with permanent occupied dwellings being funded regardless of its construction type. Thus, caution is advised when comparing data for 2013-14 with that of previous years. | | Accessibility | | Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis. | | Interpretability | | Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (http://www.aihw.gov.au/publication-detail/?id=60129543695).  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 | This data collection undercounts total sector activity, due to missing data for some in-scope ICHOs; and   * This data collection may not accurately represent the characteristics of the sector, due to issues including data not being provided for some in-scope ICHOs, incomplete data being reported for some ICHOs, unknown values being reported for some data items. |

### National Social Housing Survey data collection

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

|  |  |  |
| --- | --- | --- |
| Indicator definition and description | | |
| Element | Outcome | |
| Indicator | *Amenity/location* (Public Housing (PH), SOMIH and Community Housing (CH))  *Customer satisfaction* (PH, SOMIH and CH)  *Dwelling condition* (PH, SOMIH and CH) | |
| Measure (computation) | Various | |
| Data source/s | AIHW  A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program. | |
| Data Quality Framework Dimensions | | |
| Institutional environment | 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 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected 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 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).  The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.  Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July. Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey. | |
| 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 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below). Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and fit-for-purpose, representing a response rate for the 2014 survey of 32.4 per cent, considerably higher than the 2012 survey of 16.3 per cent.  For the two SOMIH jurisdictions where the respondents completed the survey completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent . A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 4,991 | 40.0% | | VIC | 585 | 36.2% | | QLD | 564 | 43.3% | | SA | 619 | 45.5% | | ACT | 504 | 24.7% | | WA | 954 | 27.3% | | TAS | 506 | 34.9% | | NT | 509 | 27.3% | | **CH** | | | | NSW | 1061 | 26.3% | | VIC | 367 | 40.8% | | QLD | 370 | 35.9% | | SA | 354 | 32.8% | | ACT | 124 | 24.0% | | WA | 361 | 37.1% | | TAS | 300 | 29.2% | | **SOMIH** | | | | NSW | 501 | 53.0% | | QLD | 500 | 64.3% | | SA | 307 | 18.7% | | TAS | 83 | 26.9% |   Scope and coverage  For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.  The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction’s PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,  The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.  Sample design  Simple random sampling was undertaken 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).  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.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses).All population counts were provided by the AIHW.  No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data. | |
| Coherence | In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions) Trend data should therefore be interpreted with caution.  Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys. | |
| Accessibility | Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. | |
| Interpretability | Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation. | |
| 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. * The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components). * Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component. |

## Performance indicators

### Priority access to those with greatest need

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

|  |  |
| --- | --- |
| 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.  PH and SOMIH  The measure is calculated using data related to the period of time taken for housing to be allocated, and all records where waiting time information is not known are excluded from both the numerator and denominator. Data is also disaggregated by the amount of time spent on the waiting list before allocation.  CH  No wait time exclusions apply. |
| Data source/s | Public housing and SOMIH  Datasets 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 collection tool 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 | See ‘Data collections’ data quality information. |
| 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.  Specific state/territory issues are:  Tasmania:   * While need assessments for Tasmanian SOMIH applicants are made, 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 is managed by the State Housing Authority or by a specialist homelessness services agency. 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 2016 are for the 2014-15 financial year, which are the most recent available. |
| Accuracy | 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; and * Not all data items required are available for all households and only households with complete information have been included in the calculation.   Specific state/territory issues are:   * New South Wales: * From 2012, the rent and income information for applicants in the private rental market is no longer collected and so is not available to determine greatest need due to ‘very high rental housing costs’. As a result data reported against this measure is likely to be understated. * Tasmania: * Tasmania recently introduced a new method to assess greatest need – Housing Assessment Prioritisation System (HAPS). This may have resulted in the identification of households as having the greatest need, which may not have been identified under the previous method. However, it is anticipated that any impact on this report would be minimal, as most households on the waitlist would have had their greatest need status recorded prior to the introduction of the HAPS, but may have a larger impact on 2015-16 data. * Community housing * Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations.   There are some 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; * 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 | Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs. Any comparison across different collections should note that for PH and SOMIH, the relevant proportion is calculated excluding records where waiting time is not known from both numerator and denominator. No such exclusion applies for CH calculations.  Public housing and SOMIH  Specific state/territory issues are:  New South Wales:   * 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  Variability occurs 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:  South Australia:   * The proportion of new allocations to households in greatest need has increased from 76.6 per cent in 2013-14 to 83.1 per cent in 2014-15, as improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.   Tasmania   * Since 2013-14, tenancy management of 3,500 Public Housing dwellings were transferred to the Community Housing sector, under the Better Housing Futures program. This has resulted in an increase in the greatest need performance indicator up 77% from 2013-14 (and other performance indicators). |
| 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:   * 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. * Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under–coverage. * Not all data items required are available for all households. Only households with complete information have been included. |

#### Access to social housing by people with disability

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 | This indicator is used to identify households where at least one member always or sometimes needs assistance with core activities, and provides a basis for further disaggregations of measures of Amenity/location, Customer satisfaction, Dwelling condition for Public Rental Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH). See also the DQI for these indicators. |
| Measure (computation) | Definition: The proportion of households with at least one household member with ‘disability’ or ‘long-term health condition lasting six months or more’ who needs assistance with core activities.  Derivation: Any person in the household who always or sometimes needs assistance with self-care activities, body movement activities or communication activities **AND** the reason for needing assistance is either ‘disability’ or ‘long-term health condition lasting six months or more’.  Numerator: Number of households where at least one member always or sometimes needs assistance with core activities  Denominator: Number of all households  Computation: Calculated separately for public rental housing, SOMIH and Community housing and expressed as a percentage. |
| Data source/s | A private sector data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview, and in South Australia and Tasmania SOMIH data were collected via postal and online (self-completion). For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program |
| Data Quality Framework Dimensions | |
| Institutional environment | See ‘Data collections’ data quality information |
| Relevance | The 2014 NSHS includes 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. |
| Timeliness | The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.  Fieldwork for the SOMIH face-to-face component of the 2014 survey was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July. |
| 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  The accuracy of the outputs related to Core Activity Need for Assistance from the 2014 NSHS are affected by the response rates for the questions on assistance required for self–care, mobility and communication.   |  |  |  |  | | --- | --- | --- | --- | | **Rate of Non Response** | **Housing type (per cent)** | | | | **Question** | **PH** | **CH** | **SOMIH** | | Self-care yourself | 10.0% | 9.7% | 3.2% | | \*Self-care household | 21.9% | 19.3% | 7% | | Mobility yourself | 9.5% | 9.9% | 2.9% | | \*Mobility household | 22.3% | 20.6% | 6.8% | | Communication yourself | 9.0% | 8.6% | 3.2% | | \*Communication household | 22% | 19.8% | 6.9% | | Long-term health condition | 6.5% | 6.3% | 3.6% | | Disability | 6.5% | 6.3% | 3.6% |   \* The denominator is based on households where the household was described as other than a single person living alone.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes. For more information refer to the NSHS Collection DQI.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.  No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  The weighted estimate of the total number of households in PH, CH and SOMIH housing requiring assistance with core activities, and the weighted estimate of the total number of households in PH CH and SOMIH Housing were calculated and are provided below:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Public Housing** | **NSW** | **Vic** | **Qld** | **WA** | **SA** | **Tas** | **ACT** | **NT** | | Households requiring assistance with core activities | 32,101 | 17,949 | 12,945 | 7,165 | 9,657 | 3,294 | 2,040 | 977 | | All Households | 109,369 | 62,967 | 46,847 | 29,281 | 36,960 | 10,415 | 10,404 | 3,843 | | Proportion requiring assistance | 29% | 29% | 28% | 24% | 26% | 32% | 20% | 25% |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Community Housing** | **NSW** | **Vic** | **Qld** | **WA** | **SA** | **Tas** | **ACT** | | Households requiring assistance with core activities number | 6,723 | 2,131 | 2,336 | 1,090 | 999 | 714 | 170 | | All Households number | 26,194 | 7,801 | 10,011 | 6,310 | 4,051 | 2,056 | 519 | | Proportion requiring assistance | 26% | 27% | 23% | 17% | 25% | 35% | 33% |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **SOMIH** | **NSW** | **Qld** | **SA** | **Tas** | | Households requiring assistance with core activities number | 498 | 385 | 388 | 64 | | All Households number | 4,488 | 3,171 | 1,715 | 311 | | Proportion requiring assistance | 11% | 12% | 23% | 21% | |
| Coherence | * Commencing with the 2014 survey, the NSHS collected information on whether and to what extent a long term health condition or disability restricts core activities for the respondent or someone in the household. The information is consistent with data collected in the Specialist Homelessness Services Collection and based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the Survey of Disability, Ageing and Caring (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities – self–care, body movements or communication. * Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs. |
| 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** | |
|  | The Steering Committee notes the following key data gaps/issues:  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.  Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under–coverage.  Not all data items required are available for all households. Only households with complete information have been included. |

### 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 | The proportion of new tenancies for public housing, SOMIH and community housing that are allocated to households with special needs  Derivation: Households with special needs are those that satisfy at least one of the following conditions:   * the Aboriginal and Torres Strait Islander household definition: * or that have a household member with a disability: * or where the principal tenant is aged 24 years or under; * or where the principal tenant is aged 75 years or more. |
| Measure (computation) | Definition: the proportion of new tenancies allocated to low income households with special needs.  Numerator: the number of newly allocated tenancies to households with special needs, for whom special needs status is known  Denominator: total number of newly allocated tenancies  Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. |
| Data source/s | ***Public housing and SOMIH***  Datasets 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 jurisdiction 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 | See ‘Data collections’ data quality information. |
| 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. The data reported are for the 2014-15 financial year, which are the most recent available. |
| Accuracy | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | There are some 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 accuracy issues with the data collected:   * For National Rental Affordability Scheme (NRAS) properties, managed by community housing organisations in New South Wales, Queensland, the Northern Territory and the Australian Capital Territory, data about applicants (for example, special needs status) were unavailable. This may affect the reported proportion for this indicator; and * Only households with complete information have been included in the calculation   New Households assisted by special needs status ( known or not known) by jurisdiction | | | | | | | | | | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | New households with special needs assisted | 3,991 | 2,115 | n.a. | 1,789 | 1,369 | 2,303 | 234 | na | 11,801 | | **Excludes:** |  |  |  |  |  |  |  |  |  | | New households with unknown special needs status | 65 | 111 | n.a. | 29 | 132 | 1,240 | 0 | na | 1,577 |   Specific State/Territory issues are:  Tasmania:  On 14 July 2014 the management of the final tranch of about 1,100 Public Housing dwellings and associated tenancies was transferred to the community sector, accounting for a 14% decrease in the PH portfolio. |
| Coherence | Data for individual jurisdictions may not be comparable to previous collection periods due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.  Community housing  Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.  Specific State/Territory issues are:  Australian Capital Territory:   * In the ACT, new households with special needs have increased. This was attributed to the NDIS, which meant that people living in government-managed disability homes were able to relocate to non-government dwellings. |
| 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:   * Data set sourced via a survey of community housing organisations. There is variable coverage across jurisdictions. * The data sets for public housing and SOMIH have inaccuracies to varying degrees. * Not all data items required are available for all households. Only households with complete information have been included in these calculations. |

### Dwelling condition

Dwelling condition — Public housing, SOMIH and community housing

Data quality information for this indicator has been drafted by the AIHW (PH, SOMIH and CH) and by the ABS (ICH), 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 households that have four working facilities and no more than two major structural problems.  Numerator: number of tenants who indicated that their household 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 gave a valid answer to the facilities and structural problems question multiplied by 100.  Computation: Number of tenants who said their household 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 | AIHW  A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program. |
| Data Quality Framework Dimensions | |
| Institutional environment | See ‘Data collections’ data quality information (Page 3). |
| Relevance | The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected 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 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).  The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.  Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.  Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey. |
| 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 Aboriginal and Torres Strait Islander status question: 20.1 per cent of PH tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of CH tenants did not provide a response.  A small proportion did not provide an answer to the household facilities question (0.8 per cent for PH; 0.3 per cent for SOMIH; 1.2 per cent for CH) or the structural problems question (7.0 per cent for PH; 1.5 per cent for SOMIH; 8.7 per cent for CH).  Response rates and contact rates  The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).  Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.  For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.  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.   |  |  |  | | --- | --- | --- | | Jurisdiction | Sample size | Response rate | | NSW | 4,991 | 40.0% | | VIC | 585 | 36.2% | | QLD | 564 | 43.3% | | SA | 619 | 45.5% | | ACT | 504 | 24.7% | | WA | 954 | 27.3% | | TAS | 506 | 34.9% | | NT | 509 | 27.3% | | CH | | | | NSW | 1061 | 26.3% | | VIC | 367 | 40.8% | | QLD | 370 | 35.9% | | SA | 354 | 32.8% | | ACT | 124 | 24.0% | | WA | 361 | 37.1% | | TAS | 300 | 29.2% | | SOMIH | | | | NSW | 501 | 53.0% | | QLD | 500 | 64.3% | | SA | 307 | 18.7% | | TAS | 83 | 26.9% |   Scope and coverage  For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.  The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction’s PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.  The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.  Sample design  Simple random sampling was undertaken 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).  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.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW. No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data. |
| Coherence | In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).  Comparisons between data across jurisdictions 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 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys. |
| Accessibility | Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |
| Interpretability | Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation. |
| 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 with ICH data reported for this indicator. * 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. * The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components). * Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component. |

Dwelling condition — Indigenous community housing

Data quality information has been drafted by the Australian Bureau of Statistics, with additional Steering Committee comments.

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| Indicator definition and description | | |
| Element | Output – effectiveness – quality | |
| Indicator | Dwelling condition, Indigenous community housing. | |
| Measure (computation) | Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems, of Aboriginal and Torres Strait Islander households who are renting with a landlord type of Indigenous Housing Organisation or Community Housing. | |
| Data source/s | Australian Bureau of Statistics (ABS).  The numerator and denominator use data from the ABS National Aboriginal and Torres Strait Islander Health Survey (NATSIHS) component of the 2012-13 Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS) from a sample of 5,371 households. The household weights for this survey were derived from the person level benchmarks. The person level benchmarks were based on the Aboriginal and Torres Strait Islander estimated resident population at 30 June 2011.  For more information on the structure of the AATSIHS, see Structure of the Australian Aboriginal and Torres Strait Islander Health Survey (cat. no. 4727.0.55.001) on the ABS website. For information on scope and coverage, see the Australian Aboriginal and Torres Strait Islander Health Survey: Users’ Guide, 2012-13 (cat. no. 4727.0.55.002). | |
| Data Quality Framework Dimensions | | |
| Institutional environment | The AATSIHS was collected, processed, and published by the Australian Bureau of Statistics (ABS). The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.  For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment on the ABS website. | |
| Relevance | The AATSIHS is a national survey that collected information on health status, risk factors and health-related actions.  The 2012-13 NATSIHS component of the AATSIHS asked a responsible adult (ARA) within each household whether the household dwelling had any of the following major structural problems/problems that needed to be fixed: rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls or windows that aren’t straight; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other major structural problems/other big problems. They were also asked if any of the following facilities were missing from the household or weren’t working: stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; laundry tub. Each ARA was also asked whether the dwelling was: being paid off; owned outright; being rented; being purchased under a rent/buy or shared equity scheme; being occupied under a life tenure scheme; occupied rent free. Those who reported the tenure type was rental (including those purchasing the dwelling under a rent/buy or shared equity scheme) were also asked who rent was paid to. Indigenous Housing Organisation/Community housing was a response category for this question. | |
| Timeliness | The AATSIHS is conducted approximately every six years over a 12-month period. Results from the 2012-13 NATSIHS component of the AATSIHS were released in November 2013. The previous NATSIHS was conducted in 2004-05. | |
| Accuracy | The AATSIHS was conducted in all states and territories, including very remote areas. Non-private dwellings such as hotels, motels, hospitals, nursing homes and short-stay caravan parks were excluded from the survey. The final response rate for the 2012-13 NATSIHS component was 80.2%. Results are weighted to account for non-response.  As they are drawn from a sample survey, data for the indicator are subject to sampling error. Sampling error occurs because only a small proportion of the population is used to produce estimates that represent the whole population. Sampling error can be reliably estimated as it is calculated based on the scientific methods used to design surveys. Rates should be considered with reference to their Relative Standard Error (RSE). Estimates with RSEs between 25% and 50% should be used with caution. Estimates with RSEs greater than 50% are generally considered too unreliable for general use. | |
| Coherence | Both the numerator and the denominator for Aboriginal and Torres Strait Islander households come from the NATSIHS component of the 2012-13 AATSIHS. Measures based on the 2012-13 NATSIHS are consistent with those supplied for COAG reporting from the ABS 2002 and 2008 National Aboriginal and Torres Strait Islander Social Surveys (NATSISS). The 2012-13 NATSIHS collected other information that can be analysed in conjunction with dwelling condition. | |
| Accessibility | See Australian Aboriginal and Torres Strait Islander Health Survey: First Results, 2012-13 (cat. no. 4727.0.55.001) for an overview of results from the NATSIHS component of the AATSIHS. Other information is available by request or by applying and paying subscription for access to the Australian Aboriginal and Torres Strait Islander Health Survey. Detailed conditions and other health data, 2012-13 Microdata products (cat. No. 4715.0.30.001). | |
| Interpretability | Information to aid interpretation of the data is available from the Australian Aboriginal and Torres Strait Islander Health Survey: Users’ Guide, 2012-13 on the ABS website. | |
| 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 with data reported for PH, SOMIH and CH. Data are reported from the ABS National Aboriginal and Torres Strait Islander Survey as ICH is not covered and collected in the NSHS. |

### Net recurrent cost per dwelling

#### 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 2013-14. |
| Accuracy | There may be some accuracy issues with the data collected as new information systems are commissioned. |
| 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/ issue | 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 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 2014-15. |
| Accuracy | There may be some accuracy issues with the data collected arising from information systems changes. |
| 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 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 2014  Denominator: Total number of tenancy (rental) units at 30 June 2014 |
| 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 | See ‘Data collections’ data quality information (Page 3). |
| 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 2013–14. |
| 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 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 not reported. * Specific State/Territory issues are: * Tasmania * Due to data quality issues, data for net recurrent costs are not available. |
| Coherence | Comparisons across reporting periods, jurisdictions and other social housing sectors may be affected by variability in the programs reported in the community housing data collection by different state and territory governments, and in survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:  South Australia   * The large increase in total net recurrent costs coincided with a rise in administrative expenses related to staffing and supplies. * Western Australia * During 2013-14, two CHOs provided additional services in addition to tenancy management. This resulted in an overall increase in total net recurrent costs * Tasmania * Due to data quality issues, data for recurrent costs are not available * Australian Capital Territory * Care is advised when reviewing financial data and the total tenancy rental units it pertains to. Net recurrent costs and the number of tenancy rental units it relates to, includes administration costs for organisations registered under the community housing regulatory framework some of whom are not required to report other data for the national community housing data collection. From 2011-12 to 2013-14, the total number of ACT tenancies used to calculate this indicator includes organisations reporting under the regulatory framework. |
| 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  < http://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

Data quality information for this indicator has been provided by 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** | 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** | See ‘Data collections’ data quality information. |
| **Relevance** | ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations. |
| **Timeliness** | Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14. |
| **Accuracy** | There are known accuracy issues with the data collected.   * This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member. * Care should be used when 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 impact 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 Aboriginal and Torres Strait Islander 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 per cent in a jurisdiction or at the national level, details of the coverage are provided. * Completeness coverage: * New South Wales: 55 per cent * Victoria: 87 per cent   Specific State/Territory issues:   * New South Wales * Data for recurrent expenses does not reflect the whole sector. It consists of $6.1 million spent by funded aboriginal housing providers that provided data as at 30 June 2014 and $27.6 million spent by AHO as recurrent expenses on the Aboriginal community housing sector. * Queensland * The increase in the number of dwellings transitioning to the department for tenancy management has contributed to an increase in maintenance work and the recurrent expenditure. |
| **Coherence** | * Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.   Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:   * For reasons of data quality and availability, in 2009-10, the scope of the ICH collection was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2013-14), 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 prevent comparisons between years. Largely, restricting the scope for 2009-10 to funded ICHOs only returns 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:   * New South Wales: * In the 2012-13 collection, the ICH sector reported data from Aboriginal Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.   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 Commonwealth. Thus, care is advised when comparing data with earlier reference periods. |
| **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 which are available upon request from the AIHW. |
| ***Data Gaps/Issues Analysis*** | |
|  | 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

Data quality information for this indicator has been provided by 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. |
| 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***  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 (conducted 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 | See ‘Data collections’ data quality information. |
| 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 is managed is by the State Housing Authority or by a 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 Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items exclude dwellings managed by unfunded organisations unless specified otherwise (for example D1b - number of dwellings managed by funded and unfunded ICHOs; and D19b - number of funded and unfunded ICHOs). |
| 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 2015.  Indigenous community housing  The reference period for this indicator for ICH is at 30 June 2014, based on the 2013-14 data collection. |
| Accuracy | There are 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 across jurisdictions, 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;  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 fully consistent with national data definitions  Specific State/Territory issues:  New South Wales   * From 2013-14, unit record level data was provided. Some providers have reported incomplete tenancy data, resulting in occupancy rates being understated.   Northern Territory   * Unit record level data is not collected. The jurisdiction imputes this data and reports that all tenantable rental units are occupied.   Western Australia   * During 2014-15, 102 lodging house rooms with in an organisation were used as crisis accommodation. This resulted in a decline in the occupancy rate.   Indigenous community housing  Complete data was not available for all dwellings or ICHOs in every jurisdiction, and so may not fully reflect the entire funded portion of the jurisdiction. To compensate for poor coverage, the denominator only includes households for which household groups and dwelling details are known.  The coverage rates of ICHOs for jurisdictions where coverage is less than 95 per cent are   * Victoria: 87 per cent.   Specific State/Territory issues:  Northern Territory  Information related to occupancy is not reported for ICH.  Western Australia   * Any improvements to the reliability of data have been attributed to the implementation of the National Partnership Agreement on Remote Indigenous Housing (NPARIH). This is an initiative designed to improve the quality of data collected |
| **Coherence** | Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.  Mainstream community housing  Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to differences in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.  Indigenous community housing  Data is collected from ICHOs using a survey collection tool. Not all ICHOs respond to the request for data each year. Variabiliity in the ICHOs that provide data each year may affect coherence.  New South Wales   * Number of funded ICHOs refers to housing agencies that receive funding from an Aboriginal Housing Organisation (AHO). In previous reporting periods, in-scope providers were those registered with an AHO, regardless of their funding status |
| 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 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 vary 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.  Some vacancy episodes are excluded from the calculation of this indicator. |
| 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 | See ‘Data collections’ data quality information. | |
| 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 reference period.  The indicator is measured as the total number of days that dwellings were vacant for the year ending 30 June, divided by the total number of vacancy episodes for the year ending 30 June. | |
| Timeliness | Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2016 are as at 30 June, 2015, which are the most recent available. | |
| Accuracy | 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.  Jurisdictions have different data collection and reporting practices in a number of areas which limit data comparability across jurisdictions. Data are not comparable across jurisdictions as there is considerable variation across jurisdictions in the mix of dwellings included in the categories of vacancy and considerable variation in the length of vacancies in those categories.  Specific state/territory issues are:  SA was unable to provide the necessary variable(s) for the calculation of turnaround time. As a result, national level reporting of P10 is unavailable. | |
| Coherence | Data may not be comparable to previous years due to differences in the accuracy and availability of the data over time. Turnaround time figures were unavailable for the Northern Territory in 2012-13 and for South Australia in 2013-14 and 2014-15. Please refer to the turnaround time indicator data quality statement for each year when comparing data across years.  Data from 2011-12 are not comparable with earlier data as categories for recording vacancies changed. Turnaround times before 2011-12 were recorded as either ‘normal’ or ‘not normal’. From 2011-12 five vacancy codes exist which provide a greater level of granularity and consistency across jurisdictions. | |
| Accessibility | Annual data is reported in *Housing Assistance in Australia*, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis. | |
| Interpretability | Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (http://www.aihw.gov.au/publication-detail/?id=60129543695).  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:   * there are differences across jurisdictions in how vacancy episodes and reasons for vacancies are reported which limit data comparability across jurisdictions, and * this indicator is sensitive to a number of jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, outsourcing arrangements and legislative requirements e.g. covering abandoned goods policies. |

### Rent collection rate

#### 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 — SOMIH

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 and 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  Indigenous community housing  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.  Mainstream community Housing  Numerator: Total rent collected by funded Community Housing Organisations (CHOs) for the year ending 30 June  Denominator: Total rent charged by funded CHOs for the year ending 30 June  Computation: Total rent collected by funded CHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June. |
| Data source/s | Indigenous community housing  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.  Mainstream community housing  Data are provided annually to AIHW by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected. |
| Data Quality Framework Dimensions | |
| Institutional environment | See ‘Data collections’ data quality information (Page 3). |
| Relevance | Indigenous community housing  ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.  Mainstream community housing:  Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.  The data collected by the jurisdictions conform well in terms of the reference period; however due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.  Not all data items required are available for all households. Only households with complete information have been included in the calculation. |
| Timeliness | Indigenous community housing  Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.  Mainstream community housing  Data are collected annually, for the financial year ending 30 June. The mainstream community housing data reported in RoGS 2016 are as at 30 June, 2015, which are the most recent available. |
| Accuracy | Indigenous community housing  There are known issues with the accuracy of data collected:   * This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member. * 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 impact 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 Aboriginal and Torres Strait Islander 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 per cent in a jurisdiction or at the national level, details of the coverage are provided.   Completeness coverage:   * New South Wales: 88 per cent * Victoria: 87 per cent   Specific State/Territory issues:  Queensland   * Rent data is extracted from internal financial systems or based on local councils’ quarterly reports and is not collected From ICH providers for dwellings they own and manage.   South Australia   * Data on rent charged to tenants is unavailable.   Mainstream community housing  The administrative data and survey 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 | Indigenous community housing and mainstream community housing  Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.  Indigenous community housing  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 in 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 2010–11), 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 are preventing comparisons between years. Largely restricting the scope for 2009-10 to funded ICHOs only returns 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:  New South Wales   * From 2012-13, the ICH sector reported data from Aboriginal Community Housing Providers (ACHPs) that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from ACHPs that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and who provided data as at June 2013. * In 2012-13, rent collected was based on ‘Approved providers’ only. NSW Aboriginal Housing Authority undertook a major reform process – Build and Grow. ICHOs that participated in this process were separated into two categories: approved providers and head leased providers. Prior to 2012-13, rent collected was based on both ‘Approved providers’ and ‘head leased providers’. For the 2013-14 collection period, data were provided by organisations that were either approved providers or head leased.   Victoria   * Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. From 2009-10 Victoria reported on an additional 18 agencies assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Thus, care is advised when comparing 2013-14 data with earlier reference periods.   South Australia   * Data for the calculation of rent collection rate were unavailable for the 2013-14 collection period   Northern Territory   * Rent collection rate could not be calculated for the 2013-14 collection period |
| 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 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/Location

#### 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 (PH), community housing (CH) and State Owned and Managed Indigenous Housing (SOMIH) |
| **Measure (computation)** | Definition: The proportion of all 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** | AIHW  A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program. |
| **Data Quality Framework Dimensions** | |
| **Institutional environment** | See ‘Data collections’ data quality information. |
| **Relevance** | The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected 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 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).  The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.  Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.  Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey. |
| **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 (1.3 per cent for PH; 0.4 per cent for SOMIH; 1.3 per cent for CH), however the number of missing cases varies for each feature (see table below).   |  |  |  |  | | --- | --- | --- | --- | | Missing data (proportion) | **PH** | **SOMIH** | **CH** | | **Importance** | | | | | Size of home | 7.3 | 2.1 | 5.5 | | Number of bedrooms | 9.4 | 3.3 | 8.1 | | Modifications for special needs | 10.0 | 2.6 | 8.3 | | Easy access and entry | 6.3 | 1.9 | 5.9 | | Car parking | 6.2 | 1.4 | 4.7 | | Yard space and fencing | 5.6 | 1.2 | 5.1 | | Privacy of the home | 5.8 | 1.8 | 4.6 | | Safety and security within the home | 5.2 | 1.6 | 3.9 | | Safety and security outside of the home within the neighbourhood | 4.2 | 1.1 | 4.1 | | Energy efficiency | 4.8 | 1.2 | 4.3 | | Water efficiency | 4.7 | 1.4 | 4.3 | | Thermal comfort | 5.5 | 1.9 | 4.8 | | **Meets needs** | | | | | Size of home | 8.4 | 2.6 | 7.6 | | Number of bedrooms | 12.5 | 3.5 | 11.0 | | Modifications for special needs | 10.7 | 5.8 | 10.4 | | Easy access and entry | 9.7 | 3.5 | 8.1 | | Car parking | 8.8 | 3.5 | 7.7 | | Yard space and fencing | 8.4 | 2.6 | 8.4 | | Privacy of the home | 9.5 | 3.8 | 8.4 | | Safety and security within the home | 9.4 | 3.0 | 8.1 | | Safety and security outside of the home within the neighbourhood | 8.1 | 2.6 | 7.6 | | Energy efficiency | 8.6 | 3.6 | 7.9 | | Water efficiency | 8.2 | 3.8 | 7.6 | | Thermal comfort | 8.0 | 2.9 | 7.3 |   The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).  Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.  For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.  A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 4,991 | 40.0% | | VIC | 585 | 36.2% | | QLD | 564 | 43.3% | | SA | 619 | 45.5% | | ACT | 504 | 24.7% | | WA | 954 | 27.3% | | TAS | 506 | 34.9% | | NT | 509 | 27.3% | | **CH** | | | | NSW | 1061 | 26.3% | | VIC | 367 | 40.8% | | QLD | 370 | 35.9% | | SA | 354 | 32.8% | | ACT | 124 | 24.0% | | WA | 361 | 37.1% | | TAS | 300 | 29.2% | | **SOMIH** | | | | NSW | 501 | 53.0% | | QLD | 500 | 64.3% | | SA | 307 | 18.7% | | TAS | 83 | 26.9% |   Scope and coverage  For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.  The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction’s PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,  The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.  Sample design  Simple random sampling was undertaken 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, minimum sample sizes were set for each housing program. An additional overall 5,350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).  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.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.  No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data. |
| **Coherence** | In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).  Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys. |
| **Accessibility** | Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. |
| **Interpretability** | Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation. |
| **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. * The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components). * Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component. |

#### 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** | | AIHW  A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMICH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program. | |
| **Data Quality Framework Dimensions** | | | |
| **Institutional environment** | See ‘Data collections’ data quality information. | | |
| **Relevance** | The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected 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 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).  The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.  Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.  Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey. | | |
| **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 location (1.5 per cent for PH; 0.5 per cent for SOMIH; 1.7 per cent for CH), however the number of missing cases varies for each facility/service (see table below).   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Missing data (proportion) |  |  | |  | | **Importance** | | | | | | Shops and banking facilities | 3.3 | 1.2 | 3.1 | | | Public transport | 4.3 | 1.5 | 4.3 | | | Parks and recreational facilities | 6.6 | 2.3 | 5.4 | | | Emergency services, medical services and hospitals | 3.8 | 1.4 | 3.5 | | | Child care facilities | 8.0 | 2.3 | | 7.3 | | Education and training facilities | 7.6 | 1.8 | | 7.0 | | Employment or place of work | 7.6 | 2.2 | | 6.6 | | Community and support services | 5.8 | 1.6 | | 5.4 | | Family and friends | 4.9 | 1.7 | | 4.7 | | **Meets needs** | | | | | | Shops and banking facilities | 6.9 | 2.9 | | 6.6 | | Public transport | 7.7 | 4.8 | | 7.5 | | Parks and recreational facilities | 9.4 | 4.6 | | 9.1 | | Emergency services, medical services and hospitals | 7.8 | 3.7 | | 7.8 | | Child care facilities | 8.7 | 4.0 | | 8.5 | | Education and training facilities | 8.9 | 3.6 | | 8.5 | | Employment or place of work | 8.6 | 3.7 | | 8.5 | | Community and support services | 8.2 | 3.5 | | 8.1 | | Family and friends | 8.0 | 3.0 | | 7.8 |   Response rates and contact rates  The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).  Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.  For the two SOMIH jurisdictions where respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.  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.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | **PH** | | | | NSW | 4,991 | 40.0% | | VIC | 585 | 36.2% | | QLD | 564 | 43.3% | | SA | 619 | 45.5% | | ACT | 504 | 24.7% | | WA | 954 | 27.3% | | TAS | 506 | 34.9% | | NT | 509 | 27.3% | | **CH** | | | | NSW | 1061 | 26.3% | | VIC | 367 | 40.8% | | QLD | 370 | 35.9% | | SA | 354 | 32.8% | | ACT | 124 | 24.0% | | WA | 361 | 37.1% | | TAS | 300 | 29.2% | | **SOMIH** | | | | NSW | 501 | 53.0% | | QLD | 500 | 64.3% | | SA | 307 | 18.7% | | TAS | 83 | 26.9% |   Scope and coverage  For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.  The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction’s PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,  The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.  Sample design  Simple random sampling was undertaken 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).  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.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.  No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data. | | |
| **Coherence** | In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions). Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys. | | |
| **Accessibility** | Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. | | |
| **Interpretability** | Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation. | | |
| **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. * The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components). * Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component. |

### Affordability

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 | Outcome |
| Indicator | The level of housing affordability for low income households of public rental housing, SOMIH and community housing |
| Measure (computation) | Definition: The proportion of rental households in the *National Housing Assistance Data Repository* (NHADR) for the relevant year, with equivalised gross household income at or below the bottom 40 per cent income quintile cut off for the ABS *Survey of Income and Housing*, that spend more than 30 per cent of that income on rent.  Numerator: Number of low income rental households spending more than 30 per cent of their equivalised gross household 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*   * The ABS defines low income households as those households in the bottom 40 per cent of the equivalised disposable (gross income less taxes) household income distribution based on the *Survey of Income and Housing*. For this indicator, the AIHW identifies low income households by using equivalised ***gross*** household income data sourced from the AIHW’s *National Housing Assistance Data Repository* and applying the bottom 40 per cent per cent quintile cut-offs from the equivalised gross household income distribution of the ABS *Survey of Income and Housing.* Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household. * The 2015 low income cut-offs, provided by the ABS, are based on data from the 2013-14 Survey of Income and Housing (SIH). The ABS advised that the Australian Statistical Geography Standard (ASGS) 2011 was used in this survey for sample selection, weighting and output. This resulted in a break in time series at the sub-state level. The 2013-14 survey included Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).   Computation for numerator  ***Public housing and SOMIH:***  (a) Household income is the gross household income; and  (b) Rental expenses is the amount of rent charged to the household;  ***Community housing:***  (a) Household income is gross household income excluding CRA; and  (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 location, income and rental details known. |
| 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.  ***Community housing***  Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey of community housing providers 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.  ***ABS Survey of Income and Housing***  Low income cut-offs were drawn from the 2013-14 ***ABS Survey of Income and*** ***Housing*** low-income cut-offs (that is, the 40th percentile of equivalised gross household incomes. |

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| Data Quality Framework Dimensions | |
| Institutional environment | See ‘Data collections’ data quality information (Page 3). |
| 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; and  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 those managed by Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a Specialist Homelessness Services agency;  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; and  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 2016 are for the 2014-15 financial year. |
| Accuracy | There are some 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 income or rent charged equals zero are excluded; * Income information is not current for some households not in receipt of a rental rebate; this may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent; * Where disaggregation has resulted in small cell sizes within the data cells that could compromise confidentiality, the data in these cells have been suppressed to protect confidentiality; and * There is a break in time series for the 2014-15 affordability indicators. The following three (3) factors contributed to this: new low income cut-offs, exclusion of Commonwealth Rent Assistance (CRA) from the rental stress calculation for SOMIH households who receive CRA, and removal of the 0.5% rounding in the rent ratio calculation.   State/Territory specific issues:  New South Wales.  From 2012, NSW only collects rent and income information from households when they apply for a subsidy; it is no longer collected or updated for tenants not seeking such assistance. In 2014-15, 29.2 per cent of SOMIH households (1,308) and 8.4 per cent of public rental households (8,837) were excluded from affordability calculations due to missing income information*.* |

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|  | South Australia.   * SA does not collect gross income, and uses assessable income to estimate equivalised ‘gross’ income which is then used in determining low income status. In 2014-15, 19.4 per cent of SOMIH households (338) and 12.3 per cent of public rental households (4,643) were excluded from affordability calculations due to missing income information.   Victoria   * In 2014-15, Victoria excluded 12.7per cent of public rental housing households (8,026) from affordability calculations due to missing income information. |
|  | Community housing  Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information tabulated below was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Total Low income households | 24,126 | 11,016 | na | 5,453 | 3,823 | 3,912 | 531 | na | 48,861 | | **Excludes:** |  |  |  |  |  |  |  |  |  | | Low income households with unknown gross income and rent details | 20 | 30 | na | 11 | 2 | 13 | 15 | na | 91 | | ***Exclusions ( %)*** | ***0.08*** | ***0.3*** | ***na*** | ***0.2*** | ***0.05*** | ***0.3*** | ***2.8*** | ***na*** | ***0.2*** |   There are some 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; * all jurisdictions have noted that there are inconsistencies in how the adjustment for CRA is applied by different organisations. Some organisations deduct CRA from rent (which is appropriate); others add CRA to gross income (this overstates rent as a proportion of income) and others fail to adjust for CRA altogether. Where CRA was added to gross income, rent will be overstated as a proportion of gross income; and the number of low income households could be understated, as gross income may incorrectly have been boosted past the bottom 40 per cent quintile cut-offs from the ABS Survey of Income and Housing. The impact of inappropriate CRA adjustments has not been quantified for any jurisdiction. * not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; * data about National Rental Affordability Scheme (NRAS) properties managed by some community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.   State/Territory specific issues:  Western Australia   * Not all organisations capture and report data items consistently. While few organisations were unable to separate out financial data relating to CRA and rent, other organisations charge flat weekly rate irrespective of income. The flat fee charged is used as a proxy for rent. This is likely to affect the proportion of equivalised gross income spent on rent. |

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|  | South Australia   * Updated accredited social housing management software has allowed organisations to separate out financial data relating to CRA and rent. This has improved data quality as the proportion of equivalised gross income spent on rent can now be calculated after rent is adjusted appropriately for CRA; |
| Coherence | Data cannot be fully compared with previous years as modifications in reporting methodology and improved compliance processes may have contributed significantly to changes observed between 2014-15 and prior years.  Public housing and SOMIH  State/Territory specific issues:  New South Wales.   * NSW stated that gross income data was non compatible therefore for the 2013-14 and 2014-15 collection periods, the assessable income data had been used. This is not in line with reporting definition. * Data from 2009-10 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the jurisdiction. From 2010-11 onwards, organisations provide the unit record data to the jurisdiction. This has resulted in improved data quality;   Community Housing:   * Organisations and jurisdictions have progressively identified and corrected inconsistencies in how the adjustment for CRA is applied, and data across particular years may no longer be comparable (based on the timing of the correction). Depending on the methodology used in prior years, the number of low income households may have been understated (for example in years where CRA was added to gross income) or the proportion of gross income paid as rent may have been overstated ( in years where CRA was not deducted from rent). * The increased reporting of data for NRAS dwellings managed by community housing organisations is a factor contributing to an increase in the proportion of households paying more than 30 per cent as rent in community housing. As NRAS rents are at least 20 per cent below the market value rent, and community housing rents are set as a percentage of assessable income,NRAS market based rents may be higher. An increase in NRAS rental properties in CHO portfolios would explain higher proportions of household incomes being paid as rent.   Data for low income related indicators may not be comparable with previous years due to;   * A revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5% above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4%, that household is now counted in the 'paying 20% or more' category; * In addition to the above, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.   State/Territory specific issues:  Queensland:   * Affordable Housing Program data has been included for some organisations for the first time in 2013-14. This data was not available 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. |

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| Data Gaps/Issues Analysis | |
| Key data gaps/ issues | The Steering Committee notes the following key data gaps/issues:   * Data cannot be compared with previous years due to a change in the definition of low income, with CRA no longer included in household income from 2010-11 onwards. * This indicator defines low income households as those in the bottom 40 per cent of equivalised gross household income. They are not directly comparable to 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.   Community Housing:   * a higher proportion of low income households may appear to be in rental stress as some providers cannot exclude CRA when rent data is provided. In these cases rent will be overstated as a proportion of gross income. |

### Match of dwelling to household size

Public housing, SOMIH, mainstream community housing and ICH.

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

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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) | Definition: the proportion of households where dwelling size is not appropriate due to overcrowding.  Numerator: number of overcrowded households, calculated using the Canadian National Occupancy Standard (CNOS).  Denominator: the number of households.  Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. | |
| Data source/s | Public rental 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 as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2014-15 collection year.  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 held by jurisdictional funding bodies as well as 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. The latest data are for the 2012-14 collection year. | |
| Data Quality Framework Dimensions | | |
| Institutional environment | See ‘Data collections’ data quality information (Page 3). | |
| 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.  Mainstream community housing  Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing Authorities or Specialist Homelessness Service 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:  The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted. An ICHO is any Aboriginal and/or Torres Strait Islander organisation responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people; and  There were no in-scope ICHOs reported within the Australian Capital Territory within 2014-15. | |
| Timeliness | Public rental housing, SOMIH and mainstream community housing  Data are collected annually. The reference period for this indicator is 30 June 2015 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 2013-14. Data are currently reported a year later than other housing data collections as some jurisdictions are unable to submit data within national reporting timelines. | |
| Accuracy | There are some accuracy issues with the data collected. The agreed methodology for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.  Public rental 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 recoding 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 | 108,732 | 63,125 | 50,371 | 32,602 | 37,766 | 7,109 | 10,611 | 4,647 | | **Excludes:** |  |  |  |  |  |  |  |  | | Households for which bedroom or required bedroom details unknown | 1,534 | 3,515 | 0 | 0 | 314 | 2 | 789 | 56 | | ***Exclusions as a % of total ongoing households*** | ***1.4*** | ***5.6*** | ***0.0*** | ***0.0*** | ***0.8*** | ***0.0*** | ***7.4*** | ***1.2*** |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **SOMIH** | NSW | Vic | Qld | WA | SA | Tas | | Total ongoing households | 4,530 | . . | 3,242 | . . | 1,741 | 219 | | **Excludes**: |  |  |  |  |  |  | | Households for which bedroom or required bedroom details unknown | 122 | . . | 0 | . . | 59 | 0 | | ***Exclusions as a % of total ongoing households*** | ***2.7*** | ***. .*** | ***0.0*** | ***. .*** | ***3.4*** | ***0.0*** |   .. Not applicable.  State/Territory specific issues:  Victoria   * 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 some duplication in the reported number 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.   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | | | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Total ongoing households | | 26,220 | | 13,111 | 11,199 | 6,410 | 5,701 | 5,956 | 574 | 301 | 69,472 | | **Excludes:** | |  | |  |  |  |  |  |  |  |  | | Households for which household and tenancy details unknown | | | 2793 | 615 | na | 75 | 98 | 1,003 | 1 | na | 16,085 | | ***Exclusions (%)*** | | | ***10.7*** | ***4.7*** | ***na*** | ***1.2*** | ***1.7*** | ***16.8*** | ***0.2*** | ***na*** | ***23.2*** |   Indigenous community housing  Overcrowding could not be determined for all households due to incomplete coverage of ICHOs and some household records not containing all the data required in this calculation.  Data were not available for New South Wales, South Australia, Tasmania and Northern Territory. Due to poor coverage, a national value is not provided.  Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. For Aboriginal and Torres Strait Islander households in SA, data is only reported for tenancies managed by the state housing authority and not those managed by ICHOs.  Completeness coverage:  Jurisdictions where coverage of the data for this indicator was less than 95 per cent are:   * Victoria: 72 per cent | |
| Coherence | Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.  Public rental housing and SOMIH, mainstream community housing, Indigenous community housing  From 2009-10, the CNOS has been used to calculate bedroom requirements. Prior to this the Proxy Occupancy Standard was used.  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 a 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  Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.  State/Territory specific issues:  New South Wales:  Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO’s provide unit record data. Over time this will result in improved data quality.  Indigenous community housing  From 2009–10, overcrowding was only calculated for households assisted by ICHOs that received funding within the financial year, rather than both funded and unfunded ICHOs (as per earlier years).  Data for individual jurisdictions may not be comparable over time due to differences in the accuracy of individual annual data sets e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. These issues are documented in the data quality statements reported in the relevant edition of this report.  State/Territory specific issues:  Victoria   * From 2009–10 both Aboriginal Housing Victoria and ICHO activity are reported. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.   Queensland   * From 2012-13, missing household records are no longer imputed. Prior to 2012-13, this data was imputed based on the assumption that there was one household living in each permanent dwelling. Discontinuation of imputation has contributed to a decrease in the number of overcrowded households.   Western Australia   * For 2012-13, where only partial information was available, WA imputed the remaining information. This change in methodology contributed to increase in the number of households included in the calculation of overcrowding and may have contributed to decrease in the rate of overcrowding since 2011-12. | |
| 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 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:   * Only three jurisdictions reported the data required to calculate overcrowding rates. * The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues. * 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. * In Queensland, since 2012-13, 19 ICH providers were counted as CH providers. However, for the next reporting period, these providers will be counted as ICH providers. |

### 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 | *Customer satisfaction* 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 | AIHW  A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program. | |
| Data Quality Framework Dimensions | | |
| Institutional environment | See ‘Data collections’ data quality information (Page 3). | |
| Relevance | The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected 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 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).  The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.  Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey. | |
| 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 (2.5 per cent for PH; 1.4 per cent for SOMIH; 2.1 per cent for CH).  Response rates and contact rates  The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).  Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.  For the two SOMIH jurisdictions where the respondents completed the survey face–to–face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.  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.   |  |  |  | | --- | --- | --- | | **Jurisdiction** | **Sample size** | **Response rate** | | PH | | | | NSW | 4,991 | 40.0 % | | VIC | 585 | 36.2 % | | QLD | 564 | 43.3 % | | SA | 619 | 45.5 % | | ACT | 504 | 24.7 % | | WA | 954 | 27.3 % | | TAS | 506 | 34.9 % | | NT | 509 | 27.3 % | | CH | | | | NSW | 1061 | 26.3 % | | VIC | 367 | 40.8 % | | QLD | 370 | 35.9 % | | SA | 354 | 32.8 % | | ACT | 124 | 24.0 % | | WA | 361 | 37.1 % | | TAS | 300 | 29.2 % | | **SOMIH** | | | | NSW | 501 | 53.0 % | | QLD | 500 | 64.3 % | | SA | 307 | 18.7 % | | TAS | 83 | 26.9 % |   Scope and coverage  For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.  The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction’s PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.  The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.  Sample design  Simple random sampling was undertaken 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).  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.  The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.  No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.  Sampling error  The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data. | |
| Coherence | In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).  Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys. | |
| Accessibility | Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee. | |
| Interpretability | Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation. | |
| 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. * The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components). * Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component. |