

# **National Housing Data Agreement**

## **Scoping Report**

**APRIL 2000**





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WELFARE DIVISION  
WORKING PAPER NO. 27

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APRIL 2000

Australian Institute of Health and Welfare  
Canberra

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# Summary

## Purpose

In September to November 1999 the AIHW undertook a scoping study for the development of the National Housing Data Agreement (NHDA) under the CSHA. The major purpose of the project was to:

- more clearly identify the immediate and longer term requirements of the signatories (Commonwealth, State and Territory);
- identify the management processes for developing national housing information including the development of performance indicators, national data dictionary and minimum data sets and links to other activities;
- identify current constraints on meeting these requirements in terms of technical and policy issues to be resolved and raise options and costings; and
- provide an initial management plan and work program as a starting point for more detailed considerations.

This work primarily involved investigation of the views of key staff of the signatories to the NHDA to determine scope and priorities for development as well as examining the current capabilities of State and Territory housing information systems to meet the priorities identified.

## Findings

The immediate and long-term requirements of the signatories were:

- to deliver a single national performance reporting framework,
- deliver a means of data collection that eliminated duplicate collections, and
- report on data that provided an effective strategic tool for CEOs.

All jurisdictions identified the priority areas for national data development to be public rental housing, private rent (particularly Commonwealth Rent Assistance), community housing and Indigenous housing.

The success of the NHDA to jurisdictions in terms of policy effective data would be reflected in improved information for outcomes reporting, research and analysis and examining links with income support, community services and health.

The management processes for developing national housing information should:

- provide improved direction for national data efforts,
- address the current issues of poor communication on data issues both within organisations and with the sector, and
- address current inadequate national coordination of data activities.

The current technical and policy constraints and issues to be resolved are:

- Common terminology and classification as well as standardised counting rules across CSHA programs do not exist within or between jurisdictions. National data standards are the highest priority for the NHDA.
- While several technical constraints are present in improving data quality these can be addressed through increased communication and commitment. Improved national technical development and effort around financial reporting, data extraction and provision would overcome several current constraints.
- Improved national data would be facilitated by the development of national data sets for jurisdiction use for outcomes reporting, policy, planning, research and analysis. This is achievable based on the current public housing data sets in each jurisdiction.

The major issue regarding long-term options was to avoid building a 'national data empire' while also addressing the need for national data to serve a strategic purpose for CEOs. Currently the only clearly specified requirement for the NHDA was performance reporting for CSHA purposes.

The study recommendations are contained in section 4 of this report.

In terms of an initial management plan and work program all jurisdictions short-term concerns related to:

- establishing the purpose and process for the NHDA as a strategic approach to jurisdiction's national data needs; and
- meeting the 1999-2000 national performance reporting commitments.

A summary of the costings for the immediate project proposals is at section 5 and section 6 contains a draft work program.

# PART 1



# 1. Introduction

## 1.1 Background

In several areas of information about housing assistance national reporting has not been a central concern and there are limitations on what data are available. In areas such as financial information and tenant profiles the existing data collections may be deficient in terms of detail and timeliness. The difficulty of measuring housing outcomes is compounded by the pooling of program funding or cross-program sharing of service delivery. Shifting of stock between programs, head-leasing, and concurrent administration of several sets of program funds by single (often small) agencies add to the difficulties.

The drive for consistent national housing data originates from the increasing need to target programs better to people most in need of assistance and the increased emphasis on program accountability. Further, government interest in performance measures and the involvement of the Steering Committee for the Review of Commonwealth/State Service Provision, have raised awareness of the need for national housing information.

The initial effort to develop performance indicators served to highlight the data deficiencies in the housing sector. This is bringing about a shift in thinking on data development from attempting to use inadequate data for the construction of performance indicators to the basic development of data definitions and standards. This shift is leading to the specification of appropriate data sets as a means for consistent collection of data and to soundly based outcome measures.

## 1.2 The National Housing Data Agreement (NHDA)

The National Housing Data Agreement (NHDA) is a multilateral agreement between signatories to the Commonwealth State Housing Agreement and national statistical agencies and provides the framework for a cooperative approach to national housing information development. This Agreement arises from provisions of the Commonwealth State Housing Agreement operative from 1 July 1999.

The development of the National Housing Data Agreement as a subsidiary Agreement of the 1999–2003 Commonwealth–State Housing Agreement aims to obtain adequate information to satisfy general accountability requirements, assess outcomes, inform resource allocation, and underpin policy and program decision making. Its establishment is required under section 3 of the 1999–2003 CSHA, which states:

*3(2) ... there will be a core set of nationally consistent indicators and data for benchmarking purposes. These are to be specified in a Subsidiary Agreement on National Housing Data ...*

*3(3) Under the National Housing Data Agreement the Commonwealth and States will:*

- (a) provide such data as specified in the Agreement, according to specified standards; and*
- (b) provide the specified level of funding for data management and other purposes.*

The purpose of the NHDA is to provide a framework for the collecting of information to enhance our understanding of how housing contributes to the achievement of whole of government outcomes, departmental outcomes and research agenda and priorities in each jurisdiction. The initial priorities contained in the Agreement are set out in the schedules to the Agreement, namely:

- a National Minimum Data Set (Schedule 1),
- national performance indicators (Schedule 2), and
- national data definitions and standards (Schedule 3).

The schedules themselves do not specify the development process or key components of the three areas but rather state they are to be determined by the Data Management Group. This task was to be progressed through the scoping study.

### **1.3 Undertaking the scoping study**

This report was undertaken by the AIHW on behalf of the Commonwealth, State and Territory housing departments to investigate;

- the scope and management of the NHDA,
- initial priorities for data development work to support housing policy,
- options and costing of related data development tasks, and
- the feasibility of implementation with existing State and Territory information systems.

This project forms part of the work program development for the National Agreement Coordinators under the National Housing Data Agreement. The Agreement Coordinators comprises senior administrators of housing authorities from each Australian jurisdiction, and is responsible for overseeing the funding and provision of services under the Commonwealth-State Housing Agreement. The Australian Institute of Health and Welfare is a national statutory authority established under Commonwealth legislation to develop, collate, analyse and disseminate national statistics and information on housing, health and community services.

In order to carry out the scoping study each jurisdiction was consulted on what they want to get out of the Agreement and what the parameters of the minimum data sets will be. A suggested list of sessions/meetings was provided and included:

- Provision of an information session on the National Housing Data Agreement
- Consultation with relevant persons on the Scope of the Agreement
- Consultation with technical persons on database options for the research database
- Consultation with technical persons on data definitions, classifications and reporting requirements under the CSHA and for input into the National Housing Data Dictionary

- Consultation with the persons who are conducting the CSHA collections for public housing, community housing, crisis accommodation, aboriginal rental housing, private rent assistance and home purchase assistance collections for 1998-99.
- Consultation with persons responsible for the National Indigenous Housing Agreement and those responsible for providing data for the National Indigenous Community Housing PI collection.

This report is presented in three parts.

- Part one includes jurisdictions comments on what the NHDA should cover within its scope, identification of initial data development priorities to support policy and research, the feasibility of State/Territory administrative information systems to deliver data in a comparable national format and recommendations concerning the above.
- Part two of the report outlines the outcomes of the report including an interim management plan, work program options, timetable and costings.
- Part three includes jurisdictional reports in detail, the scoping project schedule of meetings, the initial project brief and a list of people who contributed information for the study. For further information on details of this report please contact:

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## **2. Key requirements of jurisdictions**

### **2.1 Scope and coverage**

The study found that to be effective the NHDA needed to cover all areas of housing assistance:

- National data development involves bringing together meaningful data about all aspects of housing assistance to provide an effective strategic tool for CEOs. Housing assistance data should be developed within a whole of government policy context, aiming to measure the influence of housing assistance on outcomes for people. A priority area is the linking of housing information with support services data and other information from relevant sectors (especially health, community services, and education) to provide data which can be used in a 'whole of government' context.
- National data standards developed under the NHDA should cover the totality of housing assistance regardless of origin of funding or type of assistance - this would ensure jurisdictions have standards across their housing activities both within and outside the CSHA.
- National data standards should cover the important operational areas of assistance particularly property management, tenancy management, asset management and financial management. It involves coordinating information and information development in the sector between these functions.

The success of the NHDA to jurisdictions in terms of policy effective data would be reflected in improved information for outcomes reporting, research and analysis and examining links between housing assistance areas and with community services and health.

### **2.2 Long term objectives**

In the first instance, the management of a National Housing Data Agreement will provide a means of coordinating existing initiatives arising from the CSHA and other groups such as the Steering Committee for the Review of Commonwealth/State Service Provision and the interim National Indigenous Housing Data Management Group.

Several issues were raised by jurisdictions that need to be more fully considered in terms of the long-term objectives and achievements for the NHDA. In the first instance these should be addressed during the implementation phase of the NHDA:

- All jurisdictions agreed that the success of the NHDA lay in its ability to deliver a single national performance-reporting framework; specifically, that reporting for CSHA purposes and for the Report on Government Services Provision (RGSP) should be the same.

- The NHDA should also deliver a means of data collection that eliminated duplicate collections, ie. all national reporting-multilateral, bilateral, RGSP-would be based on agreed data definitions and standards also appropriate to State and local use.
- Policy development and program-design efforts in all jurisdictions should rely on a common set of data collections so that duplication of efforts can be avoided. Maximisation of existing work is to be pursued through linking with national and jurisdictional activities.
- Several jurisdictions noted that the NHDA represented a radical change in national data from the previous 'compliance' approach to a more cooperative environment. Also under the new CSHA several long-term policy directions were not yet fully clarified as well as data requirements for bilateral reporting and research purposes. As a result it was suggested that the discussion of the purpose of the NHDA was not yet complete.
- There was a need to avoid building a 'national data empire' and to note that the only clearly specified requirement for the NHDA was performance reporting for CSHA purposes.
- The NHDA should give a forum for proper debate and resolution of the purpose and ongoing review of national data. Up to now, the consultation on outcomes reporting has been limited to responding to external requirements. A national voice to lobby for improved housing data to relevant national government bodies and statistical agencies (such as FaCS, ABS and AIHW).
- A clear indication of the value of the NHDA would be whether it provided an effective strategic tool for CEOs.
- All jurisdictions identified the long-term priority areas for national data development to be public rental housing, private rent (particularly Commonwealth Rent Assistance), community housing and Indigenous housing.
- The overall message was that data had to be relevant and useable in a policy context as well as responsive to emerging priorities. All jurisdictions identified benefits in a more structured and rational approach to national data management. In an environment of increased accountability and improved targeting of resources the purpose of national data had moved from a compliance requirement to a strategic tool for CEOs. National and jurisdictional data activities would benefit from national leadership and management of CSHA data requirements.

## **2.3 Immediate requirements**

### **2.3.1 Improving direction and communication**

#### **A work program and implementation strategy**

The study clearly identified that housing assistance data currently lacks any national management - this is illustrated by the lack of documentation that provides a statement of direction, purpose or intent for national housing information. In this vacuum, substantial resources are often being directed to one-off data and related research efforts with only limited outcomes.

Jurisdictions felt that this needed to be addressed under the NHDA and it was necessary to provide the sector with some vision of where improved national data coordination and effort would lead. For example a current concern in several jurisdictions was that often at the higher policy levels there was little interest in data issues and thus no agenda or structure to readily identify at the organisational level the information needs for policy. There was a common view that the push for data was from the Commonwealth, not the States, which overlooked the fact that most housing assistance national data collection was a joint Commonwealth and State/Territory effort from either central or line agencies.

A related issue was the current lack of a direct link between data and research agenda. There is currently no clear mechanism to set up and manage projects that have a significant data and research purpose. Recent benchmarking research across public, community and Indigenous sectors was cited as an example of the lack of a data-research interface.

Publication of work program and implementation strategy is recommended as a useful first step to demonstrate how commitment to improve, rationalise and standardise information will operate under the NHDA.

#### **A communication strategy**

All jurisdictions mentioned situations in the previous agreement where national data needs were poorly articulated, developed, coordinated, resourced and followed through. Examples were cited of:

- national data projects being undertaken in an ad-hoc manner and little consideration of the strategic value and long term usefulness of the project being given thus reducing their overall value;
- several related data projects being undertaken at the same time without co-ordination involving considerable response burden on providers and overlap in the data collected thus reducing its quality and general use; and
- poor coordination between information activities for housing assistance and support services from the health/community services/education sectors particularly in the area of homeless persons.

Several jurisdictions noted there was little promotion of research results related to data, and vice versa, and minimal sharing of best practice ideas on quantitative research and analysis. Several agencies have needs analysis units that could contribute to and benefit from improved national information communication. Mention was made of the need for a data concepts and methods research 'clearing house' capability being an important aspect of the NHDA to improve the application of data to policy issues. Similarly it was often difficult to clarify terminology or techniques as no national standards or responsible agency existed in this area. Support was shown for initiatives such as the AIHW Housing Assistance Information Project Audit and for developing access to information through web-sites.

National data should be based on well articulated and debated grounds to ensure administrators, service providers and clients understand why data are being collected. A communication strategy needs to be considered to ensure key players within agencies and external organisations are informed and have access to the full range of methodologies available.

### **2.3.2 Data standards**

Currently, nationally consistent data is difficult to obtain as individual State and Territory data differs in terms of the counting rules, definitions and classifications used. Data needs to be made comparable at national and local levels through the development of common terminology and data standards to enable a view of how CSHA programs individually and together contribute to outcomes. The outcomes may be housing specific or whole of government.

In conducting this study an underlying message from both policy and data producers in housing agencies was the importance of improving the process of communication and management of the data outputs. Poor understanding of data potential, complexities or inconsistencies can often lead to data not being used to its full potential or being over-used. This view is well summarised in the following quote:

" Exchange of any form of information, to be effective, must take place in an environment where it can be ensured that the receiver interprets the information in exactly the same way as intended by the sender. The information must also be easy to locate and retrieve. This is only possible where the meaning and method of representation of the information are known and agreed upon by the communication partners. " (from the description of meta-data contained in ISO 11179: Specification and Standardization of Data Elements)

Data needs to be consistent where possible with data in other community services, health and welfare programs. A priority of the NHDA should be the immediate development of data standards through a national housing assistance data dictionary.

### **2.3.3 Performance reporting**

The compilation of national performance indicator data is currently based on aggregated State/Territory data that is defined and compiled differently in each jurisdiction and of poor quality. All jurisdictions were committed to improved national performance reporting and their own data systems were either currently able to achieve this or could be modified to do so. Recent changes to data systems in most jurisdictions have enhanced their capability in this area. A priority of the NHDA should be to achieve more relevant and higher quality national performance reporting through improved management and resourcing of the data effort. Major issues raised were:

- the policy relevance and usefulness of national indicators should be improved by focussing on key CSHA multilateral objectives only;
- the value of national indicators to program areas to be improved through more effective development processes involving program administrators;
- quality and consistency to be improved through improved development of financial, tenant and property data through properly resourced and managed technical working groups.
- national performance reporting or at least basic performance related data collection should be continued across all CSHA programs;
- the use of national unit-record data is seen as an approach that would improve data quality as well as reduce jurisdiction time in calculating and checking the indicators. In the long term this should be possible in the public housing programs mostly through the coordination and development of existing data activity.

### **2.3.4 Developing national data sets**

Apart from performance reporting there is no currently available national data for CSHA programs for jurisdictions to use. The performance reporting data under the current procedures is aggregated to the jurisdiction level and has limited application for other purposes.

The development of national data sets for jurisdiction use for performance reporting, policy, planning, research and analysis is achievable based on the current public housing data sets in each jurisdiction.

Some jurisdictions suggested a minimalist approach to national data based on only meeting performance reporting requirements across CSHA programs, whilst others preferred more inclusive collections that would support wider policy and research agendas.

## 3. Summary of technical issues

### 3.1 Overview

The purpose of the technical aspect of this study was to provide:

- an overview of technical capability and data options for creating a national unit record housing data set, and
- specifically, analysis of the feasibility of providing information on public housing in a uniform manner at both the jurisdiction and national level.

A greater emphasis on outcomes and accountability in the previous (1996) and current (1999) CSHA have led to an increased need for improved national data on public housing. The more detailed examination of policy and program issues in this environment has illustrated the need for administrative data to provide information that is relevant, of good quality and timely.

Currently unit record data are used by each State/Territory for national reporting for accountability, performance monitoring and strategic plans. The unit record data sources used may not be strictly comparable as no national standards for unit record data have been developed. Little work has been undertaken to date on a national scale to develop data standards for unit record administrative data for housing assistance. While standards have been developed by the ABS for Population censuses and surveys and also by the AIHW for performance reporting of CSHA programs they have not examined in detail how a consistent unit record data set for public housing assistance could be specified.

The scoping study represents a useful step towards identifying formats and key variables for public housing that could provide a national unit record data. Such a data set could be useful in several areas of the CSHA information reporting such as outcomes reporting, accountability and strategic reporting. The development of a single data set could also play an important role in reducing the duplication of reporting across these requirements thus reducing the response burden of data provision.

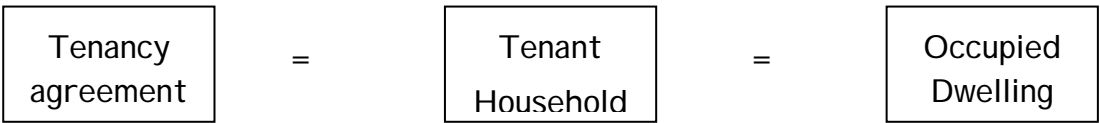
This work needs to be further developed in the context of future CSHA data requirements and this unit record approach is linked to areas where aggregated data is used to ensure consistency. Standards should be developed for record structures, formatting conventions, data items and definitions that all stakeholders could usefully adopt to improve data quality and consistency.

3.2 Data structures - counting units and classifications systems

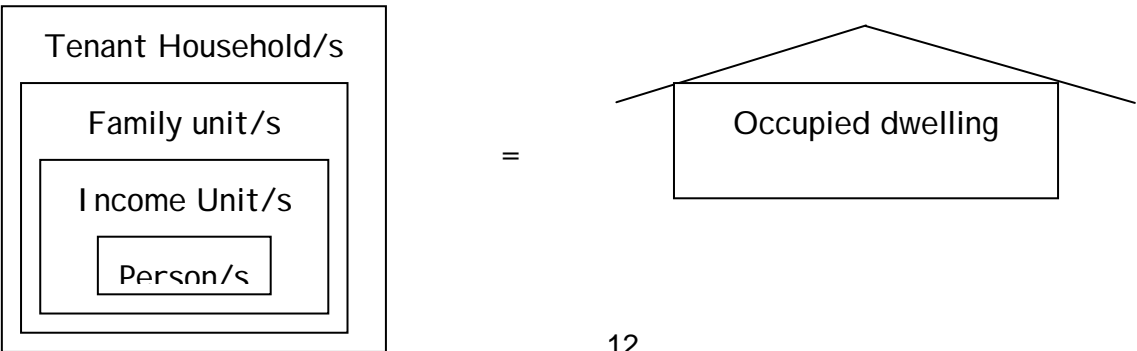
Investigations focussed on data structures that accommodated both an emphasis on dwelling and household level data as well as a focus on persons and income units within households. While this approach may appear complex several of the data items are similar and the levels build on each other to form consistent set of data at the person, income unit, household and dwelling levels. In terms of ensuring data quality and consistency it presents an ideal data structure and would require further development and refinement to implement across jurisdictions in terms of minimising data collection burden on providers.

A single nationally level unit record data set that consistently incorporates this data structure for CSHA public housing dwellings and households is not possible at this stage. This is due to inconsistencies in the way in which data sets these items are defined, reported on (in one case only the tenant information is recorded with only aggregate details on other members of the household), and the lack of historical data in most jurisdictions based on this structure. A case in point is that all jurisdictions equate households as occupied dwellings rather households as units of people who ‘live and eat together”. Recording of the eating arrangements of households in administrative records is often not possible (or feasible), and therefore a more appropriate measure of ‘living together unit’ needs to be defined. For example, the Public Housing Data Collection manual defines ‘Households’ as ‘The persons who live and eat together as a domestic unit’, but within the manual, households are counted as ‘Tenant households’, defined as, ‘The usual members of households occupying public rental housing dwellings where there is a ‘tenancy agreement’ with a housing authority’. E.g. the number of tenancy agreements within a dwellings. However, most information systems have the potential to report on the number of family units, family types, income units based on the income recorded for each person and the relationship within family unit/s, and person level data.

Current reporting data structure



Proposed data structure



The following table illustrates some the consistencies and inconsistencies in the recording of these data within State information systems.

	<b>Dwelling data</b>	<b>Household data</b>	<b>Income unit data</b>	<b>Person data</b>
<b>Public housing</b>	All jurisdictions support reporting of dwellings as units of potential accommodation units. Only one state have problems with converting data from their IT system to separate units of accommodation.	All jurisdictions report on households as equal to occupied dwellings which equals the number of tenancy agreements.	Although income units are not defined separately, most IT systems support derivation from person income details and relationship within household.	7 out of 8 systems support unique identification of person level data including details on age, sex, income, relationship within household, source of income, country of birth, Indigenous status, disability type/flag.
<b>Community Housing</b>	Only recorded if the SHA has equity in the property and some form of ownership over the property.  Some other properties no longer owned by SHA may be picked up via survey data, however this is inconsistent and highly unreliable.	Not available – only via survey data.	Not available.	Not available.
<b>ARHP/ - Government Managed Indigenous housing</b>	Same for public housing.	Same for public housing.	Same for public housing.	Same for public housing.
<b>CAP</b>	Only if SHA have equity in property and some form of ownership over the property.	Not available.	Not available.	Not available.  (Currently use SAAP data as a proxy)
<b>PRA</b>	Not relevant.	Households are counted as instances of assistance. About half jurisdictions cannot identify unique households assisted.	Generally not available. Some states have same information as for public housing tenants.	Generally not available. Some states have same information as for public housing tenants.
<b>HPA</b>	Not relevant.	Households are counted as instances of assistance. About half jurisdictions cannot identify unique households assisted.	Generally not available.	Generally not available.

### 3.3 State Information systems capability

#### Public Rental Housing

All jurisdictions have a mainframe information system that can support reporting on tenancy and property management functions on public housing and State/Territory housing authority managed Aboriginal rental housing. All public housing and



State/Territory housing authority managed Indigenous housing data is compatible with each other. Six jurisdictions have implemented new information systems for the management of public rental housing, in the last few years.

A 'Data dump' from public housing information systems of unit record data (excluding names) is feasible for the first year of the CSHA for public rental and State/Territory housing authority managed aboriginal rental housing. The comparability of the data will be no worse than it is now, and should be improved as all calculations are to be conducted in the same way. Data definitions /classifications will not have enough 'lead time' to be introduced within existing systems and other barriers such as cost of changing data structures and inflexibility of some systems will prevent this in the first instance. However by conducting a trial data dump on data for the 30 June 2000, differences will be clearly identified and the impact any proposed changes more easily assessed.

### **Private rent assistance**

Most of the public housing information systems include private rent assistance details as these are generally managed 'in house'. In some cases the same information is recorded as for public housing applicants as there is one single 'client' input screen.

### **Community housing/crisis accommodation**

No jurisdiction has a single combined public and community housing system. Community housing and crisis accommodation properties are only recorded in the 'main' property/asset management system if the State/Territory housing authority has any equity interest in the property. However, this is inconsistent between states, not comprehensive, and cannot be reconciled with the separately recorded community housing data systems – usually an Excel spreadsheet or Access data base. There are a variety of information systems being developed currently within the sector. Although this is encouraging in pursuing an information culture within community housing agencies, there is no coordination of standardisation of data structures, classifications, and data definitions. However, most of these data bases are designed in Access and can easily be modified.

### **Home Purchase Assistance**

Home purchase assistance is recorded on a separate data base in all jurisdictions and mostly 'outsourced' therefore often only a sub set of data is provided to the SHA and/or a summary is received. That is, no unit record data is available from most jurisdiction housing agencies.

### **Financial systems**

Most jurisdictions have separate financial management system. Most of these are able to report by program areas but have difficulty in dividing corporate service/administration costs across programs. Also non-CSHA programs administration costs are not easily separated out. Current reporting to the Commonwealth bears little resemblance to internal reporting requirements.

### **3.4 Quality issues**

All jurisdictions identified data quality as an issue. Most of the newly introduced mainframe systems do not have built in data checks, very few have compulsory fields identified for entering client socio/demographic information, and poor identification of alias names. The extent to which recording of the same person under different names is not known. Training mechanisms were also seen as problematic for a variety of reasons including lack of training funds and commitments, turn over of staff in area offices, and no or little feedback to officers via relevant reports. Within in the community housing and Indigenous community managed housing sector access to adequate information systems as well as training will considerably improve the sectors ability to report reliably and in timely manner.

Another major issue with the introduction of new systems was the lack of compatible historical data. That is, the new systems may support the recording of person level socio-demographic data but only for applicants within the last few years. The new systems are more comprehensive but it will be several years before the new data is available. Therefore unit record data reporting will not be complete for 3-4 years.

In addition, updating of existing records of tenants is not systematic. For example information on new tenants are only relevant if the rental rebate is affected, and very little other information is obtained and/or recorded, although the potential exists to use the 'Rent subsidy reviews' to address historical data gaps. These reviews are conducted regularly by all jurisdictions and information could be collected for updating. There is however, a proportion of clients in all jurisdictions, for whom no data is available. These are long term market renters and range from 4% to 18% of public renters within a State.

### **3.5 Scope of CSHA collections**

A major problem expressed by all States in reporting in the current way, was the inadequate definitions of the scope of the CSHA collections. State Housing authorities manage properties under various State programs. Where it is not clear which data collection a program should be reported under, the data may appear under two collections, not at all, or partially in both (dwellings counted twice but households counted only once). As housing authorities move further towards assisting those in greatest need the extent of confusion between public and community housing programs become increasingly unclear, as well as the inclusion/exclusion of properties funded from other government areas such as health for the aged, disabled etc. but which are managed under the SHA and for whom administration/ repairs and maintenance costs are not easily separated out.

In addition, reporting on properties and households for whom a 'one off' grant was issued years ago is problematic. This applies to community and crisis accommodation properties where a community agency may have received full or partial payment several years ago for building of a shelter for which no further recurrent funds were sought. In most cases there is no service level agreement to provide data and no mandate to request it.

These overlaps and gaps in recording of programs need to be addressed if a full picture of housing assistance is to be established.

### **3.6 Management of IT**

A variety of management structures exists within states with varied capacity to impact on the content of information system developments. A common concern was that data systems tended to be developed or upgraded or otherwise changed without sufficient consultation with the policy and planning areas. This was seen to be a problem particularly where the data function was separate from the housing management function. It is essential that States develop mechanisms to support communication across not only with all areas of housing assistance but with the property/asset managers, areas offices, and financial managers. A user group within each state would be a useful mechanisms to support this.

## **4. Recommendations**

The following recommendations have been suggested to meet both the urgent work required to meet performance-reporting requirements for 1999-2000 as well as the long term activities of the NHDA. The following recommendations should be considered by the NHDA Management Group and form the basis of an initial management plan and work program.

### **Recommendation:**

#### **1. Agreement development:**

##### **1(a)**

To ensure a clear indication of the strategic value and direction of the NHDA work should commence on establishing a National Housing Assistance Data Development Plan. This Plan would identify the needs and priorities for housing information development for the next 5 - 10 years.

##### **1(b)**

Establish a communication policy for the NHDA to achieve improved national communication on information and data development issues. This would include local and national approaches to improving communication. For example, setting up communication structures within each jurisdiction e.g. User groups containing people from all areas of housing assistance and functions (policy, planning, operations and information and reporting mix).

##### **1(c)**

Establish a data committee to take responsibility for the technical areas of NHDA development. In particular to be responsible to develop:

- Basic counting rules (household, family income etc..) to identify potential 'units of accommodation' for person groupings, as well as those that are currently housed.
- A strategy directed at increased effort to update household information on existing tenants such as via rent reviews/surveys.
- Rules for inclusion of all government funded housing programs (not just CSHA) and restructuring of how the many State and Territory housing assistance programs are reported on.
- Discussion on exclusion/inclusion of historical housing assistance such as 'one offs' grants to agencies.

### 1(d)

Establish formal links to the National Indigenous Housing Information Implementation Committee, Australian Housing Research Fund committee, other national groups of housing administrators involved in data development, such as the Community Housing State Officers Group, and the National Community Services Information Management Group and the National Health Information Management Group.

## 2. Data standards:

### 2(a)

To ensure national data standards are progressed undertake the immediate development of a national housing assistance data dictionary.

## 3. Performance reporting:

### 3(a)

**Public housing:** To ensure national performance reporting (and jurisdictional if required) undertake the development of counting rules, data items and collation of data for 1999-2000 Public Housing Performance Indicators for CSHA and RGSP Steering Committee reporting.

### 3(b)

**Public housing:** To ensure national performance reporting (and jurisdictional if required) undertake the development and conduct of 1999-2000 Public Housing customer satisfaction survey for CSHA and RGSP Steering Committee reporting.

### 3(c)

**Community Housing:** To ensure national performance reporting (and jurisdictional if required) undertake the development of counting rules, data items and collation of data for 1999-2000 Community Housing Performance Indicators for CSHA and RGSP Steering Committee reporting.

### 3(d)

**Other CSHA programs:** To continue the development of performance reporting in the other CSHA program areas undertake the development of counting rules, data items and collation of data for 1999-2000 in the areas of PRA, HPA, CAP and ARHP.

### 3(e)

**Reporting and analysis:** To improve the reporting and interpretation of performance data undertake the analysis and preparation of a CSHA performance report for 1999-2000 that places the data in a national and jurisdiction context.

#### **4. National minimum data set**

##### **4(a)**

Commence development of a national data set by undertaking a project to pilot a data repository of public rental including jurisdiction managed Aboriginal Rental Housing Program data. The down-load and merging of this data would contribute to 1999-2000 performance reporting.

## 5. Costing of high priority projects for 1999-2000

The table below only costs the projects that would form the interim work program to meet the immediate 1999-2000 projects identified in the recommendations. It is based on acceptance of the above recommendations by the NHDA Management Group and meets the implementation stages contained in the NHDA schedules (Attachment 1.)

Project	Timetable	Costing of 1999-2000 based projects		
		1999-2000	2000-2001	Total Cost
1. National Information Strategy				
1(a) Scoping study	Oct 1999- Dec 1999	\$42,100		\$42,100
1(b) Management of interim National Housing Work Program/ Development of National Housing Assistance Data Development Plan.	Dec 1999 – June 2000	\$71,900	..	\$71,900
2. Data Standards				
2(a) National Housing Data Dictionary Version 1 (Public Housing tenancy, property and person socio- demographic data)	Dec 1999 – Nov 2000  (Costing shown 1999-2000 but delayed start has work ending Nov 2000)	\$211,000	-	\$211,000
3. Performance reporting				
3(a) 1999-2000 Public Housing Performance Indicators development of counting rules and data items and collation	Dec 1999 – Nov 2000	\$27,500	\$16,800	\$44,300
3(b) 1999-2000 Public Housing Customer satisfaction survey	To be advised	To be advised	To be advised	To be advised
3(c) 1999-2000 Community Housing Performance Indicators development of counting rules and data items and collation	Dec 1999 – Nov 2000	\$27,500	\$11,400	\$38,800
3(d) 1999-2000 Development of counting rules, data items and collation of data for the areas of PRA, HPA, CAP and ARHP	Jan 2000 – Nov 2000	\$31,000	\$22,000	\$53,000
3(e) 1999-2000 CSHA report (analysis and reporting)	Nov 2000 – March 2001	..	\$49,300	\$49,300
4. Development of a national minimum data set				
4(a) Pilot Public Housing Data Extraction for the Data Repository (1999-2000)	Jan 2000 – Sep 2000	\$114,100	\$23,300	\$137,400
AIHW Contribution		\$116,900	(a)	\$116,900
State Contribution		\$408,300	\$122,900	\$531,100
Grand Total		\$525,200	\$122,900	\$648,000

(a) AIHW 2000-2001 contribution is shown in Section 7: Costing for 2000-2004 NHDA projects.

## 6: Draft work plan for NHDA: December 1999 – June 2000

Work Area	Dec	Jan	Feb	Mar	Apr	May	June
<b>Information Strategic management</b>	NHDA Meeting				NHDA MG Meeting		NHDA MG Meeting (june/july)
	NIH DMG and NHDA Secretariat functions						
	NHDA Interim Work Program management						
<b>Data Dictionary</b>			Data Committee Meeting (Teleconference)			Data Committee Meeting (draft NHADD V1)	
	National Housing Data Dictionary development (Version 1)						
<b>Performance reporting</b>	Develop PI framework paper	Develop PI framework paper	Sign off PI framework by Management Group	Meeting CH PI WG Meeting PH PI WG Meeting Financial WG Draft Data Manuals PH and CH For 1999-2000 collections	Meetings CAP PI WG HPA PI WG PRA PI WG ARHP PI WG	Final Community Housing manual distributed Draft data manuals for ARHP PRA HPA CAP	Final Data Manuals for all other 1999-2000 collections Public Housing ARHP PRA HPA CAP distributed



Work Area	Dec	Jan	Feb	Mar	Apr	May	June
MDS development							Trial transfer of data.
			Public Housing Data repository development				

## 7. Costing of proposed NHDA projects for 2000-2004

The table below shows cost estimates for the ongoing work program identified in the scoping study for 2000 to 2004 . It is based on acceptance of the recommendations by the NHDA Management Group to continued funding of these areas and addresses the longer term stages contained in the NHDA schedules (see Annex 1).

Longer term projects		Costing and resources (estimates only)			
		2000-2001	2001-2002	2002-2003	2003-2004
<b>1. National Information Strategy</b>					
Management of National Housing Work Program, Communication strategy and ongoing Secretariat	July 2000 – June 2003	129,100	129,100	129,100	..
National Housing Data Development Plan	July 2000 – Dec 2000	34,300	..	..	..
Other projects as requested		To be considered by NHDA MG			
<b>2. Data Standards</b>					
National Housing Data Dictionary Version 2 (PH, RA, CH including all tenancy, property and some asset and financial data items)	Dec 2000- Nov 2001	120,700	120,700	..	..
National Housing Data Dictionary Version 3 (Including above with addition of PRA and HPA and CAP and SAAP)	Dec 2001- Nov 2002	..	126,200	126,200	..
National Housing Data Dictionary Version 4 (Extension of above with links with integration with health and community services data).	Dec 2002- Nov 2003	..	..	122,400	122,400
Other projects such as data required for research studies		To be considered by NHDA MG			
<b>3. Performance reporting</b>					
Public Housing Performance Indicators counting rules and data items and collection	Dec 2000 – Nov 2003	27,300	48,300	48,300	19,300
Community Housing Performance Indicators counting rules and data items and collection	Dec 2000 – Nov 2003	27,300	40,500	40,500	13,200
CSHA reporting data development and collection (including PRA, HPA, CAP and ARHP)	Dec 2000 – Nov 2003	27,300	51,700	51,700	17,900
CSHA reporting (analysis and reporting) reporting (After 1999-2000 collection)	Nov 2000 – March 2004	..	46,400	46,400	46,400
Public Housing Customer satisfaction survey		To be advised	To be advised	To be advised	To be advised
Community Housing Customer satisfaction survey		To be advised	To be advised	To be advised	To be advised
Other projects such as benchmarking		To be considered by NHDA MG			

		2000-2001	2001-2002	2002-2003	2003-2004
<b>4. Development of a national minimum data set</b>					
Further development NMDS including Development of Commonwealth Rent Assistance Data and management of data repository	July 2000 – June 2003	246,500	263,800	263,800	..
Community Housing / CAP/SAAP NMDS		To be considered by NHDA MG			
Development and reporting of Indigenous data in mainstream housing collections		To be considered by NHDA MG			
Other data repository development as required		To be considered by NHDA MG			

<b>AIHW Contribution</b>		\$174,100	\$174,100	\$174,100	..
<b>State Contribution</b>		\$438,400	\$652,700	\$654,400	\$96,700

<b>Grand Total</b>		<b>\$612,543</b>	<b>\$826,818</b>	<b>\$828,488</b>	<b>\$96,742</b>
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**Note: Immediate and proposed work program projects combined costing for 2000 – 2001**

<b>AIHW Contribution</b>		\$291,000
<b>State contribution</b>		<b>\$846,700</b>

# Attachment 1: Implementation stages identified in the Schedules to the NHDA

The proposals contained in this report relate to the implementation stages contained in the Schedules to the NHDA. The longer term implementation targets will become more detailed when the scoping study is considered by the Data Management Group. The implementation stages identified in the schedules are shown in Table 1.

**Table 1: Implementation stages specified in the Schedules of the NHDA**

Schedule 1: National minimum data set	
	<p>Within the first <b>6 months</b> of the Agreement:</p> <ul style="list-style-type: none"> <li>• establish a process for determining the structure and content of the National Minimum Data Set</li> <li>• establish a process for agreement on the inclusion of data elements in a National Minimum Data Set and on implementation procedures</li> </ul> <p>Within the <b>first year</b> of the Agreement:</p> <ul style="list-style-type: none"> <li>• develop a first version of the National Minimum Data Set(s)</li> <li>• agree on a timetable for compliance with national data definitions, and implementation of the National Minimum Data Set(s)</li> <li>• report on progress on the development and implementation of an agreed National Minimum Data Set, including specification of the data set</li> <li>• present recommendations on the implementation strategy for maintenance, review and further development of the National Minimum Data Set and associated National Housing Data Dictionary, data definitions, procedure documents and guides to the collection and uses of housing data</li> </ul>
Schedule 2: National performance indicators	
	<ul style="list-style-type: none"> <li>▪ Within the first <b>6 months</b> of the Agreement:</li> <li>▪ report on the feasibility of outcomes assessment for the current year by means of sets of performance indicators</li> <li>▪ establish a process for agreement on a set of performance indicators for national purposes</li> <li>▪ review existing performance indicator sets and draft a strategy for standardisation based on agreed data definitions and standards</li> <li>▪ Within the first year of the Agreement:</li> <li>▪ agree on a timetable for compliance with national data definitions, and procedures for the collection and reporting of national performance indicators</li> <li>▪ report on the status of performance indicator collection, and present recommendations on the implementation strategy for maintenance, review and further development of national outcome measures consistent with the National Minimum Data Set and associated National Housing Data Dictionary, data definitions, procedure documents and guides to</li> </ul>

	the collection and uses of housing data.
Schedule 3: National data definitions and standards	
	<p>Within the first <b>6 months</b> of the Agreement:</p> <ul style="list-style-type: none"> <li>• establish a process for data development and the production of data definitions and standards to support the National Minimum Data Set(s)</li> <li>• establish a process for agreement on data definitions and standards and the inclusion of data elements in the National Minimum Data Set(s) and on implementation procedures</li> <li>• report on priorities for the development of data definitions to support the National Minimum Data Set(s)</li> </ul> <p>Within the <b>first year</b> of the Agreement:</p> <ul style="list-style-type: none"> <li>• develop an interim Work Program, specifically including consideration of the resource implications of data development work under the Agreement and make recommendations of the means and extent of funding the implementation of the Agreement;</li> <li>• establish a process and timetable for development of a National Housing Data Development Plan and a Work Program</li> <li>• prepare a first draft National Housing Data Dictionary that is consistent with other relevant national data dictionaries and is based on national (and international) metadata standards to ensure the harmonisation of data development across platforms and agencies.</li> <li>• report progress and present recommendations on the implementation strategy for maintenance, review and further development of the National Housing Data Dictionary, data definitions, procedure documents and guides to the collection and uses of housing data.</li> </ul> <p>Within the <b>first two years</b> of the Agreement:</p> <ul style="list-style-type: none"> <li>• produce the first edition of a National Housing Data Development Plan and a Work Program, to include estimates or forecasts of resource implications;</li> <li>• establish priority projects within a Work Program;</li> <li>• report on a strategy for outcomes assessment including recommendations for implementation; and</li> <li>• Report on progress on the development and implementation of an agreed National Minimum Data Set and associated National Housing Data Dictionary, data definitions, procedure documents and guides to the collection and use of housing data.</li> </ul>





# PART 2





## 2. Implementation Strategy

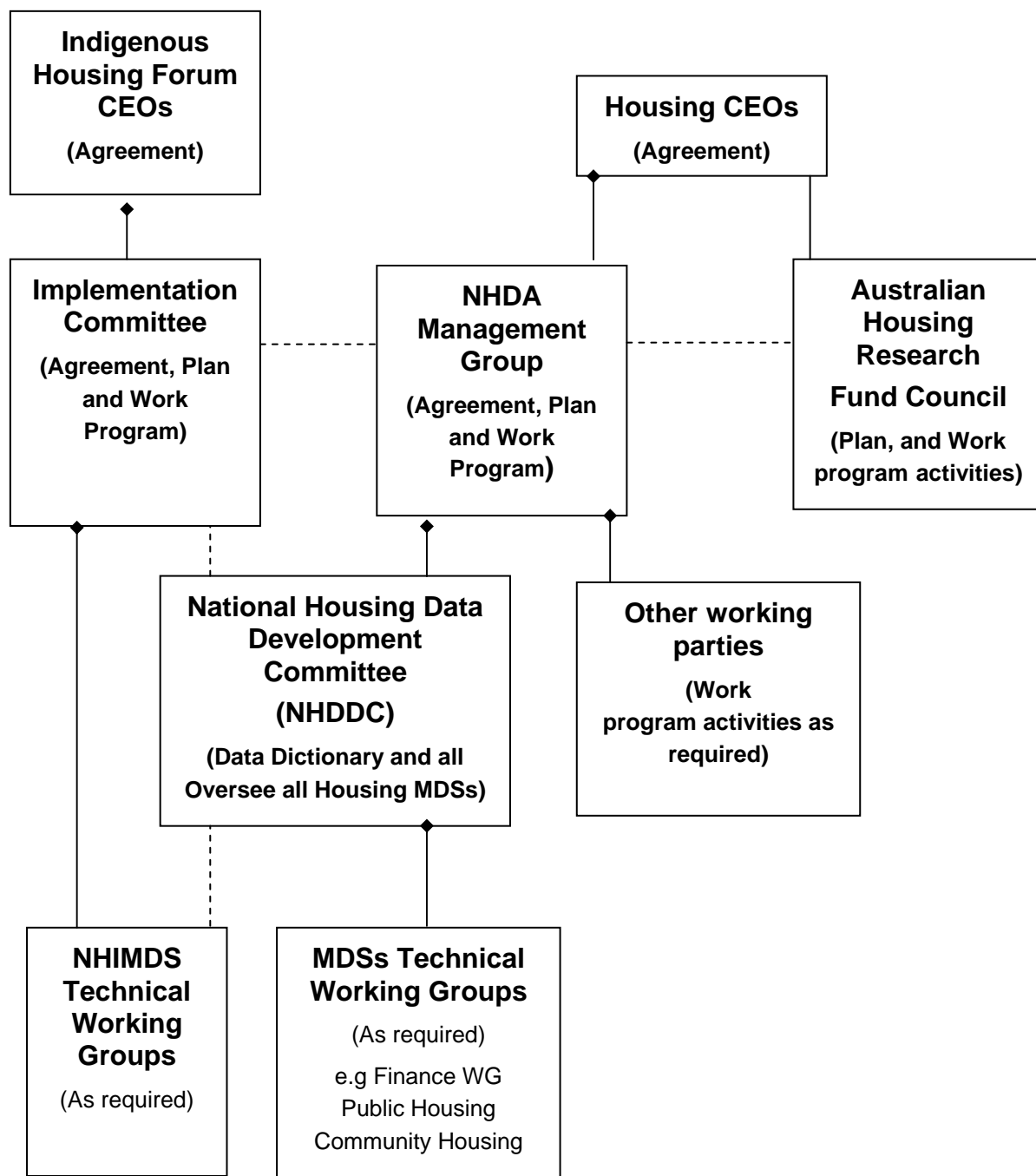
Part 1 summarises the current environment and the broad expectations for getting better information on housing assistance from the commitment to the NHDA. This Part moves on to suggest options for implementation of the Agreement. The actions required fall naturally in to three groups: establishment of the management processes; those needed to meet existing data commitments; and those that move on to the more strategic approach to implementation. This is to be expected in an active sector with a focus on accountable delivery of improved housing outcomes.

- Section 2.1 covers management of the Agreement.
- Section 2.2 covers strategic implementation over the course of the NHDA.
- Section 2.3 covers projects that respond to meeting existing information commitments.
- Section 2.4 presents an indicative work program based on the development priorities arising from the discussions with jurisdictions. The longer term aspects should be subject to review and revision as soon as the Management Group meets.

The situation is complex and calls for some of the longer term strategic issues to inform immediate actions. This is not such a paradox as it appears. The key players in the sector have a vision that requires further development, not re-invention. There is opportunity to do what must be done immediately and at the same time, to begin to flesh out the overall strategic framework for implementation.

## 2.1 Management structure and arrangements

The governance is outlined in the figure below. The following bodies contribute to the implementation and management of the Agreement.



Reporting to body —◆  
Cross membership ----

Body	Summary of role
Indigenous Housing CEOs	Set policy direction, endorse NIHIA Agreement, Plan and Work Program.
Housing CEOs	Set policy direction, endorse NHDA Agreement, Plan and Work Program
National Indigenous Housing Information Implementation Committee	Oversee implementation of Indigenous Housing Information Agreement, Plan and Work Program
NHDA MG	Oversee implementation of National Housing Data Agreement, Plan and Work Program.
AHRF Council	Oversee funding for Housing research projects
NHDDC	Oversee data standards and data development work program activities including the development of housing minimum data sets and the production of the National Housing Data Dictionary.
NIHMDS Technical WG	Development of the National Indigenous Housing minimum Data Set including Indigenous identifiers in mainstream housing data collections.
MDSs Technical WGs	Development of the National Housing minimum data sets for Public Housing, Community Housing, Crisis Accommodation, Aboriginal Rental Housing, Private Rent Assistance and Home Purchase Assistance. Oversee development of National Performance Indicators for the Commonwealth State Housing Agreement and for the Review of Government Service Provision.
Other WGs	Conduct other work program activities as required.

The proposed arrangement does not include involvement of the non-government community housing sector, where there are also stakeholders outside the management structure shown. For example :

- Community housing agencies,
- State peak bodies
- State Officer's Group
- National Community Housing Forum
- SAAP sector
- Indigenous Community Managed sector

Generally, there is a need to formalise somehow and give status to community housing key players and also to those in other areas of housing assistance.

## 2.2 Strategic planning for implementation

Implementation of the NHDA has to consider what the desired outcomes are for housing assistance within the broad policy context that includes relationships with other sectors. These include health, other community services, education, employment and other economic policy areas.

## **The National agenda**

### **Policy direction in housing assistance services**

Commonalities:

- Increase in the proportion of older Australians
- Changing patterns of family formation and structure
- Lengthened dependency of children and increased participation of women in paid work
- Changing labour market trends
- Changes in the profile of poverty
- Shift towards community based services rather than institutional based services

### **Role of governments**

Governments' primary role is in funding the provision of services with some direct service delivery as well. Increasingly, the trend is to transfer payments rather than direct delivery of services. This is reflected by the move within government agencies to operate via an internal funder/provider split, and to partnerships with the private sector.

Another trend has been to amalgamation of departments, which may improve the ability for agencies to link housing services with other support services.

### **Role of the non-government sector**

Over 2000 organisations providing community housing of which over 900 operate without CSHA funding. Approximately 12000 agencies providing support services for those in crisis, which may include accommodation. Boarding house services are delivered by private for-profit and not-for-profit organisations. Some activities are in partnership with the public sector.

## **A National Housing Data Development Plan**

The development of national housing data should be a structured process that accords with agreed national priorities and processes.

The National Housing Data Agreement structures and processes can be used to establish a set of national housing information development priorities, and a work program to put development into action.

The objectives of such a National Housing Data Development Plan should cover

- Identifying those areas for which information development is needed and assigning priorities. In particular, to identify areas of highest priority.
- Improving Australia's commitment to maintaining and using high quality housing information systems, and

- Contributing to increased cost-effectiveness and equity of Australian housing assistance services and thereby the well-being of Australians.

Implementation of the NHDA must result in information that improves the quality of decision making by policy and program planners, housing providers, consumers, and the sector. Information needs to be timely, reliable, consistent, relevant and accessible. These principles should guide the development of national housing information and be reflected in the information development directions set out in a development plan..

A national data development plan should guide the NHDA national work program, and should therefore influence the work programs of State, Territory and Commonwealth housing authorities, the Australian Bureau of Statistics, the Australian Institute of Health and Welfare and other bodies involved in the collection and production of housing assistance related information and statistics in Australia.

The essential characteristics of national information are the nationwide comparability and national relevance of the information collected.

A national approach to housing information will provide economies of scale from joint development of information, reduced duplication of effort in developing of information systems, and reduced cost of data conversions at 'State boundaries'. Financial constraints and the costs of information have prompted recognition of the advantages of adopting a rationalised, national approach to information development rather than a piecemeal State-by-State approach.

## **Priorities for data development**

### **Uses of national data**

The development of consistent national housing information will enable comparative outcome measures and improve data for analysis and research. Availability of information at the national level will provide better answers to fundamental questions regarding the provision of housing services eg:

- The community needs to know the extent of need for assistance, what services are available, whether there are sufficient services available, whether, as taxpayers, they are getting value of money, and whether the public good is being met;
- Governments seek to identify who needs assistance, what types of assistance are needed, and how much should be purchased/provided at what cost and quality.
- Service providers (government and non-government) ask what current and future needs are, where they should be located, how services can be coordinated and integrated, and what barriers there may be to provision of services

- Services users have a vital concern to know how service are delivered, eligibility criteria, the quality of services, and whether they are getting what they are entitled to;
- National level non-government organisations want to know who needs assistance, comparisons between States and countries, and whether people's needs are being met without restriction by program boundaries.

## **Key areas**

The following key areas have been identified from the State and Territory consultation as potential areas for development.

These are not presented in any particular order of priority.

- Private rental market failure
- Outcome measurement
- Need
- Integration of data across sectors
- Service utilisation

These areas need further development and clarification, but provide an initial starting point from which to develop an information plan.

## **2.3 Immediate Work Program projects**

The following information outlines the project work plans for several projects under the National Housing Data Agreement, that have been identified as urgent priority to meet reporting requirements under the CSHA and Report on Government Service provision. These project have also been proposed in response to jurisdiction input into the scoping study.

### **National Housing Data Agreement work program**

#### **1. National Housing Assistance Information Strategy**

- 1(a) Scoping Study
- 1(b) Secretariat and management of the National Housing Work Program
- 1(c) National Housing Data Development Plan

#### **2. National Housing Assistance Data Dictionary**

- 2(a) Version 1 (1999/2000) (\*) (Public housing/government managed Indigenous housing)
- 2(b) Version 2 (2000/2001) (+ Commonwealth Rent Assistance and private rent assistance)
- 2(c) Version 3 (2002/2003) (+ Community Housing, Indigenous managed Community housing, Crisis Accommodation, Home Purchase assistance)
- 2(d) Version 4 (2003/2004) (Full integration with other national data dictionaries – community services and health)

#### **3. Performance reporting**

- 3(a) Public Housing National and State Performance Indicators counting rules and data items (1999-2000) (\*)
- 3(b) Public Housing Customer satisfaction survey (2000/2001)
- 3(c) Community Housing National and State Performance Indicators counting rules and data items (1999-2000) (\*)
- 3(d) CSHA report data development and collection (including PRA, HPA, CAP and ARHP) (1999-2000) (\*)
- 3(e) CSHA report (analysis and reporting) 1999-2000 (\*)
- 3(f) Community Housing Customer satisfaction survey (2000/2001)

#### **4. Housing Assistance National Minimum Data Set**

- 4(a) Pilot Public Housing Data Extraction for the Data Repository (1999-2000) (\*)
- 4(b) Extension of the Housing Assistance NMDS and Development of Commonwealth Rent Assistance Data (2000/2001 reporting)
- 4(c) Development of the Community Housing NMDS
- 4(d) Development and reporting of Indigenous data in mainstream housing collections

Projects with a (\*) have an attached project proposals in a standard format outlined in attachment A.





## **Project 2(a)**

### **National Housing Assistance Data Dictionary – Version 1**

**Responsible agency:** Australian Institute of Health and Welfare

**Project Description:** The National Housing Data Dictionary version 1 will contain definitions for data elements and concepts to be used in performance reporting for public and community housing and socio-demographic items consistent with the National Community Services Data Dictionary. The aim of the dictionary is to set out agreed definitions, classifications and standards. It will be the ongoing authoritative source of housing data definitions where national consistency is required or desired. This first version does not represent the full complement of data elements and concepts for the housing sector. Rather it provides a subset of fundamental elements, which will provide a basis for further consultation and testing.

#### **Justification**

An initial meeting of the Agreement Coordinators of the subsidiary National Housing Data Agreement under the 1999-2003 CSHA was held in June 1999. At that meeting the development of a National Housing Assistance Data Dictionary was identified as the highest priority of the National Housing Data Agreement, reflecting the need across the housing assistance sector for greater consistency in data definitions and collection.

Under the terms of the Commonwealth-State Housing Agreement members have agreed to cooperate in the development of a national housing assistance data dictionary that will set out agreed data definitions, classifications and standards and which will be the authoritative source of national housing data definitions. The national data dictionary will be the main vehicle through which the Agreement will ensure that national standards and definitions are promoted and maintained.

At the inaugural meeting of the National Housing Data Agreement coordinators, 25 June 1999 it was agreed that significant progress should be made on the Data Dictionary in 1999 to enable the development of national housing minimum data sets.

#### **Project Management Body**

National Housing Assistance Data Development Committee.

#### **Project Output**

##### **Year 1**

## Data dictionary V 1

Includes socio/demographic data items and most data items used in the measurement of the Public and community housing performance indicators only.

### Time frame (Feb 2000 – Nov 2000)

Commence work on data items required to support the measurement of public and community housing performance indicators	Feb 2000
Meeting of data committee to discuss draft data items.	May 2000
Meeting to finalise Draft data dictionary Version 1 and discuss implementation plan for data items.	September 2000
Report to Management Group on feasibility of implementation of data items in version 1. Commence work on version 2.	November 2000

### Milestones

Draft version May 2000

Final National Housing Assistance Data Dictionary September 2000

### Factors

Approval of the National Housing performance indicator framework will be critical to development of data items required to support this.

### Project Budget

	State contribution	AIHW contribution (Secretariat to Data Committee)	Total
Year 1999-2000	166,000	\$45,000	\$211,000

### Consultative links

All State and Territories are represented on the National Housing Data Development Committee that will oversee the development of the Data Dictionary. It will be essential that all jurisdictions undertake extensive consultation within their own State to ensure adequate coverage of all areas of housing assistance as well as input from technical persons responsible for generating data. It is recommended that all jurisdictions set up a State/Territory data committee representative of the above.

**Related work program activities**

Development of public housing performance indicators counting rules and data items.

Development of community housing performance indicators counting rules and data items.

National Housing Assistance MDS Data repository

**Project Contact Officer**

**Name :** David Wilson

**Phone:** (02) 6244 1206

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**Email :** david.wilson@aihw.gov.au

**Address :** GPO Box 570  
Australian Institute of Health and Welfare  
Canberra ACT 2601

**Date :** 17<sup>th</sup> Feb 2000

## **Project 3(a)**

### **Public Housing National and State Performance Indicators counting rules and data items (1999-2000)**

#### **Responsible agency:**

Australian Institute of Health and Welfare (non financial counting rules) and  
Department of Human Services - Victoria (financial).

#### **Project Description**

Development of the counting rules and associated data items required for the measurement of the public housing performance indicators.

Their major focus would be on the effectiveness indicators and overall data standards. Major development work for the efficiency indicators, which will be in the area of improved data quality for financial reporting, will be undertaken through the establishment of a financial information working group.

#### **Working group/s**

##### **Public Housing PI technical working group**

It is proposed that membership comprise representatives from at least four jurisdictions, the Commonwealth, AIHW and a member of the Secretariat of the RCSSP (Productivity Commission).

##### **Financial working group**

Membership comprise representatives from each jurisdiction, the Commonwealth, AIHW and a member of the Secretariat of the RCSSP (Productivity Commission).

#### **Justification**

Under the 1999-2003 CSHA national performance reporting is required. This is to be aligned to national outcomes with bilateral performance reporting being used to allow more relevant reporting.

The 1996 CSHA PI framework has provided the basis for a significant improvement in the quality of performance reporting for CSHA programs. Important lessons have been learnt and the experience gained will be of great assistance in the transition to a more useful and meaning framework, in particular the move to a framework based on policy objectives.

The 1996 CSHA performance reporting arrangements were less than optimal for a number of reasons:

- the lack of clear links between performance indicators and strategic objectives;
- poor quality data;
- the reporting process was onerous; and
- a number of current indicators could not be said to be adding substantial value to either policy, benchmarking or risk management.

A recent review of previous national performance reporting for public rental housing found that the data was often not useful to the Commonwealth or States and Territories and did not reflect actual performance.

### **Project Output**

Data collection manual for public housing state and national reporting for the financial year 1999/2000 (including counting rules for performance reporting)

Collation and forwarding of public housing data for the RGSP 2001 and CSHA annual report 1999-2000.

### **Time frame (Feb 2000 – Nov 2000)**

Dependent on finalisation of the paper on 'A national performance indicator framework for the 1999-2003 Commonwealth-State Housing Agreement'. This report will be presented to the Housing CEOs in December 1999 and the Report on Government Services provision Steering Committee on the 3<sup>rd</sup> December.

Anticipated time frame:

Data committee nominate members for WG	Feb 2000
Meeting of working group	March 2000
Meeting of Financial working group	March 2000
Draft counting rules and data items for comment	April 2000
Meeting of the Data Committee to assess data definitions and the impact on existing data systems and recording.	May 2000
Meeting of working group including representation from the Financial working group to finalise counting rules and data definitions	May 2000
Draft data collection manual to Management Group for comment	May 2000
Finalise public housing data collection manual 1999-2000	May 2000
Distribution to all jurisdictions	June 2000
Collation of data (from States and Territories and also from data extraction trial)	July - August 2000
Analysis and reporting of data	Sept - Nov 2000

## Factors

Approval from the RGSP Steering committee and CEOs will be a critical factor in the progress of this project.

## Project Budget

		Proposed Expenditure	
		1999-2000	2000-2001
<b>SALARIES</b>			
0.25 X ASO 6 (1999-2000)	Develop draft manual (including counting rules)	13,300	7,980
0.1 5 X ASO 6 (2000-2001)	Note: Data Definition work (funded from data dictionary project)		
<b>SALARY RELATED EXPENSES</b>			
		2,780	1,668
<b>STAFF SUPPORT COSTS</b>			
		5,163	3,098
<b>CORPORATE SUPPORT LEVIES</b>			
		3,708	2,170
<b>PROJECT SPECIFIC COSTS</b>			
<i>e.g. Project requisites and consumables</i>			
Printing costs – data manuals		2,500	400
Travel			
<b>GST</b>			
		0	1,532
<b>Total</b>			
		27,451	16,848
<b>Grand Total</b>			<b>44299</b>

### **Consultative links**

Major development work will be undertaken by technical working groups established under the National Housing Data Agreement. All jurisdictions will be kept up to date with activities via regular reporting to the Management Group and Data Committee.

### **Related work program activities**

Development of community housing performance indicators counting rules and data items.

National Housing Assistance Data Dictionary

National Housing Assistance Minimum Data Set data repository

### **Link with AIHW on development of National Housing Assistance Data Dictionary**

The outcomes of this project will provide the performance indicators from which the first data dictionary items will be developed. The definitions developed will be assessed by the Data Committee. The time frame for completion of the performance indicators will enable the development of data definitions for most of the performance indicators but does not give enough time for the implementation of data definitions within State and Territory information systems and collection processes for collection at 30 June 2000.

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Date :	17/2/2000	Date :	17/2/2000



## **Project 3(c)**

# **Community Housing Performance Indicators counting rules and data items**

### **Responsible agency:**

Australian Institute of Health and Welfare and Victoria.

### **Project Description**

Development of the counting rules and associated data items required for the measurement of the community housing performance indicators.

Their major focus would be on the effectiveness indicators and overall data standards. Major development work for the efficiency indicators, which will be in the area of improved data quality for financial reporting, will be undertaken through the establishment of a financial information working group.

### **Working group/s**

#### **Community Housing PI technical working group**

It is proposed that membership comprise representatives from at least four jurisdictions, the Commonwealth, AIHW and a member of the Secretariat of the RCSSP (Productivity Commission).

#### **Financial working group**

Membership comprise representatives from each jurisdiction, the Commonwealth, AIHW and a member of the Secretariat of the RCSSP (Productivity Commission).

### **Justification**

A requirement under the Commonwealth-State Housing Agreement is that performance information be collected and reported by States and Territories annually to measure progress. Performance information is also required by the Review of Government Services provision. As well as fulfilling reporting requirements under the CSHA and for the Report on Government services, the performance measures were also intended to be a useful resource for State and Territory community housing administrators.

The community housing performance indicator review presents an opportunity to look at whether the current framework is the best one for community housing or to develop a more relevant set of indicators. This review will inform on the :

- The appropriateness and relevance of the community housing performance indicators

- The need for any changes to the community housing performance indicators
- For national CSHA community housing performance reporting the development of the new framework into actual performance indicators and data items should be undertaken through the relevant administrators in each jurisdiction. As this is the only other area of the CSHA where data is required for the Review of Commonwealth/State Service Provision this work needs to be given some priority. The proposed new framework is being presented to the community housing Commonwealth/State Officers' meeting on 1 December 1999.

## **Project Output**

Community Housing Data collection manual for 1999-2000

Collation and forwarding of community housing data for the RGSP 2001 and CSHA 1999-2000

## **Time frame (Dec 2000 – Nov 2000)**

Dependent on finalisation of the paper on 'A national performance indicator framework for the 1999-2003 Commonwealth-State Housing Agreement'. This report will be presented to the Housing CEOs in December 1999 and the Community Housing State Officer's Group on the 1 December and the Report on Government Services provision Steering Committee on the 3<sup>rd</sup> December.

Anticipated time frame:

Data Committee nominate members for WGs	Feb 10 2000
Meeting of working group	March 2000
Meeting of Financial working group	March 2000
Draft data items and counting rules for comment	April 2000
Meeting of the Data Committee to assess data definitions and the impact on existing data systems and recording.	May 2000
Draft data collection manual to Management Group for comment	May 2000
Finalise community housing data collection manual 1999-2000	May 2000
Distribution to all jurisdictions	May 2000
Collation of data (from States and Territories)	July - August 2000
Analysis and reporting of data	Sept - Nov 2000

## **Factors**

Approval from the Community Housing State Officers Group, RGSP Steering committee and CEOs will be a critical factor in the progress of this project.

## Project Budget

		Proposed Expenditure	
		1999-2000	2000-2001
<b>SALARIES</b>			
0.25 x ASO 6	Develop draft manual (including counting rules) and reporting	13,300	5,320
0.1 X ASO 6	Note: Data Definition work (funded from data dictionary project)		
<b>SALARY RELATED EXPENSES</b>		2,780	1,112
<b>STAFF SUPPORT COSTS</b>		5,163	2,065
<b>CORPORATE SUPPORT LEVIES</b>		3,708	1,453
<b>PROJECT SPECIFIC COSTS</b>			
<i>e.g. Project requisites and consumables</i>			
Printing costs – data manuals			
Travel			
		2,500	400
<b>GST</b>		0	1,035
<b>Total</b>		27,451	11,385
<b>Grand Total</b>		<b>38,836</b>	

## Consultative links

Each State/Territory Housing Authority will be responsible for consultations on the Community Housing Performance Indicator review within their own jurisdiction.

## Related work program activities

Development of public housing performance indicators and counting rules.

National Housing Assistance Data Dictionary

## **Link with AIHW on development of National Housing Assistance Data Dictionary**

The outcomes of project will provide the performance indicators from which the first data dictionary items will be developed in conjunction with public housing performance information data items. The definitions developed will be assessed by the Data Committee. The time frame for completion of the performance indicators will enable the development of data definitions for most of the performance indicators but does not give enough time for the implementation of data definitions within State and Territory information systems and collection processes for collection at 30 June 2000.

Community housing information obtained via survey data may be able to incorporate the new performance information if a standardised module of a questionnaire is developed for distribution by the States and Territories. (A separate project proposal would be required if this was desired – for tender ?).

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Date : 17/2/2000

## **Project 3(d)**

### **CSHA report 1999/2000**

**Responsible agency:** Australian Institute of Health and Welfare

#### **Project Description**

Investigate options and produce a yearly report to the Commonwealth on housing assistance outcomes across all areas of the CSHA.

#### **Justification**

Under the old CSHA 1996 States and Territories agreed to develop and publish core measures of outcomes against the objectives of the CSHA and to provide to the Commonwealth a report each year on each of these outcomes measures. States and Territories also agreed to provide core measures of the efficiency of their housing operations for benchmarking purposes. Under the new CSHA States and Territories have agreed to 'report on a basis that enables performance assessment by the Commonwealth and by the State, based on agreed performance indicators'. The Commonwealth and the States and Territories have agreed that Bilateral Agreements will be the main instrument for articulating housing assistance outcomes and objectives. Bilateral Agreement will contain an integrated outcomes measurement framework. In addition to performance measures of outcomes there will be core set of nationally consistent indicators and data for benchmarking purposes.

#### **Project Output**

A substantive report on housing assistance outcomes incorporating bilateral and national measures.

#### **Time frame**

Draft report for feedback	Feb 2001
Feedback	Feb 2001
Final for distribution	March 2001

## Project Budget

Proposed Expenditure	
2000-2001	
SALARIES	
0.25 x Ex 1, 0.1 X ASO 6	20,820
SALARY RELATED EXPENSES	4,351
STAFF SUPPORT COSTS	7,229
CORPORATE SUPPORT LEVIES	5,891
PROJECT SPECIFIC COSTS	
e.g. Project requisites and consumables	
Printing	6,500
GST	4,479
<b>Grand Total</b>	<b>49,270</b>

## Consultative links

All jurisdictions will be provided with a draft for comment and feedback .

## Related work program activities

CSHA reporting data development and collation.

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Date: 17/2/2000

## **Project 3(e)**

### **CSHA reporting data development and collation (1999/2000)**

**Responsible agency: AIHW**

#### **Project Description**

Revise data requirements for 1999-2000 reporting under the CSHA for Crisis Accommodation Program, Home Purchase assistance , Aboriginal rental housing and private rent assistance.

#### **Justification**

Under the old CSHA 1996 States and Territories agreed to develop and publish core measures of outcomes against the objectives of the CSHA and to provide to the Commonwealth a report each year on each of these outcomes measures. State also agreed to provide core measures of the efficiency of their housing operations for benchmarking purchases. Under the new CSHA States and Territories have agreed to ' report on a basis that enables performance assessment by the Commonwealth and by the State, based on agreed performance indicators'. The Commonwealth and the States and Territories have agreed that Bilateral Agreements will be the main instrument for articulating housing assistance outcomes and objectives. Bilateral Agreement will contain an integrated outcomes measurement framework. In addition to performance measures of outcomes there will be core set of nationally consistent indicators and data for benchmarking purposes.

#### **Project Output**

Data collection manuals for Crisis Accommodation, Private rent assistance, Home Purchase Assistance, and Aboriginal Rental Housing Program areas under the CSHA.

#### **Working Group/s**

Crisis Accommodation Program PI WG

Home Purchase Assistance PI WG

Private Rent Assistance PI WG

Aboriginal Rental Housing Program PI WG



**Time frame (Jan 2000– Nov 2000)**

Draft papers for working group meetings	March 2000
Meeting of HPA data working group	April 2000
Meeting of PRA data working group	April 2000
Meeting of ARHP data working group	April 2000
Meeting of CAP data working group	April 2000
Produce draft data collection manuals	May 2000
Feedback	May 2000
Final manuals distributed	ARHP, CAP, HPA, PRA June 2000
Data Collection	Sept – Nov 2000

**Milestones**

1. Meeting with CSHA CAP, HPA, PRA, and Government managed Indigenous housing (old ARHP) group/s.
2. Produce draft data collection manuals
3. Final manuals distributed

## Project Costings

	Proposed Expenditure	
	1999-2000	2000-2001
SALARIES		
0.25 ASO 6 - 1999-2000	13,300	8,512
0.16 ASO 6 - 2000-2001		
SALARY RELATED EXPENSES	2,780	1,779
STAFF SUPPORT COSTS	5,163	3,304
CORPORATE SUPPORT LEVIES	3,883	2,493
PROJECT SPECIFIC COSTS		
<i>e.g. Project requisites and consumables</i>	6,000	4,000
GST	0	2,009
Total	31,126	22,097
<b>Grand Total</b>		<b>53,223</b>

## Consultative links

All States and Territories will receive data for feedback.

## Related work program activities

Development of public housing performance indicators counting rules and data items.

Development of community housing performance indicators counting rules and data items.

National Housing Assistance Data Dictionary (Version 2)

National Housing Assistance Minimum Data Set data repository (Further development)

## Link with AIHW on development of National Housing Assistance Data Dictionary

The data defined for reporting on the performance indicators will be forwarded to the Data Committee for consideration and development for Version 2 of the data dictionary.

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## **Project 4(a)**

### **Data repository – Trial data extraction process for Public Housing MDS**

#### **Responsible agency:**

Australian Institute of Health and Welfare

#### **Project Description:**

This project is specifically aimed at defining a set of data items for extraction from public housing administrative system for 30 June 2000. It also includes the set up of a data repository at the AIHW to receive the data. The 30 June 2000 data extraction will include where possible data items required for the national and state performance reporting with additional socio-demographic items. This is the beginning of a process to develop a National Public Housing minimum data set NPHMDS.

The public housing minimum data set is the first in a series of MDSs to be developed. Others areas include community housing, rent assistance (commonwealth and private), home purchase assistance, crisis accommodation, government managed Indigenous housing and Indigenous community managed housing.

#### **Justification**

National data standards and coordinated data development around National Minimum Data sets will improve data quality and consistency for a core set of data across collections. It will be facilitated by development of national data dictionary which should ideally be based on an appropriate information model.

Currently, there is no consistent national picture across housing areas. The move to develop National Minimum Data sets arose because of:

- the need for data to describe housing provision and its recipients using a standard set of data items which are implementable, reliable, consistent, valid, comprehensive and comparable;
- the need to facilitate the collection of information relating to housing provision and its recipients by providing a structure which is easily implementable;
- the need to provide housing program managers with access to the data required for policy development, strategic planning and performance monitoring against agreed output/outcome criteria;
- the need to facilitate consistency and comparability between housing data and other assistance data including health and welfare data; and because
- current data set structures do not facilitates retrieval, aggregation and analysis of data at all levels.

## Project Output

- report on a proposed data structure, definitions and code values for the production of nationally consistent unit record data for CSHA public housing (this data structure, definitions and code values is often referred to as meta-data);
- development of initial data repository to receive data
- report on the data issues to be resolved in receiving 'raw' input data

## Time frame (Jan 2000 – Sep 2000)

Define NPH MDS using performance indicators as a base supplemented by additional data. This will include a detailed assessment of the following data areas for comparability and consistency across jurisdictions information systems. <ul style="list-style-type: none"><li>• Public housing household information – unit household data on occupied dwellings</li><li>• Public housing applicant information – unit data on those households waiting for public housing</li><li>• Public housing dwelling information – unit data on the characteristics of dwellings – both occupied and vacant</li><li>• Public housing financial information – inputs and outputs</li></ul>	Jan 2000 – March 2000
Meet with Public housing MDS WG Discuss draft NPH MDS	March 2000
Define draft NPH MDS data definitions	April 2000
Define technical specifications for trial	May 2000
Trial electronic transfer of appropriate data items – items that are considered comparable and/or compatible for data dictionary or mappable to data dictionary	30 June 2000
Report to Management Group on feasibility of implementation of data items (sub set of which will be PIs) and report on the data issues to be resolved in receiving 'raw' input data	September 2000

## Project Budget

The following costs anticipate the setting up a national data repository for the National Housing Minimum Data Set and includes preliminary design to accommodate this.

	Proposed Expenditure	
	1999-2000	2000-2001
<b>SALARIES</b>		
0.25 x Exec 1, 0.25 x APS5 - 1999-2000	57,600	11,520
0.1 x Exec 1, 0.1 x APS5 -2000-2001		
Management of technical aspects of project		
Consultation with all jurisdiction s on data base requirements, compatibility etc..		
Investigate options and design of extraction system		
Design database		
Trial data base extraction		
Report		
<b>SALARY RELATED EXPENSES</b>	12,038	2,408
<b>STAFF SUPPORT COSTS</b>	20,653	4,131
<b>CORPORATE SUPPORT LEVIES</b>	15,833	3,087
<b>PROJECT SPECIFIC COSTS</b>		
<i>e.g.Project requisites and consumables</i>		
	8,000	0
<b>GST</b>	0	2,115
<b>Total</b>	114,124	23,261
<b>Grand Total</b>		<b>137,385</b>

Costs do not include the ongoing development and management of the data repository; including Management of technical aspects of project extension of public housing MDS, Rent assistance data, investigation of options and re design data repository, data extraction for future years, ongoing management of data, record management, help desk and reporting.

### **Consultative links**

All States and Territories will be consulted further regarding identification and specification of data items for extraction.

### **Related work program activities**

Development of public housing performance indicators and counting rules.

National Housing Assistance Data Dictionary

### **Link with AIHW on development of National Housing Assistance Data Dictionary**

The first data extraction will not strictly adhere to national data definitions and formats as defined in the draft National Housing data Dictionary as there will not be enough time to implement within current information systems. All data defined for extraction will be forwarded to the Data Committee for standardisation and implementation into information systems.

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Date : 17 Feb 2000

## **Project work plan outline**

## **Attachment 2**

### **Project (name)**

**Responsible agency** (agency responsible for project coordination and management must be a signatory to the NHDA, or managed in conjunction with a signatory).

### **Project Description**

Justification (Statement of why the project is being proposed and the anticipated benefits that will accrue). Project must be concerned with housing information activities that meet agreed national priorities and a national focus and/or national implication).

### **Working Group/s**

Outline set up of any working groups required.

### **Project Output (Deliverables)**

### **Time frame**

### **Milestones**

**Factors** (critical to meet output milestones)

### **Project Budget**

<b>Estimated cost and staffing</b>	1999-2000	2000-2001	2002-2003	etc
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### **Source(s) of funds**

(Project specific resources and expertise needed and their availability)

### **Consultative links**

Names of bodies, agencies, existing projects etc..to be included in consultations and the nature and frequency of these links)

**Related work program activities** (Intended liaison or cooperation with existing projects on the work program or related activity).

### **Link with AIHW on development of National Housing Assistance Data Dictionary**

Need for, nature and timing with AIHW on NHADD definitional development.

Timeline for NHADD development activity (where applicable – ie draft definitions to be submitted to the NHDA Secretariat within the agreed time.)



**Project Contact Officer**

(Person responsible for undertaking the project )

**Name :**                      **Phone :**                      **Fax :**                      **Email :**

**Address :**

**Date : \_\_/\_\_/\_\_\_\_**



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# PART 3



# Appendices

## Appendix 1 –Jurisdiction reports

The purpose of this section is to provide a jurisdiction by jurisdiction analysis of the technical capability and data options for creating a national unit record housing data set and specifically, the feasibility of providing information on public housing in a uniform manner.

Each jurisdiction's report is structured to include:

- a brief summary of issues regarding initial data development priorities to support policy and research and the feasibility of State Administrative information systems to deliver data in a comparable national format
- a State housing operations structure in which the key program and function areas are identified -this assists in determining the lines of communications required within a state housing department to move towards national consistency and potential impact on departmental areas of any changes to reporting requirements (the shaded areas are currently responsible for the NHDA and distribution of information).
- an overview of State and Territory Information systems by each CSHA area
- counting rules by each CSHA area
- ability of jurisdiction to details of programs counted in each CSHA area and any difficulties in reporting by program area, and
- ability to report on specific performance information such as special needs groups, segmented waitlist, stock condition.



# Commonwealth notes

## Policy perspectives

FaCS considers the main reason for having the National Housing Data Agreement is the development of nationally consistent and quality data, which informs policy development and decision-making in the sector.

## Data Development Priorities

The development priorities, from the FaCS' perspective, are :

### Primary

- to develop a national performance indicator framework for public rental housing and community housing programs.

### Secondary

- to develop a national performance indicator framework for :
  - the Aboriginal rental housing;
  - housing purchase assistance;
  - private rental assistance;
  - crisis accommodation program and SAAP.

[It is acknowledged that these splits may no longer be relevant and it may be desirable to move to a smaller number of broader categories, however, while funding is appropriated to identified programs under the CSHA, such a move would be difficult.

This is not to say that the purview of the data definitions and standards cannot be extended to housing assistance areas beyond the CSHA, in fact it would be highly desirable for the definitions and standards to be used in all areas.]

## Research Priorities

We are currently reviewing these in the context of the Housing CEOs' 10/02 meeting resolutions.



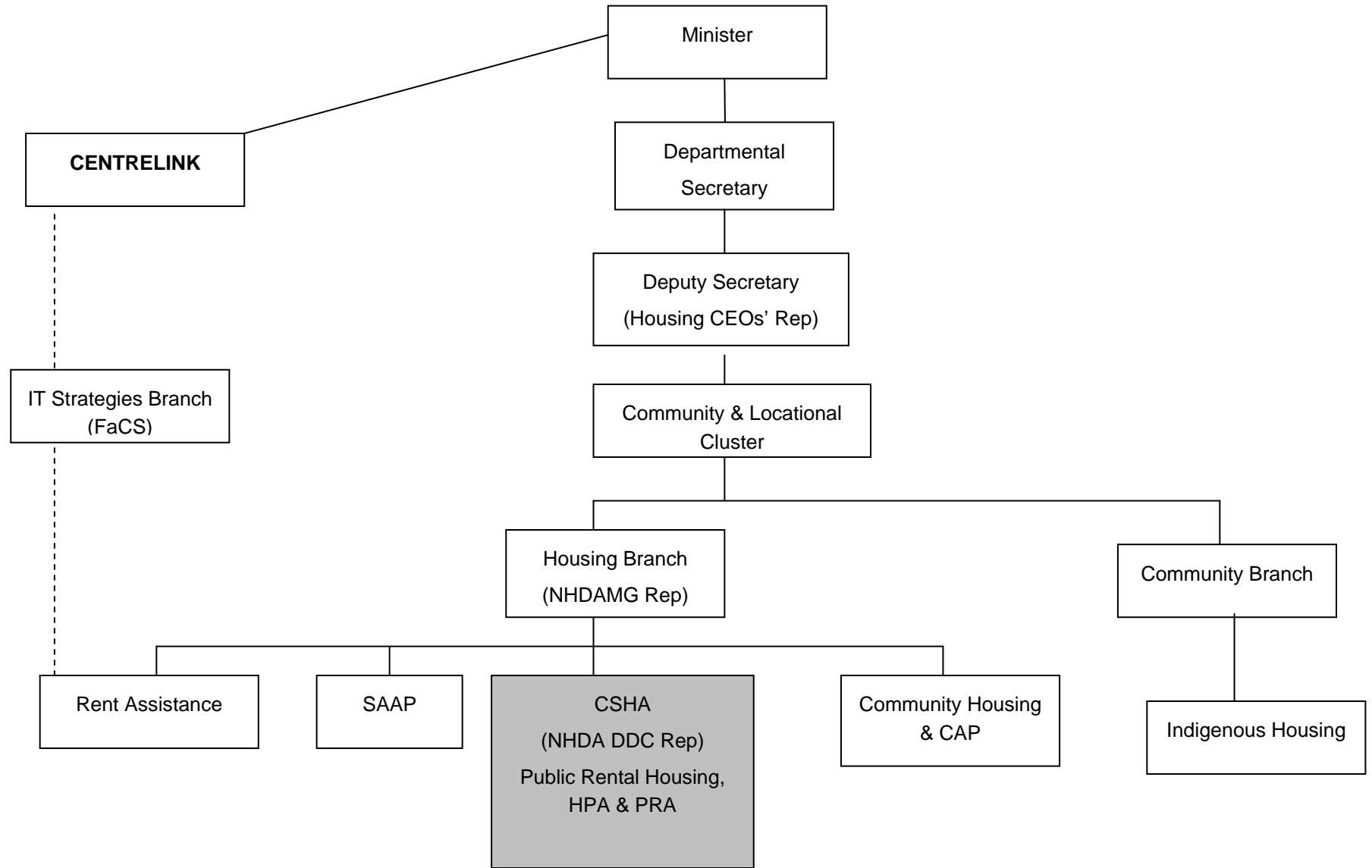
## **Technical summary – Commonwealth Rent Assistance Data**

There are no real technical problems associated with transferring any agreed data sets to the MDS. Similar data has been provided to most jurisdictions in the past on an ad hoc basis. To simplify the process FaCS has a preference for an annual data transfer. FaCS would also like to know exactly what data jurisdictions need, and what they want to use it for, so that the data provided is useful. Initial download could be those data items used for the RGSP performance indicators.

Data sets are developed by the IT Strategies Branch within FaCS based on raw data provided by Centrelink. FaCS does not have absolute confidence in the reliability of the data provided by Centrelink, as with any large organisation with many people responsible for data in put, the risk of errors is high.

The Centrelink system, as with all large multipurpose systems, is inflexible and has limited capacity to be changed.

## FAMILY AND COMMUNITY SERVICES ORGANISATION CHART





## Technical aspects

Centerlink hold core set of data. Limited data download fortnightly as a snap shot view into the Management reporting system (using COGNIS and Supercross) . Each quarterly a data set is designed containing more detailed information on clients.

### *Interrogation*

SAS data sets.

### *Documentation*

Housing Data Set User Documentation September 1998: Contains field names and code values for Commonwealth rent assistance data.

### *Data Structure*

Income Units. Note, there may be more than one income unit within a household of which there may be more than one occupying a dwelling.

### *Special needs identification*

#### **Indigenous Code:**

M F/M- indicates whether male/female or both members of a couple have identified themselves as Aboriginal or Torres Strait Islander.

#### **Severely Disabled Indicator:**

Identifies persons with a severe disability

#### **Disability Code:**

Disability code of client or partner. (Not compliant with ABS/AIHW standards).

#### **Child disability flag:**

Identifies whether the income unit receives a child disability allowance.

#### **Country of birth:**

2 digit code. (Not compliant with ABS standards).



# NSW report

## Policy perspectives

The lack of a clear national data purpose under the 1996 CSHA has meant little progress on useful national CSHA data. The NHDA needs to change this by providing data that provides useful input for States and the Commonwealth to use in policy debate. This requires:

- jurisdictions needing to establish broad-based perspectives on NHDA work program activities; and
- a clear statement on the Commonwealth policy direction.

There is a concern that State input cannot progress developments without support and direction from the Commonwealth.

## Data development priorities

Performance information is seen as the first priority but it is important to not limit data development and reporting to this only.

In the first instance performance information for public and community housing should meet the minimum of data required for reporting. Summary indicators need to be reviewed and then added to this minimum data set.

A key data development priority is to better connect State housing authorities data needs with ABS activities. This should involve input from across the housing sector noting a concern that social welfare agenda does not appear as a high priority for ABS surveys.

Improving the basic counting of activity is a data priority with a need to agree on:

- classifications and number in each tenure,
- who is being assisted and who is in need within each tenure, and
- what are the trends and changes in tenure.

Related to this is the need to develop data that informs on all government expenditure on rebated assistance across tenure types (as opposed to tax system, and private rental investment, capital gains tax).

The data definitions in the NHDA dictionary should also cover internal State performance reporting.

Status of the Housing Assistance annual report is not clear.

## Research priorities

At this early stage of the new CSHA the national and cross jurisdiction research agenda not clear. By 2002 we want a good description of assistance as well as quantification of assistance. Want to be able to look at other State programs and compare and benchmark. This covers work on:

- Affordability issues. Need debate on tax, intergenerational cash transfers, and non cash transfers if included in 'poverty measures'. note- income is the only measure used currently.
- Need for housing (market factors as well as looking at equitable housing solutions across all tenures).
- Efficiency/effectiveness of housing assistance.
- Impact of GST
- Cross sector impact. E.g. Housing related health, homelessness, and support needs.

## Community Housing issues

### *Comparability of data:*

Unsure if this can ever contain anything meaningful as sector so diverse. Would be good to be able to compare descriptive data and data on rent policies (affordability). It is not useful to compare cost of stock or arrears information. Benchmarking of comparative performance on similar program types within community housing. Unable to compare with public housing as not the same, e.g. client service costs. However vacancy rates and arrears are relevant to all social housing.

Bilaterals need common data standards.

### *Development of Performance information:*

Not the same process as public housing as need to have active participation by community housing agencies. – NCHF not necessarily attuned to agencies needs. Ideally have a combination of peaks and providers. State housing administrators need to feed in opinion.

Need to look at local reporting requirements

1. Who lives in community housing ? Characteristics like household types, sex, age, disability, Indigenous, income.
2. What are the outcomes – how long are they there ?
3. Efficiency/effectiveness of sector.

### *Quality of data:*

No control over the quality of data received. Needs to be used locally and relate to service standards also.

Issues of overlap of organisations. For example may have Indigenous (targeted) dwellings as well as mainstream dwellings with Indigenous households.

Links with research are very fragmented, not robust.



# **Technical perspectives - Summary**

## **State Information systems capability**

A sub set of public housing data is currently used to provide performance information data. Down-load of unit record for most information required for performance information is achievable.

## **Data structure**

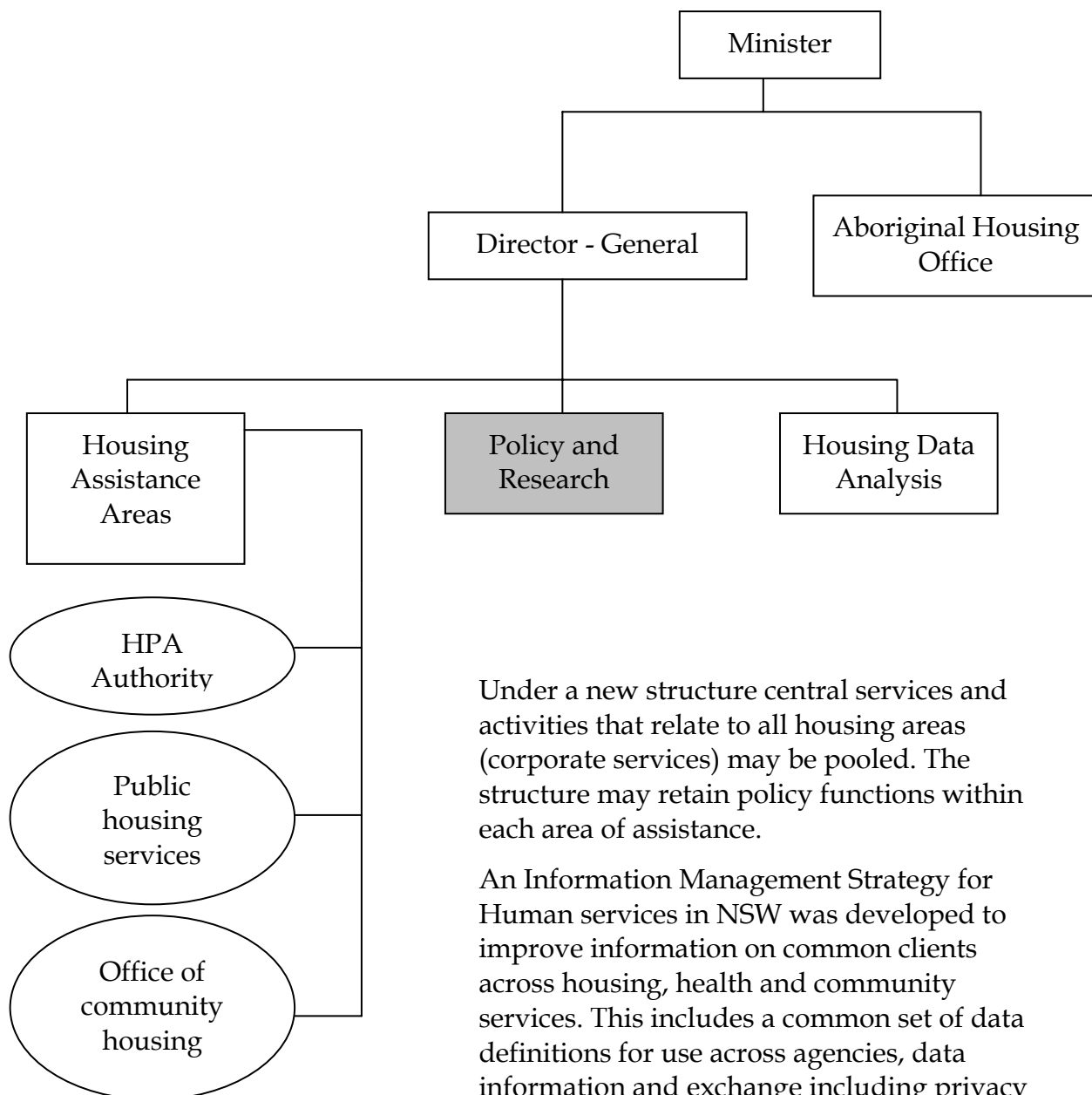
A major issue in developing comparable classifications is the need to link IT developments with data needs of the policy and planning areas.

Data is stored on only up to 6 persons in a household. Family relationships within the households are linked to the main tenant only and thus more complex family structures are unable to be determined. Income unit data may be possible when combined with family payments information, but may not be achievable for all households.

## **Quality issues**

Due to a recent change over of IT systems and subsequent gaps in data, information may not be complete for 3-4 years. At this stage it is also unknown what fields are compulsory. For example fields are available for recording Indigenous Status but this information may not be requested or requested but not entered into the information system.

## NSW Department of Housing operations



Under a new structure central services and activities that relate to all housing areas (corporate services) may be pooled. The structure may retain policy functions within each area of assistance.

An Information Management Strategy for Human services in NSW was developed to improve information on common clients across housing, health and community services. This includes a common set of data definitions for use across agencies, data information and exchange including privacy standards, client identifiers, development of provider infrastructures to support service delivery, and Internet policy and services. A mapping of persons demographic data was conducted.

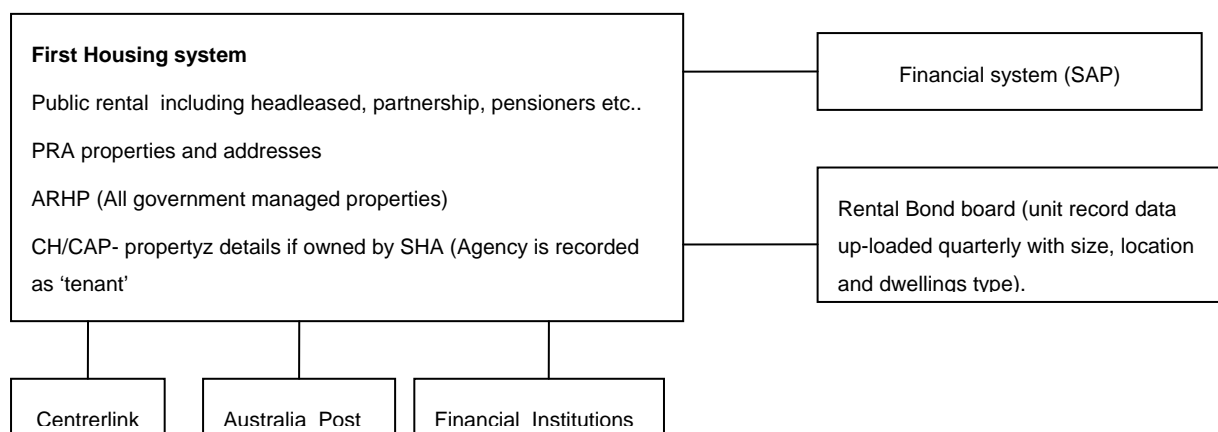
# Technical perspectives - detail

## Information systems

### Public housing

#### First Housing System (FHS)

(Replaces old system that used separate public housing data bases for assets, property and tenancy). Oracle database UK designed system - (Note: similar to new systems in ACT). Information for analysis (and for some of the performance reporting) is downloaded into 'strip files' - (SPSSX pc based and visual basic formats) twice a year. (Note: point in time data only). A warehouse project is being investigated to use data for research purposes.



#### *Content*

Live Oct 1999. Data from the previous Integrated Housing System (IHS) was brought across but additional data fields introduced into the new system are empty. The new application forms should address these data gaps.

#### *System flexibility*

Has capability to introduce new fields but cost implications if underlying business rules affected.

#### *Data Structure*



### *Archive process*

Not at this stage but will be introduced later.

### *Data quality*

Starting to look at quality checks. Information obtained on applicants prior to the introduction of new forms will not be updated at this stage. There are also new fields for property information which may take up to five years to update. There is capability within the information system to include more data but no collection method. No information updated on households paying market rent. Data on rebated tenants has the potential to be updated via the annual visits to each tenant.

For clients on the waitlist prior to June 1999, access and equity information (NESB, Disability, and Indigenous status) are not recorded. As households change their profile, information is not updated. Also applicants that filled out forms 4-5 years ago are recorded on the application screen but their data is not connected to the tenant information screen. All new clients applying for public housing have their information linked to the tenant information.

It is anticipated that it will take 2 to 3 years to get reliable data for use.

### *Data Dictionaries/supporting documentation*

- Strip file items, file name and format of data for applicants of public rental housing.
- Strip file formats from the Tenants and Property information held on HIS. Includes name of data items and max lengths.
- Code lists from strip files including income codes, relationship, vacant reasons, and program purpose codes.
- Application forms for Housing including:
  - Housing Register Application: (Centerlink number, sex, date of birth, main language spoken at home, country of birth, Interpreter required, Aboriginal Torres Strait Islander (full question), Income, type of income, disability type, and need for modified housing (eg, stairs, wheelchair access, grab rails etc..)).
  - Priority Assistance Application: (Includes additional questions regarding details of 'at risk' situation in current accommodation, overcrowding, accommodation needs arising from medical condition or disability, homelessness or temporary accommodation situation, etc..).
  - Transfer Application
  - Rent Start Application (Program to grants three weeks Bond for a privately rented property). Includes data on Centerlink number, sex, date of birth, main language spoken at home, country of birth, Interpreter required, Aboriginal Torres Strait Islander (full question), Income, type of income, 'at risk' situation in current accommodation, overcrowding, accommodation needs arising from medical condition or disability.

- Locational Needs Assessment (information on circumstances that require a person to live in a specific location or access to services/facilities)
- Application to Register for Mutual Exchange
- Medical Assessment'

*Other related information systems:*

New financial system introduced within the Department.

Capital Works (CWINCY) – constructions, purchasers, separate data system.

Properties that were purchased by public housing stay on the Integrated housing system (IHS), but may be superseded by FHS.

## **Community Housing**

A community housing information technology strategy document has been developed for community housing organisations. The document produced has two purposes, 1) act as a specification for developers in designing and building appropriate software packages, 2) to assist community housing organisations in assessing candidate software packages. The data model addresses Property Management, Tenancy management and Organisations Management. Contained in the document are specific specifications of data attributes, definitions, type of data field, and size of field.

A survey data collection is conducted every year which provides data on CSHA funded properties only. This information is recorded in an access data base, and includes all information required under the current national performance indicators specifications.

## **Private rent assistance**

See Public housing.

## **Aboriginal rental housing – government managed**

See Public housing.

## **Aboriginal rental housing – community managed**

Not asked.

## **Home Purchase Assistance**

Oracle data base managed by the finance company. A data down load is provided to the SHA on an access data base, which doesn't contain individual client details.

## **Counting Units summary**

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Boarding houses identified through dwelling type (under the new system properties = the number of households, that is, accommodation units)	As per data manual – survey form collection	No	na	na	See Public Housing	Not investigated.
Households	Equal to the number of occupied dwellings, ie. the number of tenancies.  Reformed households counted as new households	As per data manual – survey form collections	No	Number of applications. Can cross reference to previous applications. Therefore able to report on unique households (applicants) as well as instances of assistance	Not unique households assisted	Equal to the number of occupied dwellings	Not investigated.
Family Unit	Only relationship to main tenant recorded. ie unable to determine multiple family relationships. Additional family payment person and child details are recorded however.	Not requested.	No.	No.	Only relationship to main adult	Only relationship to main tenant recorded. ie unable to determine multiple family relationships. Additional family payment person and child details are recorded however.	Not investigated.
Income Unit	As for family unit, income details are recorded for each person but if the relationship within the household is complex then it would be difficult to determine separate income units. Additional family payment person and child details are recorded however.	Not requested.	No.	No.	No. Household income given but cannot be broken down to income units. May derive income unit from a couple only, single person only, and with children if under 16. (if over don't know if separate income unit.)	As for family unit, income details are recorded for each person but if the relationship within the household is complex then it would be difficult to determine separate income units. Additional family payment person and child details are recorded however.	Not investigated.
Person	All persons data recorded for up to 6 people within a dwelling.	Not requested.	No.	No,	Details on adults. E.g. if couple then application in joint name with details of both persons. Potential to add information on all household members.	All persons data recorded for up to 6 people within a dwelling.	Not investigated.

## **Counting program specific stock and households for CSHA collections**

### **Public housing**

**Includes properties and households in the following programs:**

- General Public Rental
- Public Equity Partnership
- Pensioner housing
- General Headleased properties
- Leasehold Housing for the Aged
- The Rocks Housing Scheme

### **Community Housing:**

Includes housing organisations funded under the:

- Community Housing Program (CHP)
- Local Government and Community Housing Program (LGCHP)
- Community Tenancy Schemes (CTC)
- Housing Partnerships Program (HPP)
- Housing Stock Transfers (HST)
- Older Persons Housing Strategy (OPHS)
- State Government Leasehold Properties (SGLP)

(Note: The community housing programs BBC (Building Better Cities) and SHSP (Social Housing Subsidy Program) are not included as they are not CSHA funded).

Data reporting issues:

Many of these organisations also manage Crisis Accommodation Program assistance.

Due to some program overlap at the provider level and flexibility in provision between programs it is more useful to have an outcome focus rather than program funded. Ie long term Vs Short term/crisis and medium/transitional housing rather than CHP, CAP and non-CAP SAAP data focus.

Need to define what is community housing, not in CSHA terms but by function, for example, Educational Institution.

### **Crisis Accommodation**

The CAP mapping project was a useful source of information as it provides a broader focus on housing management rather than just property manager. There is a major problem with collection of data in the crisis accommodation area that needs to be addressed, i.e. there is a need to build in regular data collection as part of accreditation process/or use SAAP administrative data collections.

### **Private Rent Assistance**

Rent Start program – (Historically applicants must apply for Public housing to be eligible, but no longer. Grants only for rent in advance if relocating).

### **Home purchase Assistance:**

Under own ActCT and Board. There is no new CSHA funding, only revolving funds (old CSHA funds) and State funds.

There is currently no new direct lending in NSW, other than Mortgage Assistance. The new Mortgage Assistance program (self financing) data are kept on a separate data base and can count household and income units. Clients can only be serviced twice unless they have repaid all outstanding monies. Can report on either unique households (applicants assisted) or total instances of assistance.

Purchase of public housing by tenants (currently administered under public housing but may be taken over by HPA).

The management of home loans are outsourced to a finance company .

Transitional policy seen as outside CSHA assistance. Public housing bought out Mortgages (900 clients) – these were not reported on under HPA or Public housing.

Comments: Issues as to whether this should be included in the CSHA reporting .

### **Aboriginal rental housing - government managed and Indigenous community managed**

Under the Aboriginal Housing Act 1998 an Aboriginal Housing Office was established to administer housing programs in NSW. This includes government managed and Community Managed Indigenous housing funded from ATSIC and ARHP.

3000 properties were transferred to the AHO from public housing. Public housing manages the rent, properties and maintenance and repairs. The ARHP data collection was conducted on behalf of the Aboriginal Housing Office for 1998-99 as AHO do not have direct access to the property/tenant and financial databases at this stage.

### **Performance Indicator/Outcomes data notes:**

#### *Rebated/market rent information*

Currently 92% - 96% of tenants are rebated tenants. No household information is obtained on market renters. All new clients must be eligible for assistance, but this does not preclude them from becoming market renters in the future.

The rent subsidy is based on income units and age of persons. Additional family payments linked to person and child.



### *Waitlist data*

800 people on priority wait list. Living arrangement only collected for those on priority housing.

The priority waitlist was introduced in Oct 1999 with 4-5 categories.

### *Special needs groups identification*

	<b>Disability status</b>	<b>Indigenous Status</b>	<b>NESB</b>
PH	All persons (only if related to housing need and/or in urgent need of assistance due to a disability or medical condition)	All persons	All persons. Country of birth, Main language spoken at home.
CH	No	Number of households	No
CAP	No	No	No
HPA	No	No	No
PRA	Main applicant only	All persons	All persons (Date of birth), Main applicant (Country of birth, main language spoken at home)
Government Managed Indigenous	All persons (only if related to housing need and/or in urgent need of assistance due to a disability or medical condition)	All persons.	All persons. Country of birth, Main language spoken at home.

### *Affordability:*

Use an average of income units to obtain household income.

### *Housing stock condition*

A survey was conducted about 3-4 years ago on a sample of properties (about 25,000)  
A new condition assessment form has been developed and includes some amenities information.

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# Victoria Report

## Policy perspectives

The main purpose of the NHDA is to provide a vehicle for data development that will improve analysis and research capabilities of the sector, especially, to explore whole of government response to housing need.

Improvised data links with support services and between the housing sectors (from crisis through to public housing and the private rental market) is seen as integral to providing a picture of housing assistance.

## Data development priorities

First priority is the provision of data to support performance information including information on tenure, eligibility, rent setting and priority targeting.

The second priority would be inclusion of comparable Commonwealth rent assistance data.

Other priorities include data links with support services and Crisis /Transitional housing sector (including SAAP) – move after 2003 to house only those in special need.

## Research priorities

1. Whole of government approach (effectiveness and efficiency of Government response)
2. Affordability across rental markets – Data needs to improve in quality and comparability to allow reliable analysis of all housing options including, particularly how effective is Commonwealth Rent Assistance? Investigation of households paying more than 30% in private rental market.
3. Should consider different drivers in each jurisdictions (internal policies eg. There are differences between States on percent of income to be paid in rent (thus affecting rental arrears ) and different tenure arrangements.
4. Unmet need – waitlists are not relevant as 60% of population group out – segmented waitlist may reduce this.
5. Targeting rental assistance (need to investigate options for better targeting, e.g. some states have higher housing costs than others).

## **Technical perspectives - Summary**

### **State Information systems capability**

Public housing information system , although inflexible to code and field changes, is capable of providing unit record data for public housing easily. The supporting documentation of how some data fields for performance information is derived is invaluable and will provide some useful formats for national documentation. The systems used to support community housing and crisis housing reporting is many and varied. A data warehouse project to accommodate these should resolve reporting difficulties.

### **Data structure**

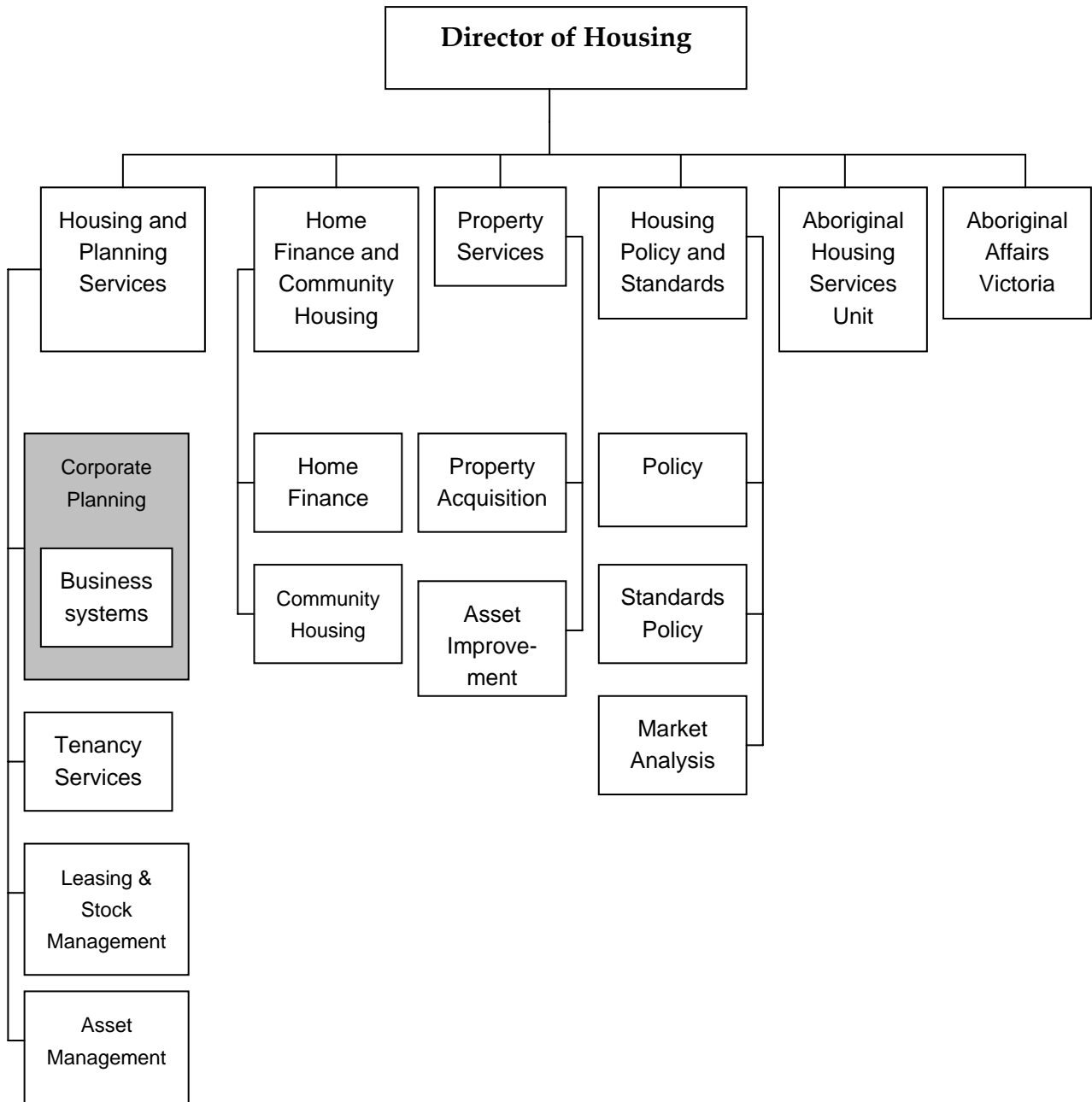
Household, income unit and person details are recorded for public housing. More complex family unit structures may not be able to be derived.

The Department of Human Services has also investigated and documented Client Standards for use across Health, community services and housing based on the AIHW National health data dictionary. The Community Housing classifications has also been designed using these standards as a basis.

### **Quality issues**

No systematic quality checks conducted. Data is entered with little control over the data accuracy.

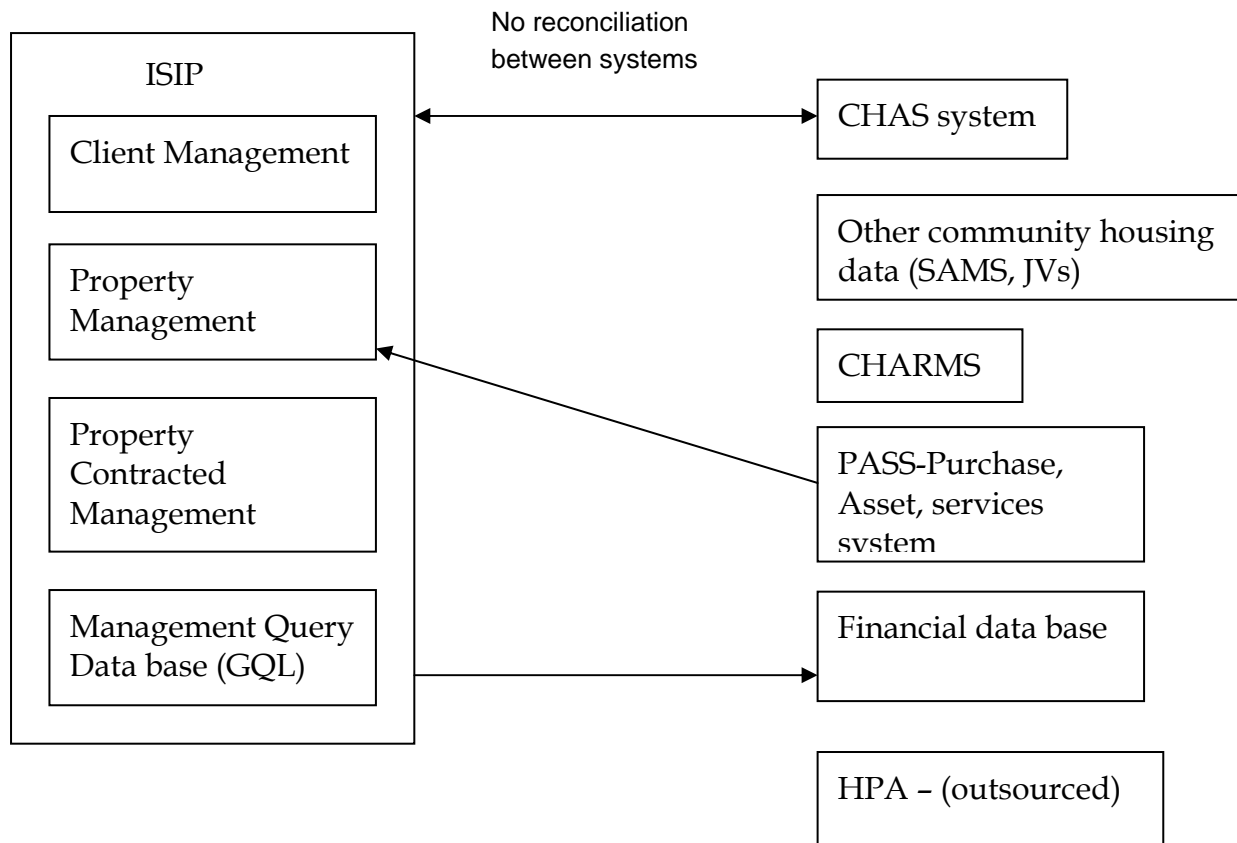
# VIC Housing Organisation Chart



# Technical perspectives - detail

## Information systems

### Overview (all forms of assistance)



### ISIP

INGRIS data base. Covers public rental housing, Aboriginal rental housing, private rent assistance, and some other properties used for community housing and other purposes but no community housing household information.

#### *Content*

Client management – (housing officers)

Property management (property services)

Property Contract management (areas offices – property services) includes constructions, purchases, repairs and maintenance.

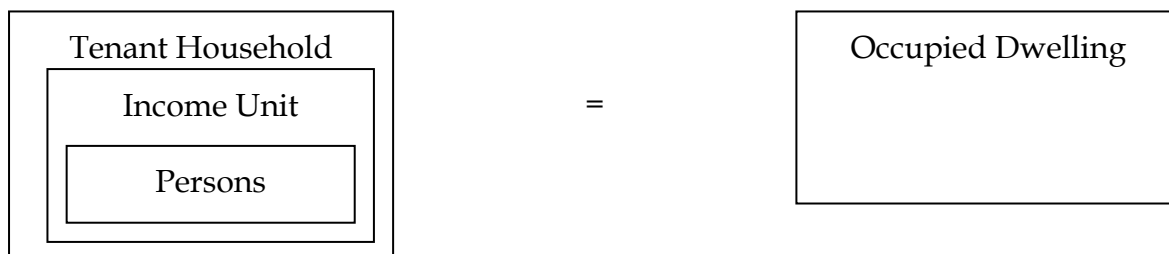
Management Query – GQL (Graphic Query Language)

### *System flexibility*

Inflexible. Data fields and code lists are hard coded. E.g. Very difficult to change fields and classifications.

No 'pull down' menu facilities.

### *Data Structure:*



### *Data quality*

No data checks conducted within the system on entry.

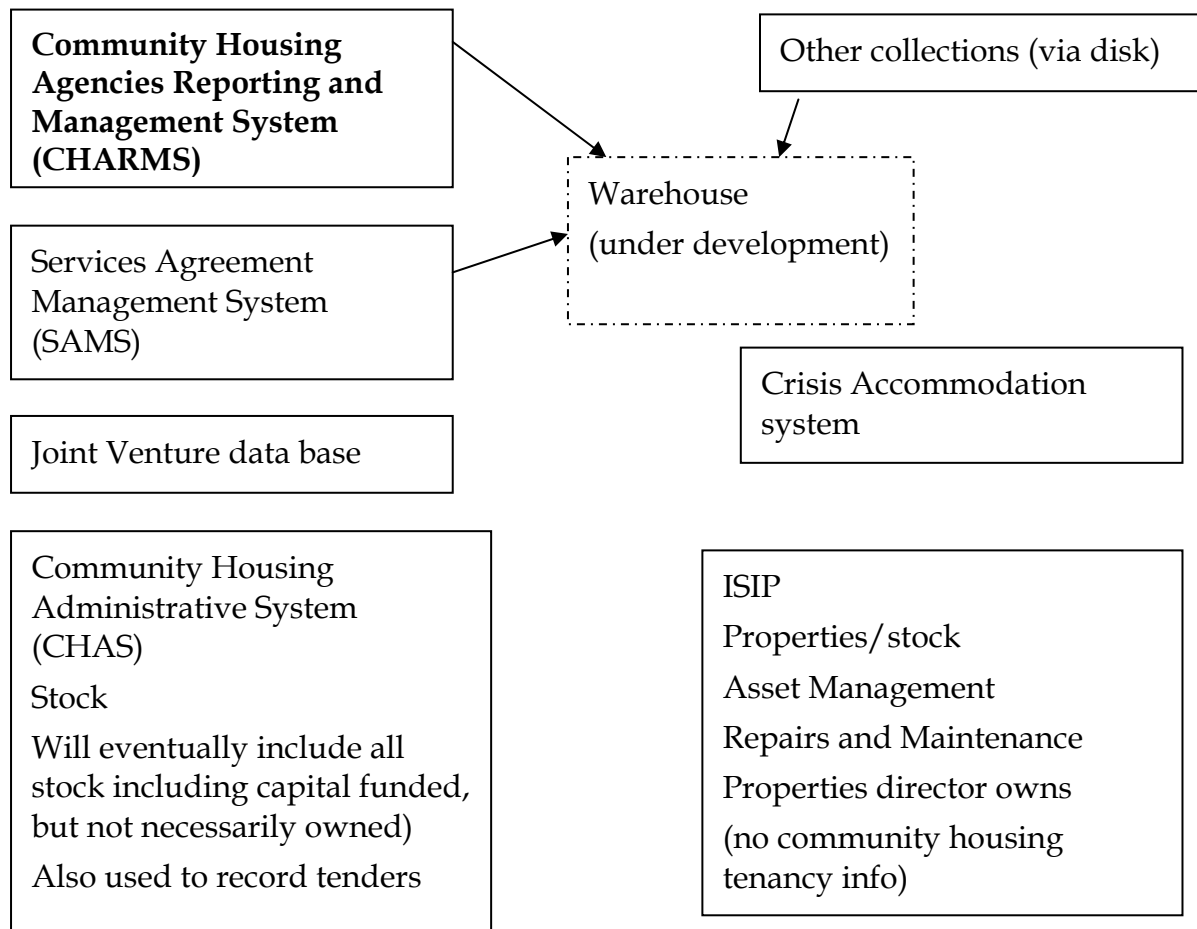
### *Data Dictionaries/supporting documentation*

Data Dictionary listings including: table, data type and size, and the name and description of the fields.

### **Financial data base**

Oracle data base operated at the Area office level. Difficult to track back to single property.

## Community/crisis/transitional Housing



### CHAS - Community Housing Administrative System

Main system for recording properties owned by the State housing authority. This information is not cross referenced with the ISIP system.

It is an SQL server, and an Access data base is used for interrogation.

*Content:*

Includes information on:

- Properties
- Agencies
- Private headleased properties
- Programs, and
- Joint ventures (contracts)

No financial information is stored here.



### **SAMS - Service Agreement Management System**

Schedules for service agreement attached to programs. A spreadsheet is provided on disk.

Used for CERCs and other rental housing co-operatives.

### **CHARMS system - Community Housing Agencies Reporting and Management System**

(CPLUS , BTRIEVE DB)

#### *Coverage*

- Transition housing management
- Housing establishment fund (reported in under PRA but managed by transitional housing agencies) – 6 monthly return .

#### *Operation*

9 regions with a purchase/provider split between the regions and State office who retails all capital funding. 15 Agencies in total.

Stand alone systems. Direct on line data dump to Warehouse. Regions also collect other data.

#### *Content:*

- HIR - Housing Information and Referral,
- TA - Tenancy Administration
- Asset Manager
- Financials

#### *Data Dictionaries/documentation*

Full list of codes including: ID, Data\_dump\_report, Data\_area\_report, Field\_name, Field\_description, and Length.

CHARMS Courseware : training documentation

Data Dictionary: includes definitions of fields

### **Joint Venture data base**

Access data base with lotus notes interface.

#### *Content:*

Records capital grants. – one offs, purpose, repairs and maintenance. These are all community owned.

### **Crisis Accommodation system**

Accessible to all crisis services. Can't track multiple entries (same client).

## **Other collections**

The following program provide data to the State office via a disk

Group Housing

Rooming Housing (mainly singles housing)

CERC's/RHCs - data sheet supplied includes reporting fields for :

- households housed - postcode, client ID, Housing type, No. of adults, No. of children, No. of bedrooms, Age of head of household, Tenancy start date, tenants end date, exit details, income sources, gross family income;
- housing requests - postcode, client ID, Housing type, No. of adults, No. of children, No. of bedrooms required, Age of head of household, gender head of household, Service outcome, and gross family income;
- Annual rental data – aggregate data on arrears profile, vacant profiles etc.,
- Property data - aggregate data on number of properties, tenancies, tenantable days, days vacant, housing requests, number of bedrooms etc...
- A list of fields names and classifications are provided for the rental housing co-operatives also.

## **Other developments**

Business system being developed over next 3 years for major community agencies.

## **General comments:**

Need information to support pathways. E.g.

- Simplify SAAP service provision (streamline points of contact and referral mechanisms)
- Alignment with segmented waitlist
- How people get supported as important as how people get accommodated
- Increase community housing options for young people and adult singles

## **Private rent assistance**

Use ISIP to record households assisted. Links can be made to public housing. Ie if there are loans outstanding at application for public housing.

No review or followup data is obtained.

**Housing establishment fund (HEF)** (reported in under PRA but managed by transitional housing agencies) – 6 monthly return.

Includes data on households assisted for each organisation and includes, SAAP ID, Number of adult and children household members, Income source, Eligible for

Office of Housing programs, and details of assistance provided such as type of assistance (bond, rent in advance, rent arrears, removal costs etc), and amount .

#### *Documentation*

A list of fields names and classification provided for the HEF Program.

### **Aboriginal rental housing – government managed**

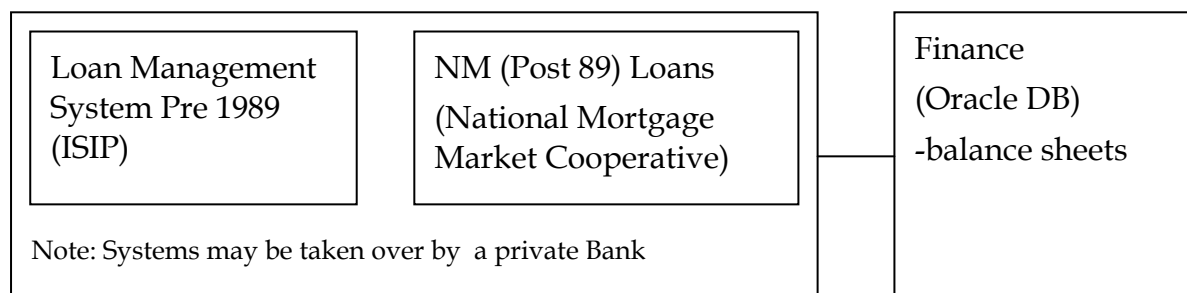
See Public Housing.

### **Aboriginal rental housing – community managed**

Not investigated.

### **Home Purchase Assistance**

#### *Overview*



Use DATA COM ACCESS to report on data. – socio-demographic

### **Other documentation**

Department of Human Services (May 1997). Client data standards. These standards were developed to enhance the quality and consistency of client data in the Department. These standards are consistent with the AIHW National Health Data Dictionary where possible.

Department of Human Services TB 21 Purchasing Client Services Information Management Framework (Incorporating the Purchasing Data set). 5 August 1999. Includes Data Dictionary based on CHARMS.

Department of Human Services (Jan 1998). Business System Specification. The Office of Housing completed a review of its business system requirements in July 1996. Also includes details of current Management Information System logical architecture, Information design – details what data is required in order to report on various facts e.g. waitlist list, level of provision etc., and a Data Dictionary.

## Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Unit of Accommodation. I.e. per tenancy	Previously a community housing dwelling was equated with one household. Better estimates are now available.	?	na	na	See Public Housing	Not Investigated.
Households	Households = tenanted dwellings  All members of household recorded with relationship to primary tenant. Household type allocated to household.	Mixed.  Group homes = one household  Supported households with live in carer = 1 household  Rooming houses households = number of rooms  Other programs Households = tenanted dwellings	Tenancy unit = one household	Instances of assistance. Clients assisted.	Instances of assistance. Households assisted.	See Public Housing	Not Investigated.
Family Unit	Only relationship to main tenant recorded. Multiple family relationships may be difficult but family households may be able to be derive using household type, relationship and income details.	No	No	No	See Public Housing	See Public Housing	Not Investigated.
Income Unit	Yes	No	No	No	Yes	See Public Housing	Not Investigated.
Person	Yes	Mixed	No	Main applicants only	Main applicants only	See Public Housing	Not Investigated.

Note: Public Housing Group homes have one primary applicant only.

## Counting program specific stock and households for CSHA collections

### Public Housing

Includes:

- General rental stock (CSHA funds)

- Supported housing – many cases purpose built or extensively modified. – for aged and people with disabilities including psychiatric, with support provided by other human services programs. (CSHA funds)
- Moveable units program (CSHA funds)

### **Community Housing:**

Data collection for CSHA includes 'Director' owned dwellings only.

2000-2001 data collection is expected to include all properties contained on the ISIP and CHAS system.

Long term community managed housing includes;

- Rooming houses (CSHA funds)
- Group housing (CSHA funds)
- Rental housing cooperatives (CSHA funds)
- Rental Joint ventures (CSHA funds)
- Community housing program (excluding CERCS) (CSHA funds) – unable to tell how many households – stock number was previously used as the number of tenancies as best estimate. A new method has been introduced that estimates a greater number (group and boarding houses included).

Short term – medium term housing

- Crisis Accommodation Program (CSHA tied and untied funds) – all clients are SAAP clients.
- Transitional Housing Program (CSHA funds) -
- Rental Housing Support Program – (provision of advice, support and referral services for public housing clients. Also funded to support tenant groups manage community facilities and undertake research into housing need.). (CSHA funds)

### **Private Rent Assistance**

Includes:

- Bond assistance – Bond loan scheme (CSHA funds)
- Housing Establishment fund (CSHA funds). Funds provided to SAAP agencies and Transitional housing managers to assist clients move into and/or Maintain long term housing in the private sector).

### **Home purchase Assistance:**

Comments : new lending is minimum – about 80 for a year.

Includes:

- Full home ownership (CSHA funds) – no new loans
- Shared Home Ownership scheme ((CSHA funds) – phased out 1997-98
- Mortgage relief (CSHA funds) -new loans approved = 6

- Group self build (CSHA funds) – new program (approx 22 clients assisted )
- Home renovation service (CSHA funds) - loans advance 68

Home renovation Advisory program (CSHA funds) – number of inspections = 2539

Housing Finance schemes (old)

### **Aboriginal rental housing - government managed**

Managed by the Aboriginal Housing board and funded by tied and untied CSHA funds.

### **Aboriginal rental housing – Indigenous community managed**

Aboriginal housing board - 33 communities

Data collection report does not include ASTIC housing .

## **Performance Indicator/Outcomes data notes:**

### *Rebated/market rent information*

Income at application recorded for market rent clients. There are no further updates. 85% of clients rebated. All new clients (April 1998) are rebated. Clients are reviewed every 3 years to see if still eligible. Clients with tenancy prior to April 1998 have life tenure (about 7000). Details on then these clients will not be updated.

### *Vacancy*

Turnaround rent foregone (rent for vacant dwellings) are only recorded for those that are 'active' dwellings.

### *Waitlist data*

Segmented waitlist introduced.

### *Special needs groups identification*

	<b>Disability status</b>	<b>Indigenous Status</b>	<b>NESB</b>
PH	Flag – attribute of household. Also number of modified homes available through property audit data.	Yes.	Yes. Country of Birth
CH	Mixed	Mixed	Mixed
CAP	Mixed	Mixed	Mixed
HPA	Not requested. (May be able to use home mods as proxy)	Not requested	Recorded on application form but not on information system.
PRA	Flag – attribute of household. Also	Yes.	Yes. Country of Birth

	number of modified homes available through property audit data.		
Government Managed Indigenous	Same as public housing.	Yes	Yes. Country of Birth.

### *Housing stock condition*

Mainstream, metro Indigenous housing and Remote area Indigenous dwellings must compile with Housing Standards Victoria. This includes all building and maintenance for all houses.

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# QLD Report

## Policy perspectives

The emphasis of the NHDA is on a strategic tool for CEOs to support objectives of the CSHA:

- it needs clear purpose and statement of intent;
- important to take a step by step approach to developments and get runs on the board as early as possible;
- short term priority are the Performance Indicators (Accountability) and Data Dictionary;
- Longer term priorities will be determined by a development plan that links with research agenda.

Privacy and Confidentiality issues – perception rather than operational issues need to be addressed.

## Operational Issues

Need internal support to make NHDA work ie funding a location of responsible persons. I.e. designate responsible person for NHDA development and funding to support the role. I.e. Needs to become recognised as internal State Office function.

Structural issues in Community Housing. The State Officer group is the appropriate forum for discussion of development of national performance indicators and minimum data sets. Need community input and consultation in the development of these and the Officers group with links to the National Community Housing Forum is best placed to perform this role. Need to form links between State Officers group and CEOs.

Need also to recognise that there will be Information Systems resources implications to implement standards.

## Data development priorities

Need to have some comparable performance indicators across programs (especially public and community housing). This is difficult if community housing are not involved in the development of indicators.

Links with productivity commission - make sure CSHA and PC reporting the same.

CAP PI data meaningless. Need to link development with homelessness indicators.

Progress client satisfaction survey for community housing. Need to set up recognised group.

Financial data needs to be given high priority for development.

National Data Dictionary seen as fundamental for consistency of reporting.

### **Research priorities**

Need debate to drive data development and links to research activity – (use of common language) in particular:

1. How housing contributes to outcomes
2. Information on the whole of Government approach to assistance
  - Links with other sectors including health/community services/education – may need to set up interdepartmental committees
  - Links with SAAP/CAD
  - Private rental market data
  - Links with ABS data
  - Real Estate Institute
  - Local Government influence on Affordability
  - Looking at performance Indicators for Local Government on housing affordability

# Technical perspectives - Summary

## **State information systems capability**

Unit record data is already 'downloaded' once a month for internal performance reporting which is largely identical with national performance requirements.

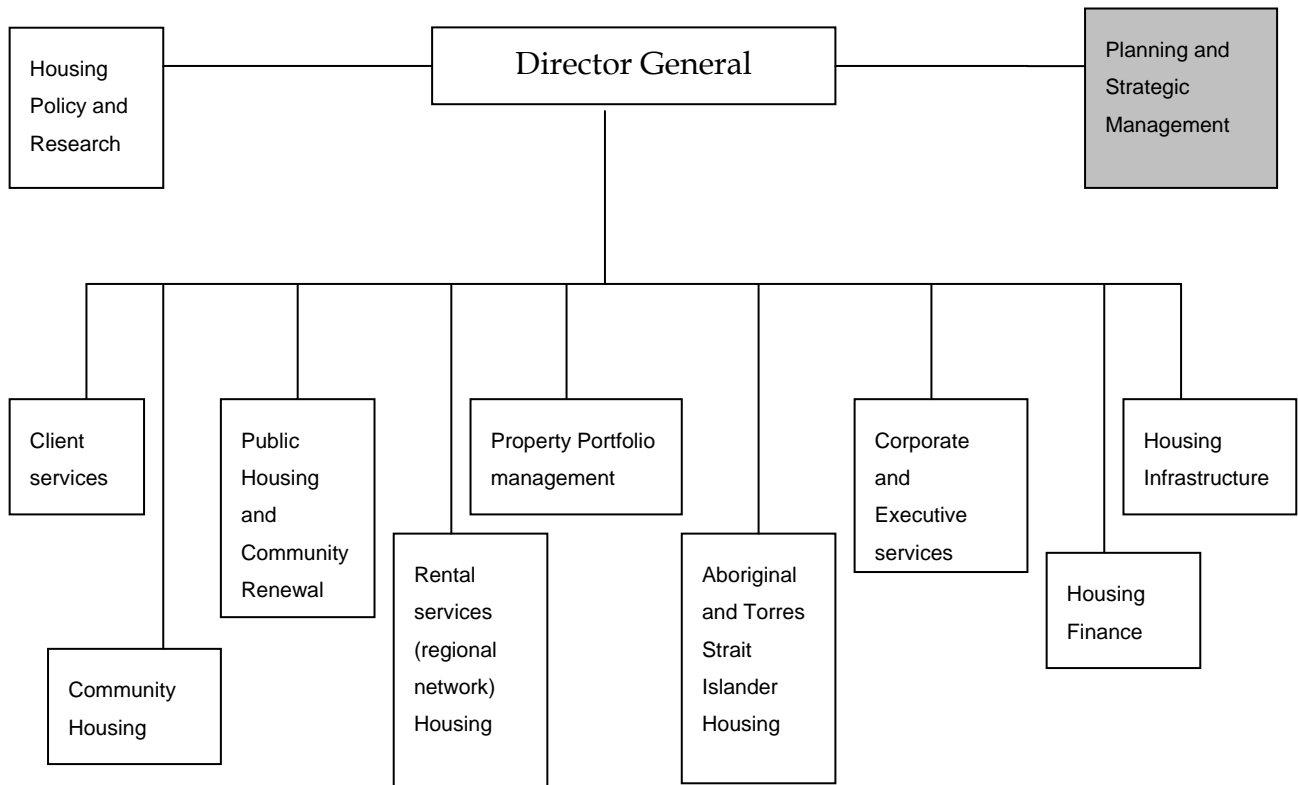
## **Classifications system comparability**

Unit person/family and household data is available, including identification of multiple families with a household.

## **Quality issues**

No formal controls over quality of data. As the main information system is new there is intention to look at the quality issues at some stage

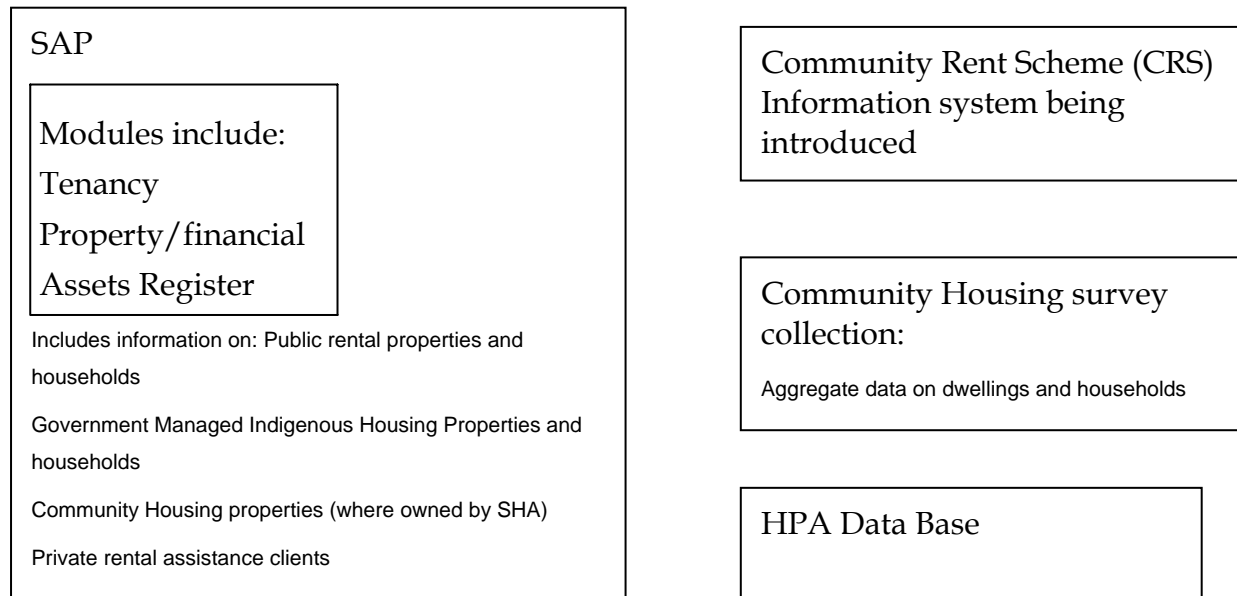
## Housing Queensland Organisation Management Structure



# Technical perspectives - detail

## Information systems

### Overview



### Public Housing

#### SAP - mainframe system

Introduced November 1998. A data dump is carried out every month for performance reporting (internal requirements). A download is also conducted by the property and asset management team onto an access data base from which they use SGP insight to interrogate the data. A data download for State Treasury Department using WAS 29 accounting standards is also conducted - (INDATA).

#### *Content*

Includes information on Public Housing/Government Managed Indigenous housing, Private rent assistance and some community housing properties that have been purchased/constructed and owned by Queensland Housing.

#### Tenancy module

Monthly data dump to reporting area for performance indicators. (ie QLD already 'download' data required for the current PI for public housing on a monthly basis).

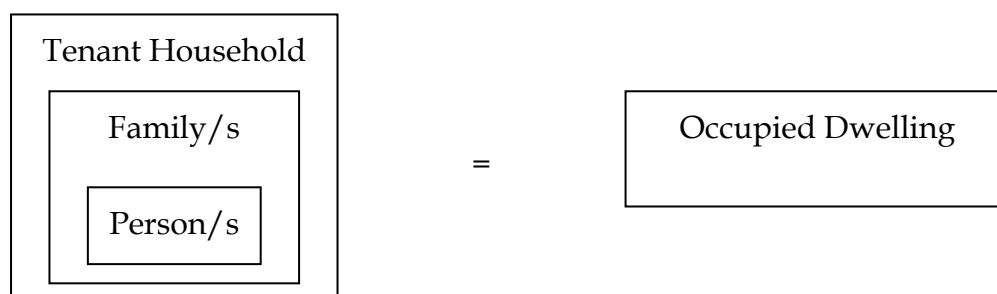
#### Property/Financials/assets modules:

Includes all public rental properties, including government managed Indigenous housing, but does not include any crisis or community housing properties unless they were owned and have been transferred to CAP/CH or ATSI housing programs. Does not include any headleased properties. That is, no CAP, CH or ASTI community managed purchased dwellings are included. Also includes properties under the employee housing programs/ government housing.

### *System flexibility*

New data items/fields may be difficult to include depending on impact of change on business rules. Most code/classifications lists can be easily added to. Cost implications for data structure changes. However, the system is design for transaction based data, not interrogation. Ie it appears to be difficult to get data out. Developed by external consultants.

### *Data Structure:*



The system is able to different multiple family structures within a household.

Person IDs (In household)	Relationship	(Family type)
1	1	CC – couple with children
2	Spouse to 1	
3	Dependent to 1	
4	Dependent to 1	
5	Mother to 1	SO- Single only

**Public Housing** – each person in the dwelling is identified by a unique customer id, gender, date of birth, relationship to household head (family group within a household), Indigenous status, language spoken at home, disability, income source . Persons now classified as:

Tenant

Spouse

Dependent

Dependent with Dependent

Married Dependent

Resident

Dependent of resident

Data Note: Can identify people within the household, family group within a household and income units.

#### *Data quality*

Rent reviews conducted every 6 months . This means that data can potentially be updated on current clients every 6 months.

Client and household ID are not kept in the system. Ie new allocations are not given the same number, but a new number. This means that clients with multiple assistance can not be tracked over time. Bond loans clients can be linked to public rental applications by a specific code. (9...).

#### *Data Dictionaries*

Obtained list of tables in SAP including field names, type, and length variables on rental Agreement, waitlist preference, and household type. Also code lists for Application approval status, family types, transfer/priority reasons, building types, language, income type, and program types.

### **Community Housing**

#### **SAP**

Properties where Queensland Housing holds title to are included in the SAP system. Some rental units may not be recorded correctly however. All capital monies can be reported on through the SAP system. Note: policy of transferring ownership to community agencies where over 50 years old. About 2% of stock transferred each year.

#### **Survey Data** - excel spreadsheet (for CSHA 1998-99, 1997-98 reporting)

Current 1998-99 CSHA survey collection sent to 360 agencies, of which 160 responded. The data requested is aligned with the CSHA data collection manual data items. Note: Grants previously given are unable to be reported on.

Community Rent Scheme (CRS) agencies are paid to complete data collection. An information system is being put in place to collect the data in future. These agencies receive recurrent funding for headsleased properties. These properties are not included in the SAP system.

### **Private rent assistance**

See SAP.

In November 1998 all Bond loan information was transferred to SAP. No reporting is available at this stage. This program is administered by the area officers.

Rental grants and rent subsidies are administered centrally on a separate data base.

Links can be made to bond loan clients who are in arrears and who are applying for public rental assistance.

### **Aboriginal rental housing – government managed**

All Government managed Indigenous housing on SAP.

### **Aboriginal rental housing – community managed**

‘Land info’ system (development in QLD and also being used by SA and WA). LAND INFO Housing Management System consists of two main modules ; Property manager and Tenancy Manager.

The Property Manager module includes information on locations, design, valuations, repairs and upgrades, tenant history, and stock condition.

The Tenancy Manager module includes information on tenant history, waitlist applicants, bedroom requirements, rent payments, and arrears reporting.

### **Home Purchase Assistance**

Data base is for HPA is a separate system to SAP. Information can be downloaded into an access data base for reporting purposes. Records the following assistance types;

- Deposit assistance (always in conjunction with Direct lending)
- Interest rate assistance (always in conjunction with Direct lending)
- Mortgage relief loans (can sometimes be in conjunction with another form of assistance (about a third receive Direct lending also), and
- Direct lending.

(No further information on the IT systems was obtained at this stage as there are very few new lending or grant assistance.)

Note: income details are only available for new lenders.



## Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Dwellings = stock occupied + stock vacant	Dwellings = stock occupied + stock vacant	?			Dwellings = stock	
Households	Tenant Households equal the number of occupied dwellings	Households equal the number of tenancy agreements. (As per CSHA definition)	No	Instances of assistance – unique households can not identified	Instances of assistance – unique households can not identified. (Note: Payments that carryover into the next financial year will be counted as a new household assisted for the year)	Households equal the number of occupied dwellings	
Family Unit	Yes – relationship to head	No	No	No	No	Yes – relationship to head	No
Income Unit	Possibly derive from Family and income details	No	No	No	No	Possibly derive from Family and income details	No
Person	Uniquely identified	No	No	No	No	Uniquely identified	No

## Counting program specific stock/activities and households for CSHA collections

### Public Housing

Currently includes Public Rental Housing program seniors stock (SNR). Excludes government managed ATSI housing and employee housing dwellings.

### Community Housing:

Includes:

- Community Housing Program
- Boarding house program
- Community Housing Partnership Scheme
- Co-operative Housing Program
- Community Rent Scheme
- Housing Accommodation Assistance Scheme
- Local Government and Community Housing Program

- Rural and Regional Community Housing Program

### **Crisis Accommodation**

Data is obtained from some agencies. Data quality an issue.

### **Private Rent Assistance**

Main service provided are Bond loans (17,000). Rental grants, Rent subsidies are only a small proportion (765).

### **Home purchase Assistance:**

The following programs are included in CSHA reporting.

- Home lending (very few new loans - 14 in total for 1997-98)
- Mortgage relief (very few new loans - 63 in total for 1997-98)
- Deposit assistance (no new grants for 1997-98)

CSHA reporting does not include the:

- Housing assist/Secure program data. This program assists over 27,000 households.
- 'Special Assistance grants' that can be provided for home lending clients only.
- Grants to Indigenous people for deposit assistance and other costs – for new borrowers only.
- Rental purchase program – purchasing of public rental housing stock for shared equity ?? this must be counted under HPA ??
- Shared equity scheme of private dwellings (not public dwellings) ???

Note: HPA products very different across states and different in the delivery methods – Capital framework differs between jurisdictions. Eg. QLD operates under an artificial private trust arrangement.

Unable to report on many of the financial performance indicators as managed through a number of private trusts as well as public account.

HPA Financial data reported on in the current CSHA collection is not really useful for national comparisons, as there are differences in the way the States operate. Number of current, new loans, types of loans and eligibility/targeting information, arrears and comparisons based on like programs (such as shared equity schemes) would be useful.

Not all programs reported on. The Housing Information services (HRS) and Home assist program not reported on currently for national reporting. About 80,000 instances of assistance per year.

As income details are only recorded and kept for new clients the Performance Indicator P3: 'Affordability', also can report on new clients only.

Capital adequacy data will not be reported on this year. Data for 200-2001 should be able to be reported.

### **Aboriginal rental housing - government managed (ARPH collection)**

Includes Government Managed Housing stock funded under ARPH and untied CSHA grants including state funds. (Same information available as for public rental housing). These are mainly rural and remote (89%) dwelling. Stock condition will be undertaken as part of the public housing rental audit of all dwellings.

### **Aboriginal rental housing - Indigenous community managed**

Includes only Queensland housing dwellings – Office of Indigenous Housing. These dwellings are owned and maintained by the Department. There are 34 Communities in 2 shires – (Deed of Grant in Trust Communities (DOGITS)).

The collection does not include ATSIC funded dwellings. Annual funding arrangements (service agreements) contain requirements for data reporting on rent collection. Data provision is a condition of receiving a grants to the Councils every 12 months. All constructions are validated by building inspectors. All stock on all communities have been audited including stock condition. Other rental stock will be picked up in the Public rental housing audit (government managed dwellings). Community agencies included in the collection may include community housing agencies managing mainstream community housing and crisis accommodation dwellings. There may be considerable double counting/overlap, the extent of which is unknown.

### **Performance Indicator/Outcomes data notes:**

#### *Rebated/market rent information*

6.6% non rebated.

#### *Vacancy*

No information on why people leave.

#### *Waitlist data*

Able to get information on the types of people on the waitlist. Current measures are a 'churn rate' . ie. Don't match old with new.

### *Special needs groups identification*

	<b>Disability status</b>	<b>Indigenous Status</b>	<b>NESB</b>
PH	Recorded for all members of household	Recorded for all members of household. Self identified.	Recorded for all members of household
CH	Recorded as number of households	Recorded as number of households	Recorded as number of households
CAP	Not requested	Not requested	Not requested
HPA	Not requested	Not requested in mainstream programs. Those eligible for the Indigenous grant scheme are counted – community identification required.	Not requested
PRA	Not requested	Optional reporting	Not requested.
Government Managed Indigenous	Recorded for all members of household	Recorded for all members of household - community identification required..	Recorded for all members of household.
Community Managed Indigenous	Don' t know	BY default ?	

### *Housing stock condition*

A property condition stock take is being undertaken by CSIRO and AHURI (QUI). There is a standards group on adequacy of dwellings. (There is a Standard form on property condition and the building format). Property condition report conducted on vacation of property and preoccupation.

A set of indexes to underpin guidelines on tenancy and property portfolio, for the public housing strategic plan are being developed. This includes level of amenities and location of house. ie what does a dwellings have and what is doesn't have as a minimum. This may be completed next year (2000). Other indexes include a client alignment index and a cost index.

Also PPM community standards (minimum standard for tenants) based on environmental considerations.

### *Cost of stock production*

Costs vary across programs and even within the same program within each state, due to policy – national reporting may not be relevant for this item.

### *Financial reporting:*

- Reporting for the Commonwealth has no correlation to internal reporting needs. (Note task takes 3 months (2 staff) to obtain information that is not relevant to internal reporting).

- Coopers and Lybrand accounting framework is not used. Use WAS 29 National Auditing Standards.
  - Performance output statements are prepared for State Treasury Department quarterly. First year that non-financial reporting will be required by Treasury.
  - Reporting for the Report on Government Service Provision is possible as can break down by program and this information is used for own accounting purposes.
  - SAP is used to store data and record transactions.
  - INDATA – data download for State Treasury Department using WAS 29.
  - Apportioning internal costs such as client services is difficult.
  - Comment: there appears to mixed reporting in the PI s of cash numbers and accrual numbers. Needs to be further investigated by the Financial data working group.
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# WA report

## Policy perspectives

It is important that a complete picture of housing is considered, so that WA can meet its national reporting requirements without multiple redundancies. Coordination of effort was a key factor. Links between the NHDA and Indigenous specific initiatives are important, as are links with other support and assistance mechanisms.

Note: Costly for WA to attending meetings. All travel must approved by the Minister.

## Data development priorities

Reduce the number of exclusions in the Steering Committee report on Government service provision, to improve comparability (e.g. waitlist data reviews).

Priority areas of development are:

- Public Housing
- Rent Assistance, and
- Community Housing

## Research priorities

Links to AHURI – (use of common data sets)

Demonstrate benefits of public housing assistance

# **Technical perspectives - Summary**

## **State information systems capability**

Current information system introduced in 1998. Currently looking at a data warehouse option that would enable easy 'data dump' of unit record data for performance reporting.

## **Classifications system comparability**

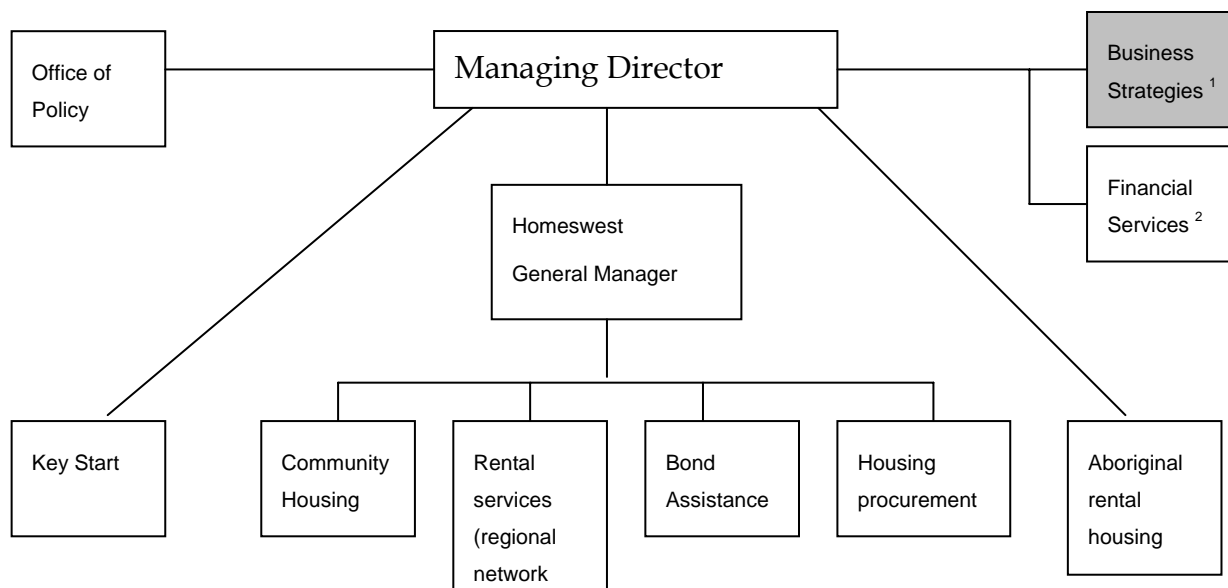
All household members details are recorded. Family and income unit may be derived for most households, however, more complex arrangements may be difficult to derive.

## **Quality issues**

All tenant information (including Market Renters) will be updated by April 2000 (inclusion of new fields for data base).



## WA Ministry of Housing Organisation Management Structure



Note: Rural housing and Landstart programs divisions not shown here.

<sup>1</sup> Includes Information services, Corporate development units

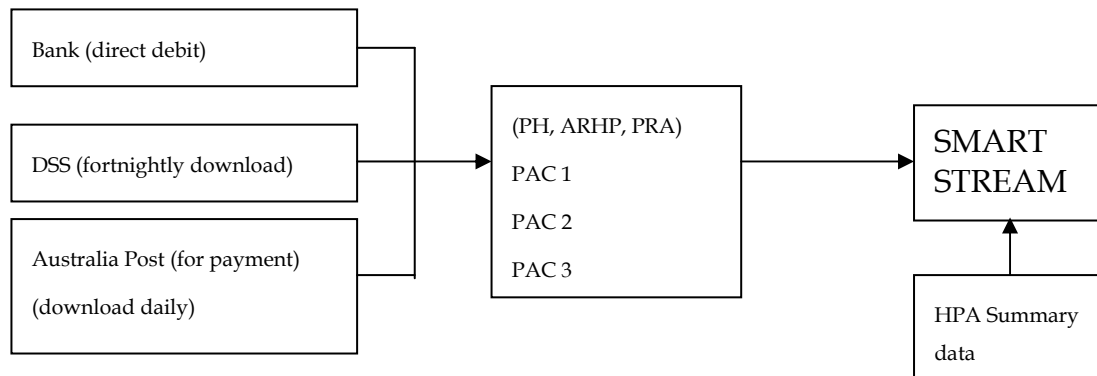
<sup>2</sup> Includes Financial systems and accounting services

- Homewest – rental accommodation division including Community housing, bond assistance and housing productions with close links to aboriginal rental housing
- Key Start – includes Keystart housing Scheme Trust as well as Homewest Loan Scheme Trust.
- Rural housing – includes Government Employee’s Housing and the County Housing Authority
- Landstart – land development business unit with is own board.
- Aboriginal Housing - Includes support of tenancy who are either applying for Homewest tenancies or who are already in tenancies as well as Aboriginal specific hosing in urban areas and supporting Aboriginal communities by providing new housing and management and maintenance programs.
- Office of Policy – will provide high level , independent policy advice to the Minister and Managing Director.

# Technical perspectives - detail

## Information systems

### Overview



### SMART STREAM - Financial reporting

Includes information from PAC 1,2,3; Direct debit from Bank, DSS fortnightly downloads, Australia Post-payment made by tenants/loans downloaded on an annual basis.). All these processed via PAC first.

There is no link with Key Start – get a summary of information . Data held off site.

### PAC 1, PAC 2, PAC 3 - mainframe system

PAC 1: Property Account Customer

PAC 2: Housing Maintenance (recent property audit to update information)

PAC 3: Housing Production (procurement - head office only)

#### *Content*

Introduced in 1998. Includes information on Public Housing/Government Managed Indigenous housing, Private rent assistance and some community housing properties that have been purchased/constructed and owned by the Ministry of housing.

#### *System flexibility*

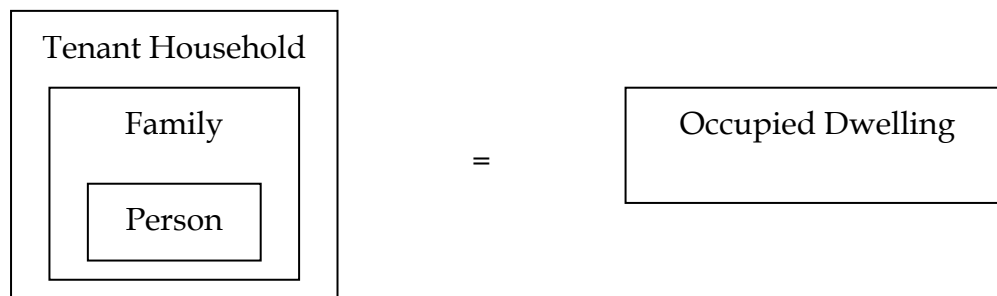
There is a current freeze on new development until Jan 2000. General comment that data is difficult to use for reporting.

Developed in-house, but has since been outsourced (very recently) to private company 'AMDAL' who holds all intellectual property and is responsible for all maintenance, upgrades etc.. Contract includes 8-10 free changes per year .

New data items/fields may be difficult to include depending on impact of change on business rules.

*Data Structure:*

Unique ID per customer.



*Archive process*

Archive process not sorted out yet.

*Storage*

Looking at developing data warehouse (commencing 2000) which would enable reporting for the MDS.

*Links to other systems*

All new tenants in receipt of a pension must sign a direct debit form for a Centerlink deduction.

Customer with Homeswest funded loans can be linked to new applications for either bond loans or rental assistance to check for outstanding loans. Key start customers can not be linked.

*Data entry*

Applications officer and Vacation managers enter data at the regional level

*Data quality*

Problem with multiple customer Ids for same person. Ie Alias are used. The extent of this is unknown as a large job to match the data. – (Formal identification at application may assist this).

Rent reviews conducted annually (quarterly review on quarter applicants). Therefore data on all tenants will be updated by April 2000 including disability status that was introduced on the application form in 1997.

Rent to income survey will be completed next April and will include all clients including market rent clients. The Accommodation manager reports on rental arrears for their location areas (usual between 200- and 300 properties) and provides a work report to State office.

### *Data Dictionaries/documentation*

Obtained list of tables in PAC including field names, type, and length variables.

Homewest Applications Architecture diagram – overview

Data classification and codes lists from PAC to be sent ?? Roger ??

Tenancy Management module of PAC training manual

Application forms for:

- Rental housing: (includes Aboriginality of any member of household, and details of all household members on date of birth, sex, Pension type, Pension amount, wages/salary, whether they have a disability, country of birth, year of arrival and main language spoken at home).
- Bond loan Assistance: (includes all members of household, Date of birth, relationship to applicant, gross weekly income, Refugee/sponsored Migrant status, and whether they are currently renting or purchasing).
- Individual housing requirements for people with disabilities: (includes relationship to household head, details of disability: physical, sensory, Intellectual, psychiatric, other, support needs, level of support: hours, housing needs modifications details, other requirements: near to public transport, medical facilities, bus, shops, rail, community facility etc..)
- Rental subsidy: (includes sex, date of birth, relationship to tenant, income type, income amount).

### **Community Housing**

**COMHOUSE** – mainframe data base (Poststar) includes CHDA, JV, CAP and CHP properties. 2000-3000.

All non JV properties recorded on the Asset Data Management (OPS) system. PAC contains a subset of these.

An Asset re evaluation was conducted about 2 years ago (1997).

**Survey Data** - excel spreadsheet (for CSHA 1998-99 reporting).

Current 1998-99 CSHA survey collection sent to 237 agencies (but probably about 250 agencies in total). 25% of agencies responded.

(Need to look at data warehouse options to use data across years and Asset systems).

**HOUSER** – community housing management system aimed at agencies

Community Housing Coalition (provider peak body), funded the development of the HOUSER system. This was developed in consultation with the community sector. There does not appear to be widespread take up of this system within the sector. Attempts to obtain documentation on data fields has been unsuccessful.

Early this year (1999) a guide detailing an accountability framework for Community housing organisations funded under CHP, JVHP, CDHP and CAP, was developed. (See Ministry of Housing – operational guidelines for community housing in Western Australia 15<sup>th</sup> March 1999). It details what data community housing organisations are to collect and maintain as part of the funding agreements recently introduced. (See Funding /lease Agreement documentation for CAP and CH). It includes the information required under the 1998-99 CSHA data collection manual for performance reporting. Includes:

Tenancy Management information – date of occupancy, income, gender, age of all household members, household type, target groups, number receiving rent assistance, length of tenancy, vacation date and reason for vacating and applicant waitlist data etc...

Property Management information – Address, number, type of structure, bedrooms, maintenance records, property inspections, property condition reports, modifications for people with disabilities etc..

Financial Management Information – annual audited income and expenditure statement and balance sheet, total market rent payable, tenancies in arrears, value of arrears, source of all income, assessed rent payable etc...

### **Private rent assistance**

See PAC.

### **Aboriginal rental housing – government managed**

All Government managed Indigenous housing on PAC.

### **Aboriginal rental housing – community managed**

Specification of a housing management system for Indigenous Community managed housing is underway. Currently looking at 'Land info' system (development in QLD and also being used by SA). LAND INFO Housing Management System consists of two main modules ; Property manager and Tenancy Manager.

The Property Manager module includes information on locations, design, valuations, repairs and upgrades, tenant history, and stock condition.

The Tenancy Manager module includes information on tenant history, waitlist applicants, bedroom requirements, rent payments, and arrears reporting.

Training in these modules will be undertaken in agreement with the National Competency Standards -Community Services Training Package

### **Home Purchase Assistance**

**Keystart data base** – retailers of loans enter and maintain data.

Data transferred once a day to the Ministry of Housing.

Once a month report on new loans and discharges to board.

## HPA Data documentation

- Glossary of terms
- Application form for Goodstart mortgage loan assessment form (includes details of current address, date of birth, number and age of dependents, as well as debt history and income details).

General note: Households with outstanding HPA or PRA loans are identified on applicants for public and Aboriginal rental housing programs and Home purchase assistance programs except Key Start.

## Summary Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Dwellings = stock Group house dwellings = number of bedrooms (adjusted for CSHA data)	Dwellings = number of bedrooms in group/lodging/boarding houses					
Households	Households equal the number of occupied dwellings (if dwellings is lodging house then count number of bedrooms as households)	Households equal the number of units of accommodation. E.g. a 50 bed room lodging house = 50 households	Households equal the number of units of accommodation. E.g. a 50 bed room lodging house = 50 households	Application = household	Application = household	Households equal the number of occupied dwellings (if dwellings is lodging house then count number of bedrooms as households)	Community reporting only
Family Unit	Yes – relationship to applicant	No	No	Possibly derive from Marital Status	Yes - relationship to applicant	Yes - relationship to applicant	No
Income Unit	Possibly derive from Family and income details	No	No	Possibly derive from marital status	Possibly derive from Family and income details	Possibly derive from Family and income details	No
Person	Uniquely identified	No Count may be possible when new funding Agreements in place.	No Count may be possible when new funding Agreements in place.	Only Applicant details separately identified. Can count number on application sheet.	Uniquely identified	Uniquely identified	No

**Public Housing** – each person in the dwelling is identified by a unique customer id, gender, date of birth, relationship to household group (family group within a household), Indigenous status, country of birth, year of arrival, language spoken at home, disability type, income source and income amount. Since 1997 disability type has been added to data collected. This information has been updated as a mandatory field in rent reviews (conducted on a rolling based each year) and in the applications review (conducted on a quarterly basis each year). By April 2000 all data on households will be updated.

Persons are now classified as:

- Applicant
- Child (adult)
- Child (dependent)
- Child (shared custody)
- External leasing Cooperatives
- Live in Carer
- Non Applicant
- Parent
- Partner
- Single Adult

*Data Note: Household Data Issues: When is a household a new household ? Clarifications of new births, deaths, new spouse etc ? ie Household composition changes.*

#### *Counting Dwellings*

WA has boarding and lodging houses. Under the dwelling type, beds and bedrooms are identified. Ie each bed/bedroom on these types of dwellings are counted as this many dwellings for State reporting but identified as a single dwellings for CSHA purposes. Duplexes are counted as 2 dwellings but may be used by one household. Ie a household requiring 4 bedrooms may use a duplex with connecting sections.

## **Counting program specific stock and households for CSHA collections**

### **Public Housing**

Currently includes:

- Public Rental Housing program
- Community Housing Disability Program (CHDP). Unable to separate out asset management function. The rent charged and rent received by agencies administering CHDP are included in the data for public rental housing rent charged and rent received from tenants figures.
- Supported Housing Accommodation Program (SHAP) dwellings and households are counted in the data for Public rental housing. These dwellings are leased to community agencies for Public rental tenants in crisis. Support workers are funded under Public rental housing – (the program is noted for its success).
- YES Youth Externally Supported Housing .

### **Community Housing:**

For CSHA reporting Community housing includes:

- Community Housing Program
- Joint ventures
- Community Disability Housing Program for CSHA reporting.

#### *Community Housing Program (CHP)*

All tenant and property management undertaken by the community agency. Some funds set aside for development and delivery of training and information resources and regional housing development strategies.

#### *Joint Venture Housing Scheme (JVHS)*

Mainly Seniors housing. Usually undertaken with a Local Government or large church organisations. Typically organisations provide the land (approx 99%) and the Ministry of Housing provides the construction of the properties. Both parties have an equity stake in the properties. (Ministry about 90% of equity). The Community agency retains title but the SHA hold a Caveat over the property.

Difficult to establish value of properties as no data recorded.

Rent determined in the same method as public rental housing - but manually - ie. may not be comparable. Total of 1300 properties. These are not recorded on the asset management system

#### *Community Housing Disability Program*

Properties are leased to community agencies to provide appropriate support for people with disabilities to live independently in the community. In most cases this support is provided by the Disability Services Commission, but may receive funding for support from elsewhere. (Note: these properties are also counted under public rental housing program .

#### *General comments:*

Historically the SHA used grants to fund agencies but moved to leasing model to agencies under service agreement (see documentation on CAP and CHP Agreement and data requirements). In the last 3 years the SHA has moved to buy/build model to community agencies at subsidised rent. If SHA own properties then perform structural maintenance but not day to day maintenance. Community Housing also administers Crisis Accommodation Program (CAP) and the Supported housing assistance program (SHAP) -. See CAP for CAP properties. SHAP is generally for Public housing tenants who are in crisis - these tenants are identified at a regional level whose staff negotiate with community housing agencies on terms to lease the property or another to the agency who then provide support and tenancy management functions to the tenant. These are currently counted under public housing dwellings and households .

General comment: CP moving to consolidate housing associations agencies funded under CHP funds.



## **Crisis Accommodation**

Generally included under the title community housing for purposes other than CSHA reporting.

Community agencies must have support funding to receive housing assistance (usually under SAAP – approx 95% of agencies). Properties built and bought are leased to community agencies at subsidised rents. Housing and support services provided under CAP and SAAP funds. No. 1 CAP priority is SAAP requirements for dwellings. SAAP determine where the need is. Respite housing also funded under CAP.

### **Data Notes:**

Purpose built women's shelters are counted as households . e.g. 5 families = 5 dwellings.

Lodging houses and boarding houses households = no. of bedrooms = number of dwellings. ie. Households = dwellings = beds/rooms

Accommodation units may be better way of looking at dwellings

Group houses : 50 properties from Disability Services Commission (DSC) and/or purpose built for supported accommodation.

Only 1 target group recorded for each agency, even though there may be multiple target groups

Links with SAAP - Joint Ventures receive no SAAP funds.

CAP funds mainly transitional housing (6- 12 months especially Women's shelters)

CHP housing associations have CAP agencies as member agencies. 95% of these have SAAP connections.

## **Private Rent Assistance**

Includes Bond Loans only. Applications are initially administered by the regional offices with a central office managing the ongoing administration of the bond loans. Bonds of 4 weeks rent are given to the landlord. About 14000 bond loans approved each year. Repayments at \$10 a fortnight with \$10 upfront payment. (Pre 1994 customers did not need to repay until tenancy agreement finished). This is a demand driven scheme with no target set. Community Housing program, Community Disability Housing Program and Joint Venture tenants are not eligible for bond loans.

### **Data Notes:**

Type of information that may be useful:

- Number of loans approved
- Amount of loans
- Total loans – current
- Total loans in arrears

- No. of direct debit clients (Centerlink clients all get directly debited from they pension – about 80-85% of clients)
- Level of arrears
- Number and amount of Write off debts
- Administrative costs for monitoring loans
- Time taken to repay loans

### **Home purchase Assistance:**

The following programs are included in CSHA reporting.

#### **1. KEY START Housing Scheme Trust**

Includes commercial loans however aimed at assisting those that would not be assisted by the private sector (6000 loans a year). Key Start Home loans (greater of 2% deposit or \$2000 for first home buyers and 5% for subsequent home buyers). These are not CSHA funded or subsidized.

#### **2. HOMESWEST Loan Scheme Trust**

CSHA subsidized shared equity schemes with repayments set at 25% of income (400 a year).

Schemes include:

- The Goodstart scheme: (provides Homeswest tenants, applicants or those eligible for rental housing, the opportunity to entry home ownership through provision of finance to purchase a minimum 50% share in a Homeswest property). (DN: the inclusion of clients eligible for rental housing but who may not have applied is a recent addition. This may affect the waitlist data for public rental housing as these clients not longer have to apply for public housing to be considered for this scheme).
- Access Home Loan Scheme: (This scheme provides loans to people with disabilities to enable them to purchase a minimum 50% share in a property (\$1000 deposit at 6.5% interest).
- Aboriginal Home Ownership Scheme: (Provides loans to Aboriginal people of Torres Strait Islanders to enable them to purchase a minimum 50% share in a property on \$1000 deposit).
- Safety Net: (For purchases who experience difficulty in paying the mortgage, Homewest may purchase 50% of the property and enable provision of a shared equity loan).

Note: Data reported on in the current CSHA collection is not really useful for national comparisons, as there are differences in way the data manual is interpreted. (Audit of programs would be useful).

Number of current, new loans, types of loans and eligibility/targeting information, arrears and comparisons based on like programs (such as shared equity schemes) would be useful. Homeswest supports the administrative overheads including corporate services, executive, reporting and finance.

### **Aboriginal rental housing - government managed**

ARHP funded Government managed stock reported on in the CSHA ARHP data collection only. This includes all urban dwellings. (Same information available as for public rental housing). These are urban dwellings only.

### **Aboriginal rental housing - Indigenous community managed**

Community managed stock is reported on under the Indigenous Community Managed data collection in conjunction with ASTIC. These are rural and remote dwellings only

Currently use the CHINS and the Environmental Health Needs Survey data from ABS for community level information.

ATSIC has an Agreement (Dec 1997) with the Attorney Generals department, FaCS and the WA Government – Minister for Aboriginal Affairs. Funds are allocated from CSHA (16 M) ATSIC to regional councils (10M) and State funds (5M), totals about 30M for capital works and repairs and maintenance. ATSIC and Ministry of Housing have joint planning sessions at which they set priorities and allocate money.

Data collection at the discrete community level - about 260 Communities. Data quality issue as high staff turnover (about 30-40% in government offices with a higher turnover in community agencies).

Training that has focused on what the data is needed for has a good response, such as examples of nationally data being used to get funds locally. Also use recurrent funding as carrot for data. Need to concentrate data on what can help them manage community housing.

Note: Indigenous Community Housing Conference in WA next year – 2000.

Overcrowding measure: Use a population density measure (PDM)

1. Usual pop/total dwellings (All)
2. Usual pop/No. with adequate housing (Adequacy)
3. No. of people without shelter/usual pop. (without shelter)

General note: There are two housing committees:

- HAC – Housing Advisory Committee which reports to Minister
- Community Housing Advisory Committee. Recently set up - unsure whether report to HAC or directly to Ministers.

## **Performance Indicator/Outcomes data notes:**

### *Rebated/market rent information*

Rent to income survey conducted. All collection of data on rebated and market rent tenants will be completed April 2000.

### *Waitlist data*

Applicants for public housing are asked to identify whether they are Indigenous and if so, do they want to be placed on the Aboriginal Rental Housing Program waitlist. Client may therefore be on both lists. Currently, clients identified as on the ARHP list are excluded from the public housing reporting for CSHA purposes.

Priority waitlist comprises about 15% of applicants. These are Homeless, people with disabilities etc..

### *Special needs groups identification*

	<b>Disability status</b>	<b>Indigenous Status</b>	<b>NESB</b>
PH	Recorded for all members of household	Recorded for all members of household. Self identified.	Recorded for all members of household
CH	Not requested	Not requested	Not requested
CAP	Not requested	Not requested	Not requested
HPA	Not requested	Not requested in mainstream programs. Those eligible for the Aboriginal Home Ownership Scheme are counted – community identification required.	Not requested
PRA	Not requested	Not requested	Not requested. Could use proxy of Refugee status and sponsored migrant status from application form.
Government Managed Indigenous	Recorded for all members of household	Recorded for all members of household. Self identified.	Recorded for all members of household.
Community Managed Indigenous	Not requested	BY default ?	N/a
Other	Application for modifications to house or location to facilities (such as medical, transport etc..)	-	-

### *Housing stock condition*

Annual stock condition report completed. Not standardised to external standards. Property condition report conducted on vacation of property and preoccupancy. (An inspection with the tenants is conducted once a year – about 400 per Accommodation manager a year. This is a requirement under the Tenancy Act).

20% of stock turnover historically, now 5% as there are no private sector vacancies.

### *Cost of stock production*

Cost of stock production as a performance indicator is not useful due to the historical development of state stock ie whether stock was initially comprised of mainly debt funded (borrowings) or headleased etc..

*Financial reporting:*

FAAA is the State format for reporting (includes fee for services, commercial and trading and non trading agencies). Coopers and Lybrand accounting framework is used for CSHA PIs and bilateral reporting but the management and property management split is not useful or easily obtained.

State/ audit reporting is by 3 main areas:

1. Rental operations (on a profit and loss statement)
2. Homeownership
3. Land

These can be broken down into program areas. (CH, ARHP and PH)

Comparisons to private sector are not useful /public service style irrelevant as not in this business – private sector do not have to report on corporate and admin services not relevant to operations.

How Superannuation is dealt with between jurisdictions is not clear.

Tenant operations includes Community Housing as well as bond assistance (PRA) .

HPA consolidates Keystart and Homeownership trust schemes.

Other activities include; land, local government stuff, unis, and left over corporate structures.

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# South Australia report

## Policy perspectives

- Emphasis on information to look at the continuum of housing assistance.
- Minimalist approach, do not want to replicate structures of the NHIA and NCSIA. Only need to report on data for CSHA performance Indicators purposes.
- Who wants the data - need responsible debate about purpose. This debate (CEO level) has not happened.
- No Housing CEO agenda and infrastructure to support it.
- Push from States not Commonwealth to get better data.

## Data development

- Performance Indicators – obligatory – should be parallel to State PIs
- Definition of Crisis Accommodation. Also, counting unit of reporting ie agency Vs tenants data.

## Research priorities

- No point if data and research not linked. Ie policy research needs to drive agenda for data development Need to link to research before need for or content can be defined.
- Research and Analysis (AHURI setting up similar structure) - explore Commonwealth shift from capital funding to recurrent funding ( Public Housing to Rent Assistance).
- Private Rental Market Research
- Link between SAAP and CSHA (especially in SA, VIC and TAS)
- Links with Community Services and Health
- Links with Health systems – Coordination if activities eg Urban renewal.
- Shared customers
- GST (First Home Owner scheme) and impact
- Clients – who are they, what do they use, emerging need
- Number of arrears across Australia
- Needs based associations
- Clearing Housing role

In summary:

Who uses what programs and how effective are they ?

Who are the people within the system (characteristics) ?

Who is trying to get in ?



## **Technical perspectives - Summary**

### **State information systems capability**

New system implemented September 1999. Appears comprehensive, but is unknown how easily data can be extracted for performance reporting. The introduction of new modules may also make extraction difficult at first but should not be a problem in the long term.

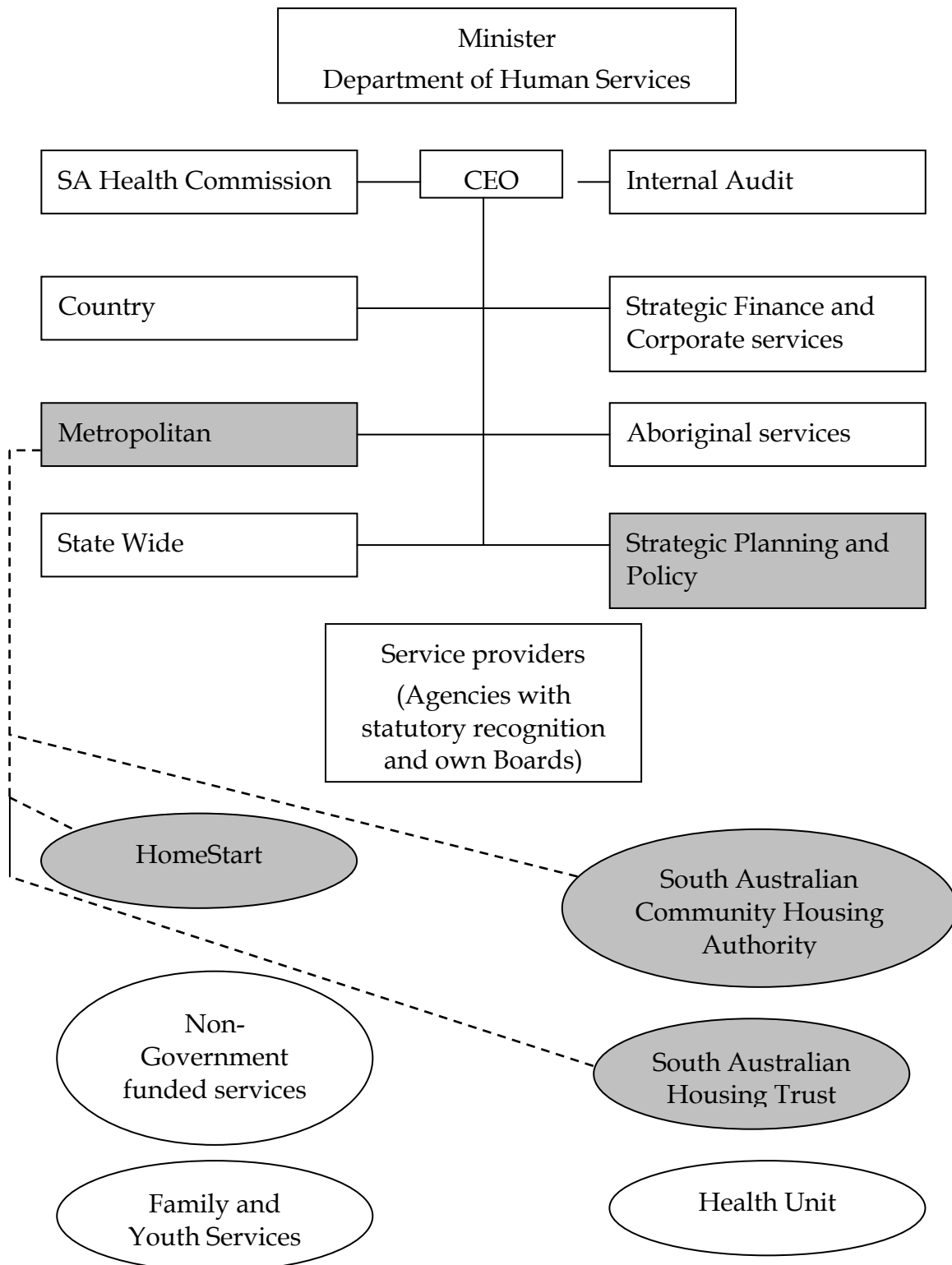
### **Classifications system comparability**

All households members details are recorded. Family and income unit may be derived for most households, however, more complex arrangements may be difficult to derive. The data collection form is standardised for all types of housing assistance requested from the State Housing Authority, with the same client information screen.

### **Quality issues**

All staff recently undergone training in the use of the new system. Clear user documentation available.

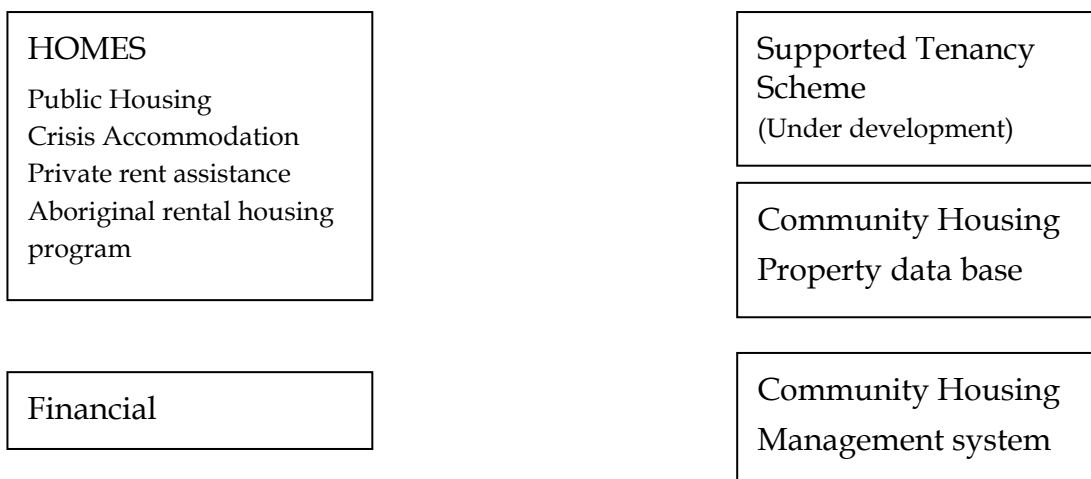
## SA Housing functions organisation chart



# Technical perspectives - detail

## Information systems

### Overview



### Public Housing rental and private rental assistance

#### Housing Operation Management and Enquiry system (HOMES) - mainframe

Introduced September 1999. Intended for use in the management of customers and properties for public rental housing, government managed Aboriginal rental housing and private rent assistance.

##### *Content:*

Modules include:

- Asset Register
- Common registration for customers – in conjunction with the new application form
- Wait list management

Further modules are being developed after 2000. These include:

- Segmented wait list
- Rent management and assessment
- Works planning and management.

##### *System flexibility*

New field changes dependent on business rules impact. Code lists easily updated.

##### *Data Structure:*

Customer ID for all household members now recorded.



*Archive process*

Not investigated yet.

*Storage*

Data warehouse reporting tool - COGNOS

*Links to other systems*

Centerlink payments, financial Institutions, Australia Post etc..

*Data quality*

There is a tenants audit once a year for rebated tenants. This provides an opportunity to update information on the household. Comprehensive training manual are available with all staff recently undergoing training in the use of the new system.

*Data Dictionaries/documentation*

Allocation forms for housing assistance including household registration details (same for all assistance types).

- Household registration: Includes details of all persons in the household - date of birth, gender, relationship to applicant, country of birth, Aboriginal or Torres Strait Islander descent, Language spoken, Disability type, Year of arrival for refugees, wage/salary amount, type of pension/benefit, other income type and amount, centerlink number, and further applicant details on reason for leaving present accommodation, type of current housing/homeless, and current living arrangements. Further details are then asked depending on type of assistance required.
- Trust housing: suburb of choice, type of housing, property size (as per occupancy standards), extra room requirements – eg. custody arrangements, medical equipment, housing modifications, wheelchair access etc.. and support requirements.

(Comment: excellent data collection form with standardised person details for all households regardless of assistance type).

For more details see the HOMES training folder. Includes code lists for application types, relationship in household, disability type,

Private Rental Assistance System (PRAS) Registration includes reasons for leaving current accommodation, current housing type, living arrangements, disability type codes etc..

## **Community Housing - SACHA**

### **Questionnaire**

Survey conducted one a year under the funding agreement and under the South Australian Co-operatives and Community Housing Act 1991. They get nearly 100% compliance. This is aggregated data at the agency level. No unit record data is requested. Includes information on household on weekly rent paid, rent ceiling paid, no. of adults, no. of children, Major source of income for each adult, household type, vacant properties, number of new households let to, disability type (voluntary), and the number of adults in various age ranges.

### **Property data base – Access 97**

Records project costs, asset management reports and repairs and maintenance information.

### **WEB based tenancy and financial management application for community housing agencies – Access (note: currently under development)**

It is intended that this information be downloaded to SACHA maybe via an Internet connection.

Information to be collected include client data on, Indigenous status for all persons, disability, modified housing needs. Note: No link to Public housing waitlist.

Output reporting from this system is based on supplying information for the current CSHA performance indicators.

### **Crisis Accommodation**

All properties purchased and owned by the Trust are recorded in the Asset register in the Housing Operation Management and Enquiry system (HOMES) (see public housing). A questionnaire is sent half yearly to agencies that have dwellings owned by the Trust.

Recorded in an Access data base. All properties recorded since 1984.

Financial data is included on the STS system used for public rental properties. Financial reporting is unable to separate rent charged to agencies (CAP) and rent charged to client (public housing).

Under the Community tenancy scheme a half yearly review is conducted on the number of people by gender who moved in, moved out and currently occupy property, type of accommodation moved onto, rent charged to clients– when greater than the rent charged by the trust to the agency, purchase of excess rent charged, and income and expenditure statement for the operation of the property within the review period.

### **Private rent assistance**

See Public Housing. (Report on income unit only. (ie main applicant and family).?)

## Aboriginal rental housing – government managed

See public Housing.

## Aboriginal rental housing – community managed

Land info system.

Access system designed for use by agencies to manage tenants and properties.

Contains information on tenants including date of birth, gender etc.. property details including tenant history, repairs and maintenance, property inspections, Housing waiting list, reports etc.

The Aboriginal housing unit (AHU) recently developed an Asset management system including number of dwellings in rural and remote areas for Aboriginal population, housing condition, estimated costs of repairs, number of occupants, need for additional housing, number of occupants, time of inspection. Coverage is of every Aboriginal community and Homeland in SA (about 17 major communities as well as smaller ones).

See document from SA Housing trust : Summary of SA data sets and issues re: Aboriginal Infrastructure and Housing – DOSAA, ATSIC and AHU. This provides a detailed report on data available on the current data items requested for Performance indicators as well as summary data, and who is responsible for operations.

## Home Purchase Assistance

This is an independent agency with chair responsible to the Minister, with four retailers who administer the schemes. Data is collected from retailers.

*Data dictionary/data documentation*

Loan inquiry form

Application details (includes date of birth, country of birth, marital status, number of dependents, children's ages etc, income details of each applicant on the application form.

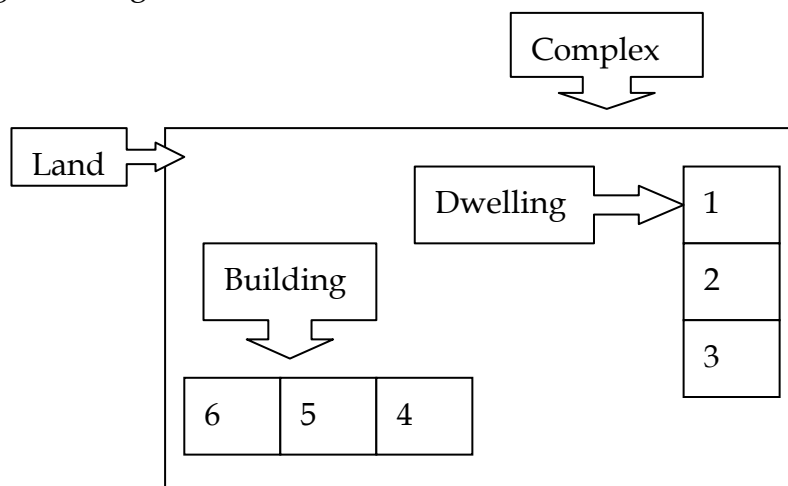
## Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Unit of accommodation	Dwellings equal ??? bedrooms/unit of accommodation	No. of bedrooms reported for boarding house	N/a	N/a. Property details recorded against customer	Unit of accommodation	Equals property
Households	Equal to the number of occupied dwellings	Households equal the number of occupied dwellings	Equal to the number of people assisted	Equal to Instances of assistance ? of application ?	Equal to the number of occupied dwellings	Equal to the number of occupied dwellings	Households equal tenanted dwellings ?? check or number of current tenants
Family Unit	Simple family units should be able to be derived from	Unable to be derived.	Not requested	Unable to be derived	Yes for main applicant, but not for other	Simple family units should be able to be	Not requested

	relationship in household. However, multiple families may be difficult to differentiate.				families within the same household.	derived from relationship in household. However, multiple families may be difficult to differentiate.	
Income Unit	Should be able to be derived from relationship in household and income details and source	Should be able to be derived from the Number of adults with income.	Not requested	Unable to be derived	Should be able to be derived from relationship in household and income details and source for main applicant family only.	Should be able to be derived from relationship in household and income details and source	Not requested
Person	Yes, individual customer number recorded and personal details.	Not collected currently. New system will identify individuals, but not families, or unique households within a dwelling.	Aggregate of number of people assisted available.	Aggregate number of applicants and no/ of children for each application.	Yes, individual customer number recorded and personal details.	Yes, individual customer number recorded and personal details.	Each tenant's details are recorded. Unsure whether this includes spouses, children etc...

## Public Housing

### Counting Dwellings



## Counting program specific stock and households for CSHA collections

### Public Housing

Includes:

- Public rental housing – general
- Supported tenancy scheme
- Progressive purchase scheme: Home purchase Assistance reports on these as loans. Stock reported on under public housing, however, households are not included.

### Community Housing

Includes the community housing program and joint ventures (Does not include rooming houses or the Supported tenancy scheme).

### Crisis Accommodation

- Crisis Accommodation Program fully CSHA funded purchased and constructed stock, CSHA fully fund CAP program to purchase, build and renovate houses (3.1M) If the dwelling is not owned by the Housing Trust then the Trust is not responsible for repairs and maintenance of the dwelling.  
Inspections are conducted once a year. Vacancies are entered at the regional unit.
- Supported tenancy Scheme, which includes:  
9 Rooming houses of which 4 are managed by community agencies and 5 are run by commercial private providers (about 220 beds). These are let to Community agencies for transitional accommodation



Group disabled homes – Student accommodation (may/may not be included).

STS target group include:

- Student accommodation (funded by Education Department)
- Youth
- Women
- Families
- Refugees
- Churches/communities
- Disability
- Aged

### **Private Rent Assistance**

Includes:

Rent relief, and

Financial assistance

- Bond assistance
- Rent in advance
- Rent arrears

### **Home purchase Assistance:**

All products reported on, even though non are CSHA funded.

#### **Aboriginal rental housing - government managed**

All public rental dwellings specially targeted to Indigenous people.

#### **Aboriginal rental housing - Indigenous community managed**

ATSIC funded dwellings, All rural and remote.

### **Performance Indicator/Outcomes data notes:**

#### *Rebated/market rent information*

Under new housing policy all new applicants from the 24 Feb 1998 will have to meet new eligibility criteria. Clients paying full rent (approx 9000) are encouraged to buy their house. About 200 took this option up last year. The Trust may review charges to those paying full rent for 3 years.

#### *Waitlist data*

Under the new housing policy reforms the waitlist will be divided into four segments. See document on housing policy reforms which outlines these categories.

All new applicants from the 25 Feb 1998 will have to meet new eligibility rules and are then allocated to a segment of the waitlist.

Applicants that do not contact the Housing Trust for a 12 month period are reclassified as 'reserve' and not included in the number of people on the waiting list.

### *Special needs groups identification*

	Disability status	Indigenous Status	NESB
PH	Yes. Type of disability recorded for all persons . Specific special housing needs are also recorded .	Yes. For all members of the household.	Country of birth and language spoken recorded for all persons. Year of arrival for refugees recorded.
CH	Optional reporting in survey data as type of disability for the household	Not requested.	Not requested.
CAP	Not requested.	Not requested.	Not requested.
HPA	Not requested.	Not requested. (Note: Aboriginal home loan marketed through Aboriginal housing – check data)	Country of birth.
PRA	Yes. Type of disability recorded for all persons	Yes. For all members of the household.	Country of birth and language spoken recorded for all persons. Year of arrival for refugees recorded.
Government Managed Indigenous	Yes. Type of disability recorded for all persons. Specific special housing needs are also recorded .	Yes. For all members of the household.	Country of birth and language spoken recorded for all persons. Year of arrival for refugees recorded.
Community Managed Indigenous	Not requested.	Unsure of eligibility.	Not requested.

### *Housing stock condition*

Modifications to properties recorded.

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# Tasmania Report

## Policy perspectives

### Data development priorities

First priorities are to establish data on:

- Public Housing
- Community housing, and
- Commonwealth Rent assistance

In addition to the national performance indicators it would be useful to have standard data definitions for the state Strategic plan data –bilateral data.

Data for private rent assistance and home purchase assistance should also be progressed but there is a need to clean up collections to provide some useful reporting. (e.g. number, value and profile of those assisted as minimum).

The scope of data collections need to be redefined as the current Social housing program boundaries are not relevant nor easily separated. Eg, the public housing/community housing and crisis split. The six program areas under the CSHA have since evolved into many state programs which cross these CSHA program boundaries. Also reporting for CAP is only on capital programs under the CSHA, which doesn't reflect the need for recurrent funding for support.

Suggest split on:

Government managed social housing (<6 months, 6 to 1 year, >1 year)

Community managed social housing (<6 months, 6 to 1 year, >1 year)

### Research priorities

Private rental market including profile of rent assistance recipients, total subsidy, length of tenancies, satisfaction, quality and standard of housing.

Is public housing competing with private rental market ? . Concerns over 'Level playing field'.

Links with AHURI and AHURI agenda

Response to need

Housing estates (economy problems or just getto's)

What intervention gets what outcomes

Concerns over identifying need for Indigenous housing. Need coordination between CHIP and ARHP funded accommodation as don't know whether they are competing with each other for clients. Current needs planning based on agencies waitlist rather

than emerging need – homeless etc..) Joint research on the homeless would be useful also in providing appropriate accommodation for the aged.

## **Technical perspectives - Summary**

### **State Information systems capability**

Download of most data required for performance reporting feasible.

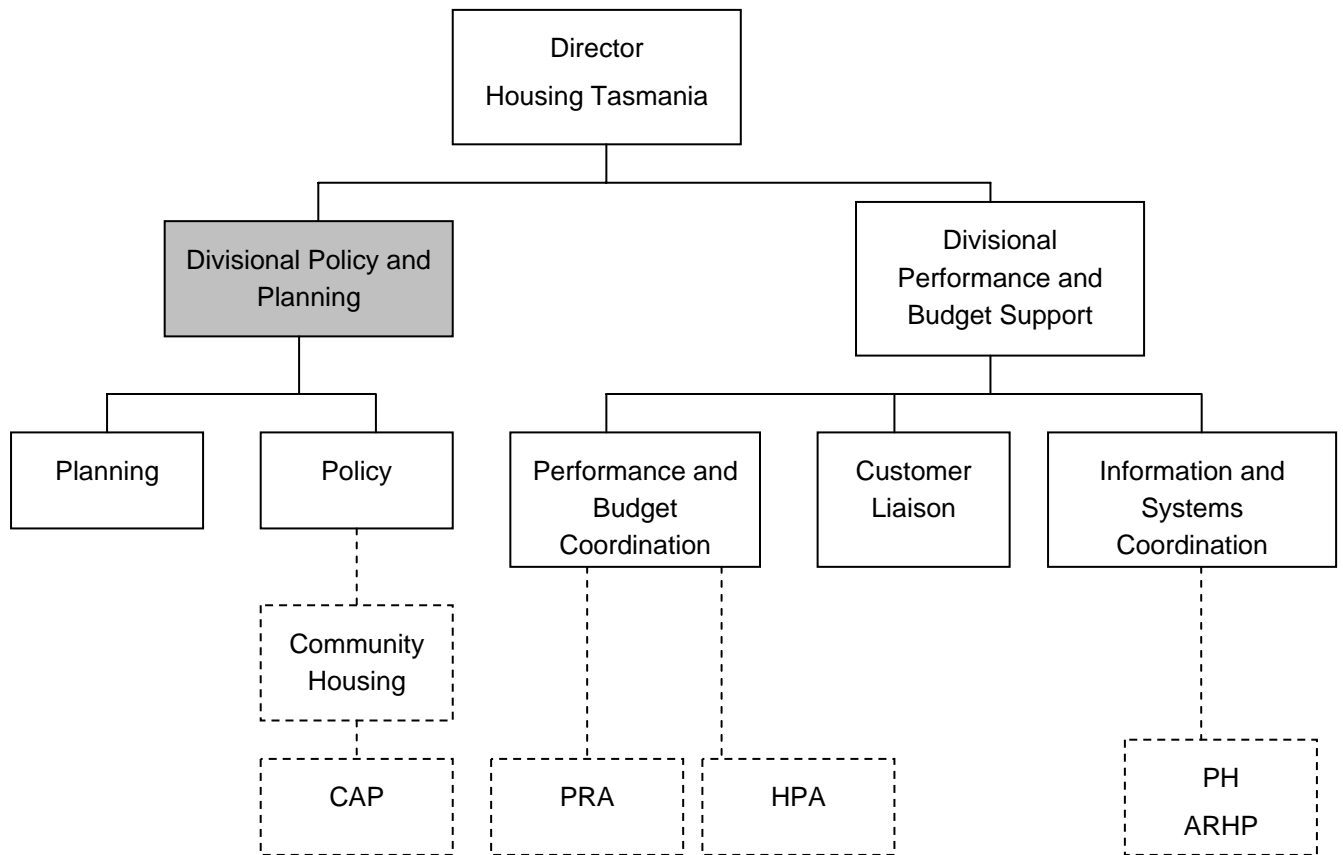
### **Data structure**

Limited details on family details and household structures within a dwelling. A family is type is attributed to the household which may be suitable for the majority of cases anyway. Person level data available.

### **Quality issues**

There are no in built data checks within the main public housing system on tenant information, in addition to few compulsory fields.

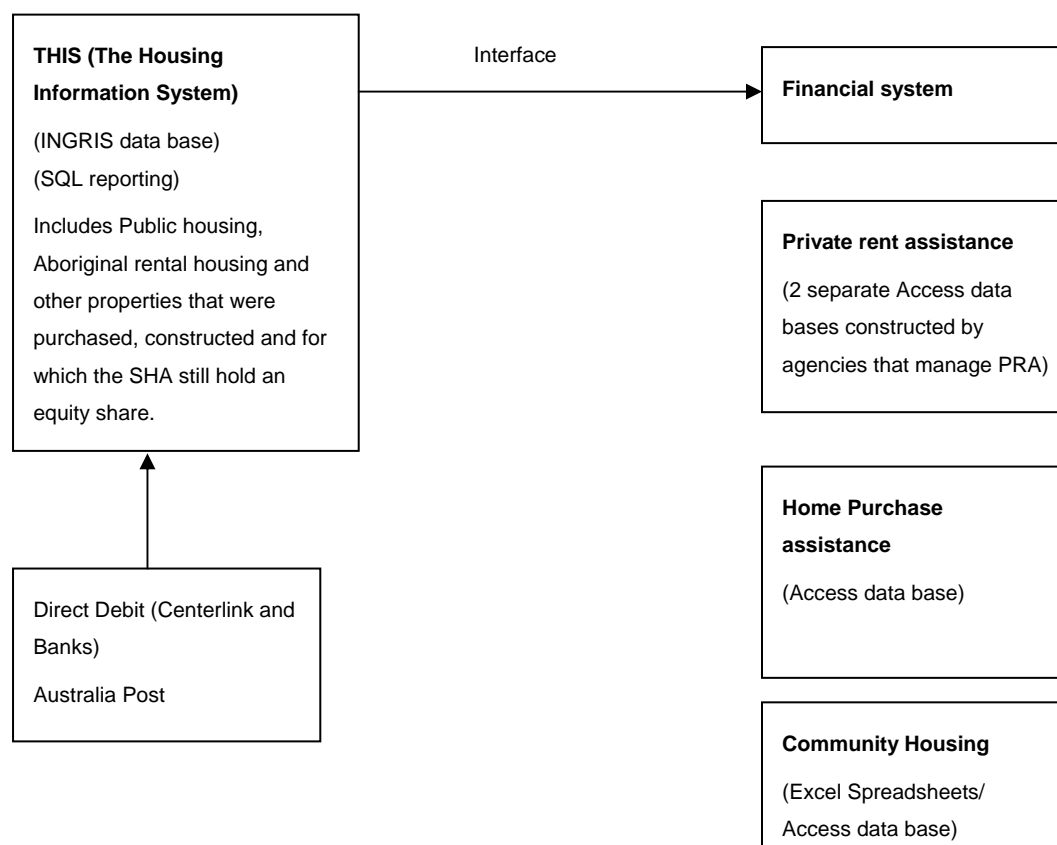
## Housing operations in Tasmania



# Technical perspectives - detail

## Information systems

### Overview



## Public Housing/Government managed Aboriginal rental housing

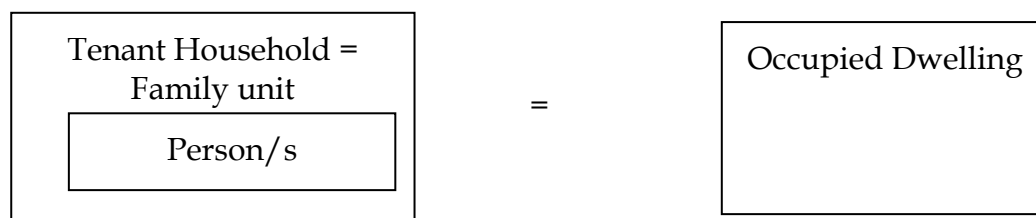
### Content

The Housing Information System was introduced in 1995. Monthly report are produced from the information system including occupancy rates, vacation turnaround times, tenancy activity, property activities, Applications, transfers, Maintenance, arrears and debit raising, customer feedback etc, for public housing, and aboriginal rental housing, and some information on community, master and direct tenancies.

### System flexibility

Any new fields would require contractors to develop the code.

### *Data Structure:*



### *Data quality*

No data checks at entry, many fields not compulsory.

All new applicants are signed to fix term leases (ranging from 6 months, 12 months, then 3 yearly or maybe tenure). New household members are often not recorded although the rent reviews provide an opportunity to obtain this information.

### *Data dictionaries/documentation*

Application form includes details of main applicants and all persons in the household including sex, date of birth, relationship to applicant one, country of birth, income source, gross income and assets. Disability is recorded if it has an impact on the housing need.

## **Community Housing**

Properties owned by SHA recorded on THIS (about 10-20%). All properties recorded on access data base

Survey form sent to agencies once a year based on CSHA data collection manual for community housing. Data is recorded on an excel spreadsheet. There is no link retained between years of data for agencies. Poor response rate as some agencies no longer receive any funding from the SHA. (About 64 agencies were sent a questionnaire with 32 returns - 48% return rate).

## **Crisis Accommodation**

THIS records properties that SHA own. All properties are recorded on an excel spreadsheet (including privately owned properties).

Information recorded includes, modified for disability, target groups, number of bedrooms, and repairs and maintenance.

(Information will be updated as properties visited)



## Private rent assistance

The Private Rent Assistance Program is outsourced to two agencies within Tasmania. Data is obtained via these agencies under their service agreements. Data definitions and codes are not consistent between the two providers. This data is stored on an access database and a subset is provided to the SHA on a spreadsheet yearly on the number of applications, and details of the main applicant's gender, date of birth, Aboriginal status, NESB status, disability status, household composition, main source of income etc..

*Data Dictionaries/documentation*

HAS Code sheet: contains variables for household composition, main income source, accommodation type and type of financial assistance provided.

## Aboriginal rental housing – government managed

See Public Housing.

## Aboriginal rental housing – community managed

There are three providers of community managed Indigenous housing in Tasmania. Two of these are the Barren Island and Flinders Island. The 'main land' provider is currently undergoing legal proceedings and provision of data is uncertain. Manual systems exist on the Islands and these provide information to ATSIC which in turn supply data to the SHA.

## Home Purchase Assistance

Managed in house on a separate system to 'THIS'.

*Data Dictionaries/documentation*

Registration forms includes details main applicants (1 or 2 adults), number and ages of children, country of birth, and income source and amount etc...

## Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Linked to tenancy. ie if rent paid separately then the number of rent's paid = number of dwellings.	As per CSHA manual. Unknown how group and boarding houses counted.	Separate accommodation units = number of dwellings.	na	na	Linked to tenancy. ie if rent paid separately then the number of rent's paid = number of dwellings.	Nor defined.
Households	= number of occupied dwellings = number of tenancies	As per CSHA manual	No	Equals the number of successful applications.	Do not currently report on unique households assisted but can if required. (One off assistance not	= number of occupied dwellings = tenancies	= number of occupied dwellings = tenancies

					counted consistently between 2 regions. E.g advice and referral services) = number of applicants		
Family Unit	Family composition = household composition. I.e separate family units within a household cannot be defined. Only one family type per household.	No	No	Family composition = household composition. I.e separate family units within a household cannot be defined. Only one family type per household.	Family composition = the main applicant household composition. I.e separate family units within a household cannot be defined. Only one family type per household	Family composition = household composition. I.e separate family units within a household cannot be defined. Only one family type per household.	No
Income Unit	Income recorded for all persons but relationship details only relate to main tenant. Simple income units can be derived, but difficult for complex family arrangements.	No	No	Income recorded for all persons but relationship details only relate to main tenant.	Income unit recorded for main applicant only.	Income recorded for all persons but relationship details only relate to main tenant.	No
Person	Yes. All persons recorded including sex and ages and relationship to main tenant.	No	No	Only details of main applicants recorded. Other household members (if children) are aggregated	Yes. All persons recorded including sex and ages and relationship to main tenant.	Yes. All persons recorded including sex and ages and relationship to main tenant.	No (Only aggregate of number of adults and children recorded.)

## Counting program specific stock and households for CSHA collections

### Public Housing

Includes:

- Public housing,
- Direct tenancies (these are tenancies supported by a community agencies where the agency allocates tenants but the repairs and maintenance are undertaken by the SHA, these clients may not be on the SHA wait list. Rent is paid directly to the SHA and the tenants are jointly managed).
- Headleased public housing

The following are not counted under CSHA:

- Family group homes ( short term residential care for children in crisis) – these properties where ‘inherited’ child youth and family support, Repairs and maintenance are paid by family support services.

- Master tenancies (employee housing)

### **Community Housing:**

General comment: CSHA Traditional boundaries (tied funding base) not useful for reporting. I.e. difficult to separate out costs across state programs for internal costs such as administration and the difficulty in 'labeling' programs as public or community or crisis. Also, difficult to obtain data from agencies who received one-off grants years ago and who do not receive any further funding Need to look at what housing outcomes required for State.

CSHA reporting includes:

Community Housing Program: SHA has equity in properties and the agency is under a service agreement). Data is requested in the service agreement but not enforced. In most cases the properties are not recorded on the THIS system as they are owned by the agency (in 80-90% of cases). Funding agreement are mostly to do with construction of the property details rather than ongoing use.

Community tenancies: agreement with organisations to provide accommodation for specific needs groups. Includes university student housing. These tenancies are able to access CRA but not PRA – cross subsidy. These are all recorded on THIS as SHA retain the title. All major repairs and maintenance are undertaken by the SHA. Day to day maintenance carried out by agency.

See notes for more examples )Tanya) i.e. Government managed community housing Grant's to elderly persons, and

Local Government and Community Housing Program

Public Housing stock is also used for community housing even though not transferred to CH program.

### **Crisis Accommodation**

1.3 M capital funded only. The majority receive SAAP funding.

Identified via the fund source code.

Some public housing used for crisis purposes.

Have lease arrangements with community agency but no data kept on this.

### **Private Rent Assistance**

Check out data and annual report (Tanya)

### **Home purchase Assistance:**

HOPE: Mortgage program (no CSHA funds) Use borrowing and revolving funds. Deposit assistance (grant) if buying public housing property. (Private purchases must use own deposit).

Deposit Assistance: (CSHA funds). Also a grant. These may be used for private purchases.

No shared equity scheme.

Type of data that would be useful include

- Number of loans
- Value of loans
- Arrears
- Capital adequacy
- Loan – to – valuation ratio
- Profile of lenders

An Annual report is produced containing details of the above.

### **Aboriginal rental housing - government managed**

ARHP funded only identified through fund source code. Criteria for eligibility defines Indigenous as community acceptance – by committee and descent. If the household is mixed then the Indigenous person is placed on the application form if requiring access to both waitlists. Households may also include non indigenous adults with indigenous children. The waitlist is separate from Public Housing, but may contain duplicates. The number of Indigenous households/persons are not identified in the CSHA collection.

### **Aboriginal rental housing – Indigenous community managed**

ATSIC funded only. Criteria for eligibility defines Indigenous as less rigorous as ARHP funded accommodation. That is, applicants may not be eligible for ARHP. There are three agencies that managed community housing.. Much of the demand comes from public housing tenants trying to get into community managed housing. There are funding agreements with the agencies. These include asset management plans as well as repairs and maintenance funds. ATSIC have records of all properties. These tenants can also receive PRA.

## Performance Indicator/Outcomes data notes:

### *Rebated/market rent information*

1000 tenants out of 13,000 (around 8%) of tenants are market renters. The household income statements are recorded at allocation of properties. Rent reviews are conducted every 6 months to 3 years (depending on category) however, the information is not necessarily updated on the information system. New household members are not always recorded, however, members (with income) who leave are usually notified to the SHA and recorded.

### *Waitlist data*

A segmented waitlist codes applicants into five categories based on need.

### *Special needs groups identification*

	Disability status	Indigenous Status	NESB
PH	Yes, all persons (not compulsory)	Yes, all persons (not compulsory)	Yes, all persons (not compulsory) (Also country of birth, interpreter and language spoken at home)
CH	No requested	Requested.	No requested
CAP	No	No	No
HPA	No	No	Country of birth of main applicants recorded.
PRA	No (North Service), - on application form for applicant only Yes (South service – relates to applicant only)	No (North Service), - on application form for applicant only Yes (South service – relates to applicant only)	No (North Service), - on application form for applicant only Yes (South service – relates to applicant only)
Government Managed Indigenous	Yes, all persons (not compulsory)	Must be community identified.	Yes, all persons (not compulsory) (Also country of birth, interpreter and language spoken at home)
Community Managed Indigenous	No	Various criteria for agencies	No

### *Housing stock condition*

Under the new residential tenancy legislation all landlords must comply with the ACT. The SHA has/is conducting a 'sign up' project where by all properties must be visited. A stock attribute index is being developed for input into the THIS system. An asset management module is being developed and may include these indexes as well as maintenance and stock condition report details. There is a maintenance report

conducted at vacation of properties and a condition of property report containing inspection details of the property at the beginning and end of tenancies.

*Financial reporting:*

Able to report by program, but not on separate property and tenancy functions.

Coopers and Lybrand used for commonwealth and internal financial statements.

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# ACT Report

## **ACT Policy perspectives**

The ACT would like to see a simplified national measurement and reporting system with quality data that supports policy and program development. Data should be capable of being used for local and national research, analysis and policy development and in particular, provide a comprehensive understanding of housing assistance across tenures. The ACT's preference is for a small number of core performance measures that can be used for internal management purposes as well as for national purposes. The need to avoid multiple reporting structures is paramount."

## **Data development priorities**

Broader priorities include the development of accurate and high quality data to gain a better understanding of who is in the various tenures to understand current and future housing need in the ACT. A better understanding of client and household characteristics is required to better understand issues of affordability, needs and future stock requirements.

Improving our data and understanding of the community housing sector is increasingly important as the sector grows and comparisons with public housing are made.

A priority is to improve the quality of the data and refine definitions of performance measures to aid comparisons across time and between jurisdictions.

## **Research priorities**

The development of high quality data is necessary to underpin research and analysis and this in turn should be integrated with broader national research priorities, as determined through the CEOs forum and AHURI processes. ACT priorities will be channelled through these processes. In the short term, priorities include analysis of needs and affordability across tenures, analysis of private rental market, characteristics of community housing and its relationship with public housing and efficiency and effectiveness of assistance measures.

# **Technical perspectives - Summary**

## **State Information systems capability**

New system introduced. As this system is similar to NSW who download performance unit record data, then there should be little technical difficulties with production of data for performance reporting. There appears to be a need to better integrate information technology systems development and design with the broader data requirements of the policy/purchaser area of the Department.

## **Data structure**

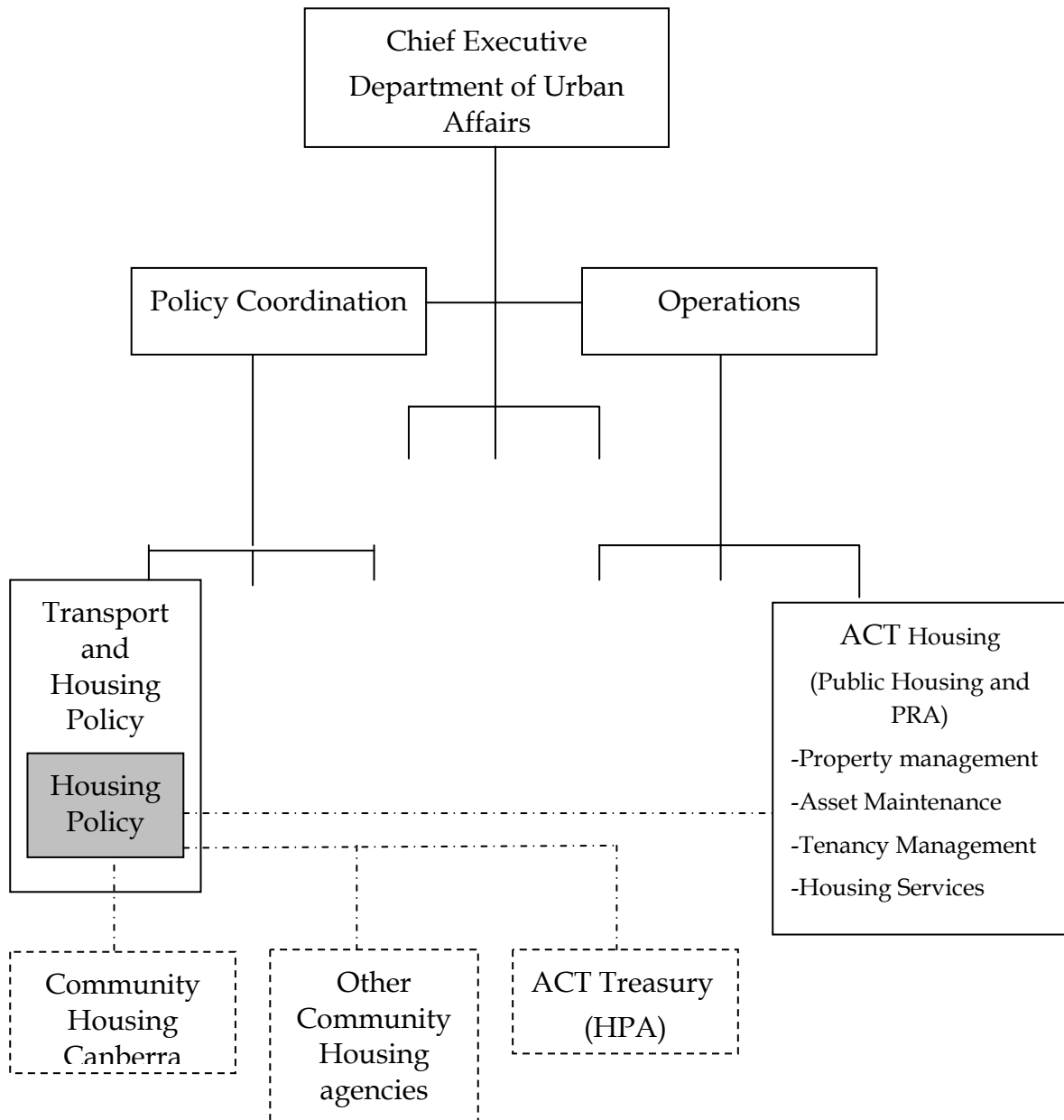
The existing data structure does not support multiple family structures within a household nor identification of income units. Person level data is available for the main tenants only. Data for the remaining household members is aggregated.

## **Quality issues**

There will be gaps in historical data because of technical shortcomings in the introduction of the new information system. Only over the last few years will there be a full set of recorded data on new applicants. Nevertheless, the new information system will allow the linking of new applicant data to tenancy information.



## ACT Organisation chart



The Department of Urban *Services* has primary responsibility for the provision and management of housing assistance in the ACT.

*ACT Housing* is the provider of public housing and also leases properties to a range of community organisations under the Community Organisations Rental Housing Assistance Program. It also acquires properties under the Crisis Accommodation Program and provides other assistance on behalf of the Purchaser.

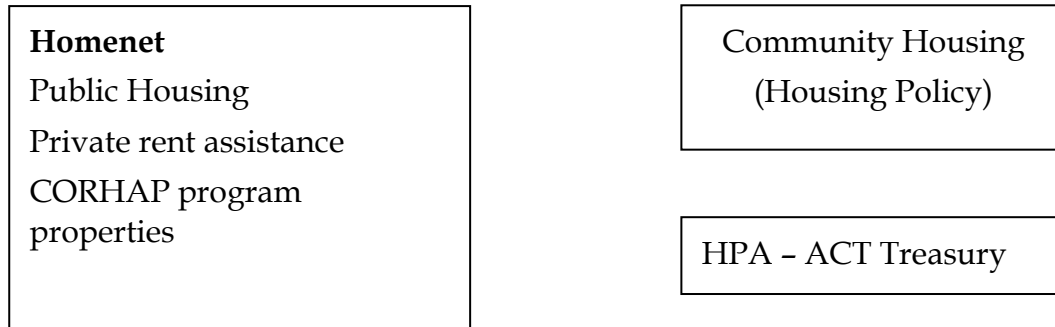
The Housing Policy Unit (the purchaser) has responsibility for purchasing housing services from public and community housing providers, as well as for housing policy and assistance under the CSHA. Housing Policy has entered into Service Level Agreements (SLAs) with ACT Housing and major community housing providers, such as Community Housing Canberra Ltd. These SLAs generally specify outcomes and outputs (in terms of quantity, quality, timeliness and cost), reporting requirements, purchase price and payments and other provider obligations.

The home loans portfolio was recently transferred to the ACT Department of Treasury and Infrastructure.

# Technical perspectives - detail

## Information systems

### Overview



### Homenet

During 1999 the new system, Homenet , replaced the ISIP system. The new information system is similar to that operated in NSW. (Note: Originally design based on 1<sup>st</sup> Software UK ).

Oracle software is used for storing and maintaining data.

### Content

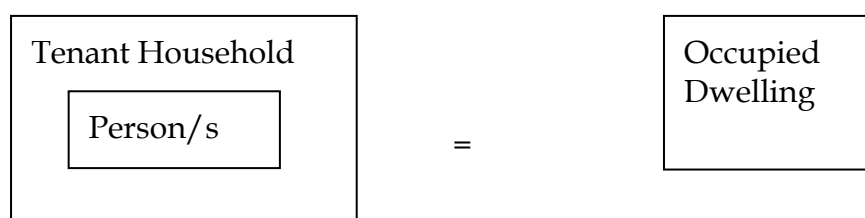
Contains information on public rental properties and households as well as other properties in which ACT housing has some equity interest.

### System flexibility

There appears to more than enough 'space' to include additional data fields. Additional codes/classifications are easily catered for.

### Data Structure:

The data structure does not support reporting on multiple family structures within a household nor identification of income units.



### *Data quality*

Historically, applicant data was not linked to tenant information. This means that household information was taken from the applicant file and may be out of date. This has since been linked under the new system. Also data recorded for old applicants will not be updated to include the new fields at this stage.

### *Data dictionaries*

Listing of all tables within data base.

### *Reports*

ACT Housings Monthly Management Report: Contains information regarding financial details of rent revenue variance, repairs and maintenance, depreciation, capital works; and information on the monthly key indicators which include numbers of new applications, applicants housed, vacancies, turnaround times, tenanted properties, properties undergoing maintenance etc.

### *Forms*

ACT Housing Registration for assistance : details of main applicant and a second applicant including, sex, date of birth, country of birth, Aboriginal or Torres Strait Islander identification (self), and income amount and if on socail security. Other person data includes sex, date of birth and relationship to main applicant 1 or 2, and aggregate income amount of all other persons.

## **Community Housing**

Community housing is relatively small in the ACT. The major providers are:

- (1) Havelock Housing Association, which has financial and information systems in place; and
- (2) Community Housing Canberra Ltd (CHC), which has responsibility for the 200 dwellings transferred from public to community management and is undertaking redevelopment of McPherson Court. CHC is currently developing a custom-built system.

## **Private rent assistance**

No electronic recording of PRA clients. Clients must be on waitlist for public housing. See Public Housing for ACT registration form details.

## **Aboriginal rental housing – government managed**

The ACT receives no ARHP funding. Those people not housed in private rental or in home ownership are predominantly housed in mainstream public housing.

## Aboriginal rental housing – community managed

Eight properties in total.

## Home Purchase Assistance

No new applications. Managed through Treasury and reported on through the Treasury Department.

## Counting Units

	PH	CH	CAP	HPA	PRA	Government Managed Indigenous	Community Managed Indigenous
Dwellings	Units of accommodation	Varies. Difficult to report under current definitions	No	Na	Na	-	Units of accommodation
Households	The number of tenants Households is equal to the number of occupied dwellings	Varies. Difficult to report under current definitions	No	Instances of assistance	Number of applicants that receive bond loans	-	Unknown
Family Unit	Unable to determine relationship of applicant one to applicant 2 . Simple family structures may be able to be derived	No	No	Unable to determine relationship of applicant one to applicant 2 . Simple family structures may be able to be derived	No	-	Unknown
Income Unit	No Aggregate data.	No	No	No. Aggregate data.	No	-	Unknown
Person	Yes, but some data aggregated for other members of household (not main applicant or applicant 2)	No	No	Yes, but some data aggregated for other members of household (not main applicant or applicant 2)	No	-	Unknown

## Counting program specific stock and households for CSHA collections

### Public Housing

Includes general stock used for mainstream public housing purposes. As ACT Housing owns the stock it often includes CORHAP properties. Private rental Leasing (PRL) properties (88 dwellings) are funded outside the CSHA and have in the past been excluded from public (and community) housing stock figures.

### Community Housing:

Mainly managed through Community Housing Canberra (CHC) and Havelock Housing Association.

200 public housing properties were transferred to Community Housing Canberra. An additional 100 properties per year *for 5 years* to be transferred from public to community management, is subject to an evaluation of the initial transfer of 200 properties.

- Community Housing Canberra is an umbrella organisations response for cyclical maintenance and manages other community agencies as well as own properties. The agency has a similar agreement with the SHA as ACT housing for the provision of services and information relating to those services.
- Havelock Housing Association has a combination of properties from government funded to private lease arrangements. It also incorporates a large boarding house, Havelock House with 96 bedrooms. They also lease properties under the CORHAP program, own 14 properties under the Community Housing Program and 55 Community Housing Canberra properties. In addition they have 88 properties under private rental lease from Public housing (with some Public rental tenancies), that are managed by Havelock house.

#### Community Housing Program

This program is administered as a grant to organisations for properties that the SHA retain an equity interest in. Therefore, difficult to obtain information on old grants from agencies. Reporting problems are also apparent with one agency that run 28 room boarding house of which 40% is funded from CHP (eg 11.2 units of accommodation).

All new contracts contain service agreements with information reporting requirements built into them.

Financial reporting is difficult as costs most likely included in public housing (e.g. debt/interest expenses).

#### Crisis Accommodation

All CAP properties are owned by the Department of Urban Affairs. All properties are leased under CORHAP to support organisations (about 270 properties are further headleased to other community housing organisations for long term housing, refugees housing and disability support services). About 30 community housing agencies provide tenant information to the Department of Urban while the property details are retained in the ACT Housing information system.

Note: Disability housing is not counted in the CSHA collection.

The agencies that manage CAP properties are predominantly SAAP funded agencies and therefore not also under the community housing program. Some of these agencies will manage properties under Community Housing Canberra.

ACT noted that it is difficult to obtain information from community housing agencies that received a one off grants some 15 years ago.

### **Private Rent Assistance**

Rental Bond Loans are provided to eligible people on the public housing waiting list (awaiting access to public housing), but are renting in the private rental market. The number of bond loans issued in 1998-99 was small as many of these people were offered priority access to public housing. The Government is considering abolition of the scheme, subject to the views of a Select Committee of the ACT Legislative Assembly.

### **Home purchase Assistance:**

Managed through ACT Treasury. No new loans.

The ACT Housing managed Kickstart program ended in Dec 1998 – about 150 grants were provided in 1998-99.

### **Aboriginal rental housing – Indigenous community managed**

There are only 8 Indigenous managed properties. This includes a mix of CORHAP – CSHA funded, Community Housing Program (CSHA) and ATSIC funded properties. One agency manages both the CHP and ATSIC properties.

### **Performance Indicator/Outcomes data notes:**

#### *Rebated/market rent information*

Rebate reviews conducted every 6 months. Changes to household composition details are recorded to calculate rebate but may not be updated on the IT system.

#### *Waitlist data*

Segmented waitlist (4 categories). The waitlist is updated every year and therefore details pertaining to the household on the application form are updated at least once a year. All new applicants must be eligible for public housing (rebated). However income may change and therefore the rent charged will be changed and may go up to market rent.

### *Special needs groups identification*

	<b>Disability status</b>	<b>Indigenous Status</b>	<b>NESB</b>
PH	Only on waitlist. (Main applicant and applicant 2 only)	Only on waitlist. (Main applicant and applicant 2 only)	Only on waitlist. (Main applicant and applicant 2 only)
CH	Not identified	No	No
CAP	Not identified	No	No
HPA	Not identified	No	No
PRA	Not identified	Yes (Main applicant and applicant 2 only)	Yes (Main applicant and applicant 2 only)
Government Managed Indigenous	Na	Na	Na
Community Managed Indigenous	Not identified	Type of identification unknown	Unknown

### *Housing stock condition*

220 property attributes on amenities and facilities.

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# NT Report

## Policy perspectives

Territory Housing supports the role of AIHW as the 'data collator' - understand the value of the AIHW legislation and track record, and the value of the connection with other sectors (health, com services).

## Priorities for data development.

The basic local needs were to define the extent of need and the cost of meeting it via policy proposals to the Commonwealth.

- The important thing for reducing over-reporting and duplication was for consistency of data definitions across collection including for research purposes, and particularly in relation to defining need.
- The data problems were quality and scope, particularly quality. There was often no way of validating data.
- it was important that for the national data collection, the need to collect a data item was justified.
- The first priority is the Public Housing Program because that is where the bulk of the action is in NT
- identifying Indigenous people was a problem for mainstream services
- NT preferred a Chair of NHDAMG separate from the representatives. MG should meet twice a year, no more.

In summary:

1. Minimise duplication (use for multiple purposes -annual report, bilaterals and CSHA PIs)
2. Clarify terminology
  - appropriateness
  - adequacy
  - affordability
  - security
  - community control
  - ownership
3. Develop data standards for :
  - Public Housing
  - Indigenous housing

- Home Purchase
- other

### **Research priorities**

- Urban shift - movement from remote to rural/city and impact on housing - emerging need
- Need for housing assistance
- Coordination of research effort
- Need to know extent of problem and what is requirement to fix it.

## **Information systems perspectives - Summary**

In terms of future implementation, the timing is good for NT because they are planning on introducing a new database management system within the next 2 years.

### **State Information systems capability**

No technical difficulties in downloading data from system.

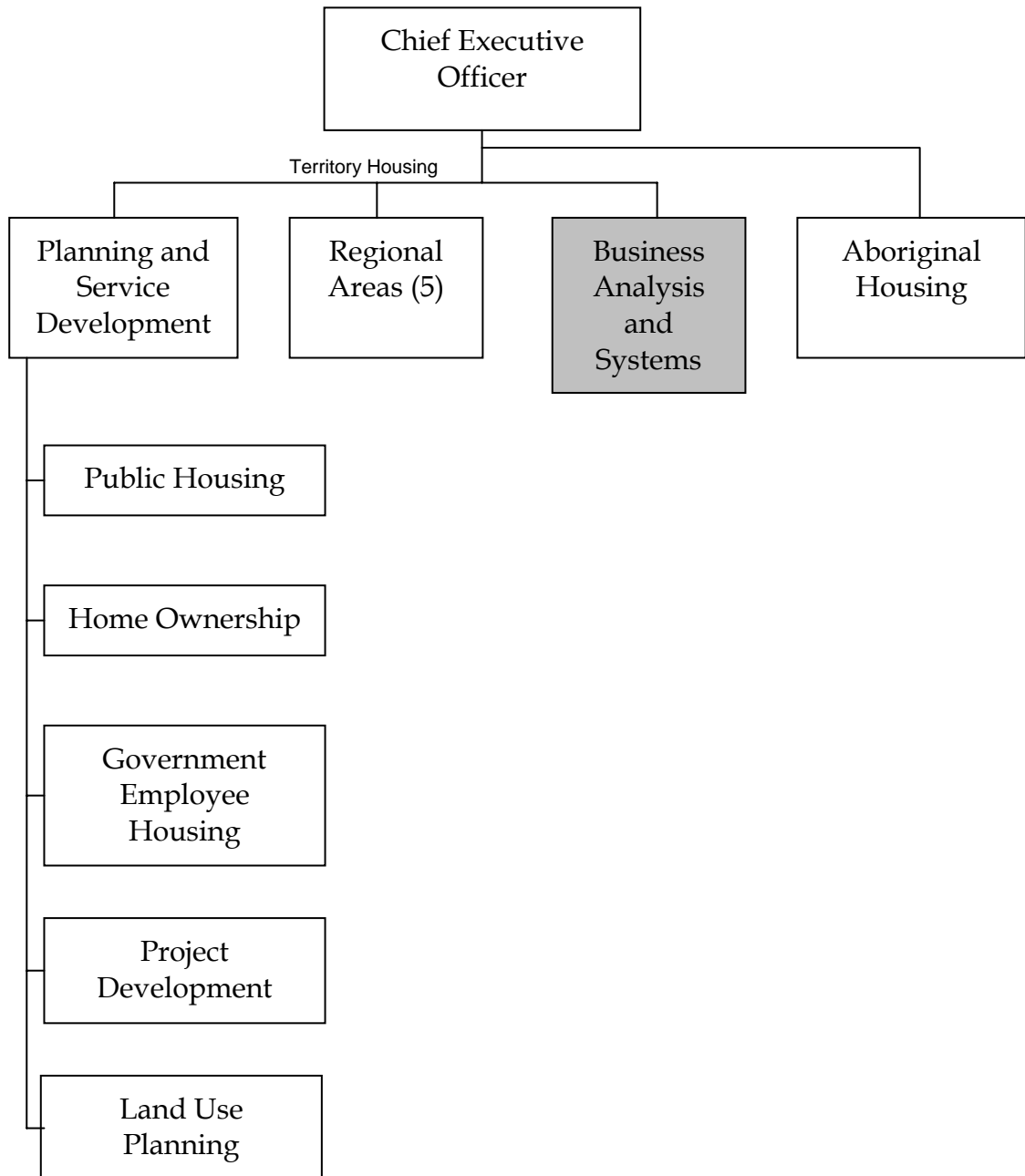
### **Data structure**

Multiple family structures are not recorded within households. Person level data available for all household members.

### **Quality issues**

Little staff training in a systematic way. I.e, previous staff in position are meant to train new staff. Little data validation at entry and no user documentation to support training.

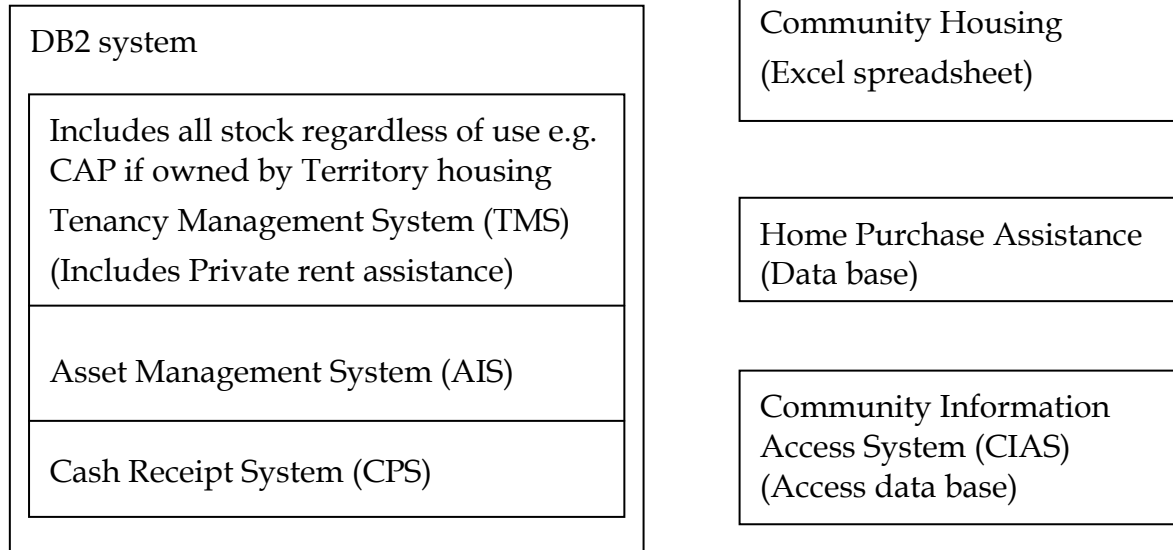
# Territory Housing Organisation chart



# Technical perspectives - detail

## Information systems

### Overview



Note: There are no links between these systems.

## Public Housing

### Content

Includes all properties regardless of program use.

- Database 2 TMS (Tenancy Management System)
- Asset Management system (AIS) (Purchases, constructions, demolitions etc..) - used to raise orders to Transport and Works Department to carry out work – T&W online to AIS.
- Cash Receipt system (CPS)

This is linked to Cenerlink daily for download of payment details of recipients.

Data extraction using SQL.

### Data quality

Front counter staff enter household details, however, staff are not currently trained in entering data. Training from previous occupant in the job. No user documentation available.

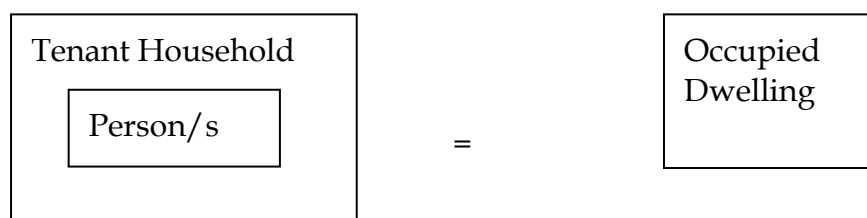
Technical staff have been out sourced to the Department of Corporate and Information Services (DCIS). Note: All NT government IT now outsourced and centralised at DCIS.

Need to develop data entry validation at shop front. Potential to update information at the rental rebate reviews (conducted every 3 months if temporary, aged/invalid every 12 months, and sole parent every 6 months).

### *System flexibility*

New requirements for reporting mean emerging needs have to be written into new reports. Difficulty is experienced in meeting changing demands for information. Introduction of new codes and new fields is problematic as mostly 'hard coded' into the system.

### *Data Structure:*



### *Data Dictionaries/documentation*

Tables listing with variable name, type, length, and description.

## **Community Housing**

All properties are recorded on an Excel spreadsheet.

### **Private rent assistance**

The program information is maintained on a spreadsheet. As recipients also have to be on the public housing waitlist, it should be possible to access some information from the Tenancy Management System. Reliability of data obtained this way is unknown as this has not been tried on a formal reporting basis before.

### **Aboriginal rental housing –community managed**

All dwellings are included regardless of funding source.

### **Community Information Access System (CIAS) computer based system.**

Used oracle forms for front end with ability to download into Access.

### *Content*

Includes information on community profiles – services and number of houses, housing need, financial information, housing organisations, amenities, condition.

The CIAS system is being updated to include the Environment surveys.

#### *Data dictionaries/ Documentation*

- Community Information Access System – CIAS User Guide
- CIAS update sheet (yearly update on properties regarding, services and number of houses, housing need, financial information, housing organisations, amenities, condition).
- Environmental Health Standards for remote communities in the northern territory.
- Housing Environmental Health survey – amenities, repairs and maintenance,
- Minimum Standards for Housing Management – includes details for organisations to better manage their houses and thus improving houses so that houses last longer and provide a safe and healthy living environment.

#### *Note:*

Population counts used to assess need. This figure is agreed to by ATSIC and LG. This is used by the Grants Commission. Needs based on number of dwellings and number of people ie 100 people to 50 bedrooms. Note: (\$50,000 needed for each additional bedroom).

#### **Community Housing Management Information system**

Also designing a Community Housing Management Information system.

This is an Access based system available in late August 1999. (Information from CIAS will be downloaded. This system is designed for use by agencies in the management of rent, repairs and maintenance and major works.

Generates job documents, invoices and rent received recorded.

The system is aimed at Housing Officers of the Community Housing agencies. A course is run through Bachelor College – accredited course.

Rents can be taken directly from DSS payments.

#### *Documentation:*

User guide and screen dumps provided.

#### **Home Purchase Assistance**

Separate data base used by agency that administer Home Purchase Assistance. Territory Insurance Office (TIO) manage the loan portfolio. ie HPA has been outsourced and they manage the data entry and data collection. Territory housing has on-line access to data.

There is no connection between the HPA and PHP system – however would like some connection in order to target products more effectively. ie identify change Public Housing tenants circumstances that may lead to them being interested in

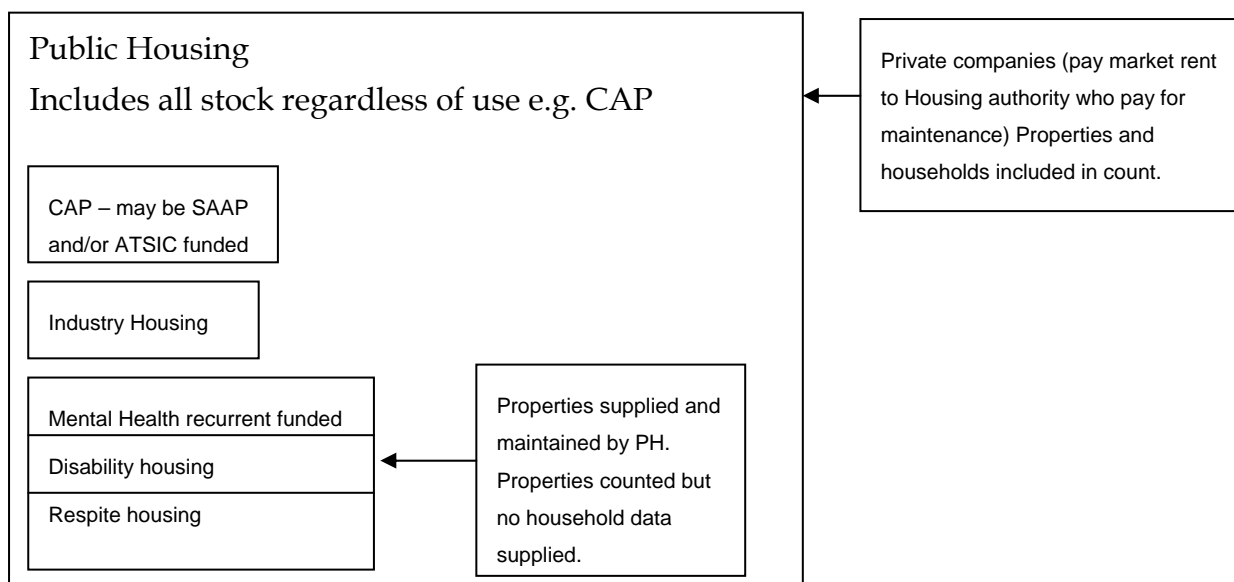
purchasing their dwelling. Current contract with TIO is 3 years. Data will be kept for 7 years.

## Counting Units

	PH	CH	CAP	HPA	PRA	Community Managed Indigenous
Dwellings	Yes	Yes	Yes			Yes
Households	Equal to the number occupied dwellings	No – survey data only	No	Instances of assistance. Transfers counted as new instance of assistance	Instances of assistance	Yes
Family Unit	No	No	No	No	No	No
Income Unit	No	No	No	No	No	No
Person	Yes	No	No	No	No	No individual data- aggregate data only

## Counting program specific stock and households for CSHA collections

### Public Housing Stock





Public Housing program responsible for all repairs and maintenance for the following stock:

- Industry Housing (General)
- Industry Housing (SAAP)
- Welfare Housing – CAP
  - SAAP funded (households not counted)
  - ATSI funded (households not counted)
  - Welfare Housing - other
- Mental health - provide recurrent funded, stock Repairs and Maintenance provided by PH program (households not counted)
- Disability Housing – provide recurrent funded, stock Repairs and Maintenance provided by PH program (households not counted)
- Respite Housing
- Private companies who rent stock (households counted)
- Government funded employee housing. Included currently but maybe taken out for future collections.

### **Community Housing:**

Includes all purchased stock specifically for CHP.

LGCHP dwellings from 84 – 88 are included also.

Note: Excel spreadsheet currently used to record CHP stock by agency. Report for CSHA are mainly manual. Unable to identify households.

CH agencies are implementing own systems to manage tenancies and stock, however it would be useful to have a standardised questionnaire for agencies or enable systems to be 'downloaded' thus reduce reporting burden.

No recurrent funding supplied for CHP.

### **Crisis Accommodation**

Unable to be separately identified. Is defined from public housing under a flag 'welfare' which include other programs.

Includes only stock purchased from outside the PH program.

Headleased stock not currently included.

No recurrent funding supplied for CAP.

### **Private Rent Assistance**

Bond assistance is provided to households renting privately while they wait their turn for public housing.

### **Home purchase Assistance:**

There are 3 types of Home Purchase Assistance

1. Loans (grants)
2. Deposit Assistance
3. Interest Rate assistance

Information needs :

New households/people

location (postcode)

How long does it take to pay loans off ?

turnaround of loans

pay out of loans

Level of home ownership in NT lower than rest of Australia

First Home Buyer (who are they) ?

Revenue goes to Public housing and money used to buy/construct new houses.

Interested also in unmet need ie what are the characteristics of households not applying to buy property.

### **Aboriginal rental housing - community managed**

NOTE: All Indigenous Housing is Community Managed in the NT .

Purchaser/provider split between NT housing and Local Government department with funds pooled from ATSIC and CSHA ARHH funds. All Indigenous specific housing under The Indigenous Housing Authority of NT (IHANT) which oversees operations but are not an incorporated body. Includes elected ATSIC Regional Chairpersons, Commonwealth (FaCs), 4-5 Territory representatives (community agencies, territory health etc.), and NT Housing.

Distribution is 28% urban 67% live outside 5 major towns

Moves to get counter staff to assist actively in identifying Indigenous households - Issues of mainstream Public Housing Indigenous identifier - collected at application for Main applicant and second applicant only.

Hoping community councils will do more surveys. More likely to know who is in what dwellings. Need to be of benefit to Community Councils. (Ie data collectors need to be the users of the data also).

(Need to be aware of dry/wet in collection of data from field)

NT Grants Commission also use data from Community Councils.

Most useful bit of information is the size range of communities - used for planning (No. of persons / number of bedrooms gives need figure for area).

Surveys on bedrooms - flag to identify whether house complies (not by bedroom).

Eg. No. of taps requirement maintenance, replacements rather than whether the dwelling was compliant.

Eg.

Water in

water out

external yard

safe power

building works (joinery)

*Problems of getting data from remote communities.*

Indicated some of the difficulties related to remote communities, which include the internal divisions within communities, the transition from externally imposed to locally managed development, community instability and 'non-viability', the inappropriateness of averages when outlying values were the most important to deal with, and the effect of cultural behaviours on the ability of definitions to describe things.

An example was the problem of using tenancy agreements to define tenant households when many examples existed of a single tenant apparently renting multiple houses. In one instance, the tenant represented about 30 people in 4 households occupying 3 dwellings. In another case, the tenant was apparently renting a community house and a house at an outstation. The reality was that several households occupied both houses, but there was no certainty that any particular group of people would be at one house or the other, and during the Wet, the outstation house might not have anyone living in it. One approach they are considering is, to define the 'households' occupying a region and the dwellings within the region, without trying to assign a single dwelling per household certainty on the numbers. This was the most valid measure for local planning and management. It might be necessary in this case to allow fractional households or fractional dwellings for national reporting.

Identified two different issues -

1. the over-surveying of communities - for those in the Darwin Region/Katherine/Daly River area probably one a week. Agreed that making use of admin data was an effective and preferred option, provided the stuff needed was useful at the local level, and

2. Management at the community level is through the council clerk who is accountable to the Program manager (Dept Local Govt on behalf of IHANT) for managing the community housing and whose performance is assessed by the program manager via 'compliance audits' and examination of the accounts. There are various ways they can tell from the cash flow whether there is a problem. The quality of council clerks is variable and turnover is very high. Council clerks often have no expertise in data management or tenancy management but may well have useful construction/maintenance skills.

A big problem is continuity. Skills development has to be a continuous process because people move on quickly. The quality of management is often tied to a particular individual and when they move on the management may fail. Data standardisation may be of assistance in simplifying the problem, but underneath is the same data quality problem - garbage in garbage out.

There are skills training exercises in operation and it would obviously be useful to tap into these and introduce the data standardisation exercise through them. The driver is that there is a strong desire for accountability and good management at the program manager level and this is a starting point.

## **Performance Indicator/Outcomes data notes:**

### *Rebated/market rent information*

All information is updated on these tenants regardless of paying market rent. Includes income and family details.

Rent Setting at 95% of market rent – AVO sets rent (Last one was 30 June 1998). Looking at Annual evaluations.

Allocations – new allocations compared with all allocation for year can be counted differently as 20-30% are transfers. Reporting in Annual report different to CSHA reporting.

Rents set at 23% of assessable income (10% of family payment added)

Rent set at 18% for Aged persons of assessable income (10% of family payment added if received).

Rent reviews are ongoing with all rents being reviewed at leased every 12 months (6 months for sole parents)

All clients undergo an eligibility test – means test (If tenants before June/sept 98 and if deemed ineligible then allowed to stay in dwellings at market rent. (About 960 households- there information will not be updated). All other tenants undergo eligibility assessment when lease period expires ie initially 6 months, then 2 years then 5 years.

### *Financials*

Difficult to separate out monies for Government employee housing e.g. Police and corrections (Urban) Territory housing responsible for repairs and maintenance. Difficult to separate out repairs and maintenance for each program type. – 500 properties are not urban.

*Special needs groups identification*

	Disability status	Indigenous Status	NESB
PH	Use pension type.	Adult applicant (Indigenous) = Indigenous household	No
CH	No	No	No
CAP	No	No	No
HPA	No	No	No
PRA	No	No	No
Community Managed Indigenous	-	-	-

*Housing stock condition*

2003 - restructure housing stock from 3 bedroom by selling off stock (home purchase assistance program)

Move towards 1 - 2 bedrooms units with aging population profile. Intend to build 1000 over 5 year period. - Home Purchase funding new development

Note: Government driving force for Construction Industry in NT.



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## **Appendix 2 – Meeting Schedules for each jurisdiction**



## NSW

**29 September 1999**

Participants	Discussion Topic
Jeff Maunder, David Wilson, Tanya Wordsworth	Home Purchase Assistance
Kerry Biggsworth, Julian Neylan, Gabrielle Phillips, Jeff Maunder, David Wilson, Tanya Wordsworth	Overview of NSW housing operations Information systems NHDA Scoping
Kathleen Brannigan, Gabrielle Phillips, David Wilson, Tanya Wordsworth	Community Housing Crisis Accommodation

**8th November 1999**

Participants	Discussion Topic
Ron Stevens, Gabrielle Pallos, Hongyang Wang, Tanya Wordsworth	Information Technology Public housing Private Rent Assistance

## VIC

9 and 10 September 1999

Participants	Discussion Topic
Rob Knight, Ian Lester, Tanya Wordsworth	Overview of operations
Rob Barr, Ian Lester, Tanya Wordsworth	NHDA Scoping
Rob Knight, Ian Lester, Tanya Wordsworth and representatives from business systems, Home finance, community housing, crisis accommodation, Intergovernment liaison etc.	Information session NHDA Scoping
Tony Newman, Michael Papadopoulos, Kay Horrigan, Tanya Wordsworth	Community Housing Crisis and Transition Housing
Rob Knight, Tanya Wordsworth	Private rent assistance Public Housing IT systems
Rob Knight, Tanya Wordsworth	CHARMS IT systems
Cindy Paetow, Peter Andrews, Tanya Wordsworth	Home Purchase Assistance
Richard Woodruff, Cindy Patow, Tanya Wordsworth	Community Housing

## QLD

**22 and 23 September 1999**

Participants	Discussion Topic
Simon Fordham, David Wilson, Tanya Wordsworth	Overview of operations
Natalie MacDonald, Simon Fordham, Gillian Corkery, David Wilson, Tanya Wordsworth	NHDA
Natalie MacDonald, Simon Fordham, Gillian Corkery, Greg Hall, Donna McDonald, David Wilson, Tanya Wordsworth	NHDA scoping (policy)
Simon Fordham, Gillian Corkery, Greg Hall, David Wilson, Tanya Wordsworth and representatives from Finance, property management, community housing HPA, CAP etc.	Information session
Paul Gurtner, Ray Wenzel, Simon Fordham, Gillian Corkery, Simon Fordham , Tanya Wordsworth	IT systems
Rhonda Phillips, Helen Ferguson, Donna Alman, Simon Fordham , Tanya Wordsworth	Community Housing
Bronwyn Hawthorne, Melanie Martin, Simon Fordham , Gillian Corkery, Tanya Wordsworth	HPA PRA
Ian Weeks, Simon Fordham , Gillian	Public Housing

Corkery, Tanya Wordsworth	/ ARHP (systems)
Craig Vandermeer, Simon Fordham , Gillian Corkery, Tanya Wordsworth	Property management
David John, Simon Fordham , Gillian Corkery, Tanya Wordsworth	Finance
Mike Corne, Simon Fordham , Gillian Corkery, Tanya Wordsworth	Public Housing
Melda Morris, Dane Miller , Geoff Morris, Simon Fordham , Gillian Corkery, Tanya Wordsworth	Aboriginal and Torres Strait Islander Housing

## **WA**

**12th October 1999**

<b>Participants</b>	<b>Discussion Topic</b>
Roger Holding, Tanya Wordsworth	Ministry Structure including responsibilities of each Business Unit. Public Housing Aboriginal Rental Housing Program Community Housing Crisis Accommodation Private Rental Assistance Home Purchase Assistance
Roger Holding, Glenn King, John Mullen, Tanya Wordsworth	Ministry's financial systems
Roger Holding, Warren Camarri, David Kelly, Tanya Wordsworth	Community Housing  Crisis Accommodation

**Wednesday 13th October 1999**

Roger Holding, Anne Hurst, John Bucknall, Nick Oliver, Tanya Wordsworth	Overview Ministry's PAC system (applicants, tenancy, rental accounting, property, and assets)
Roger Holding, Ivor Byrde, Tanya Wordsworth	Home Purchase Assistance

Roger Holding, Peter Lonsdale, Tanya Wordsworth

Private Rental Assistance

**Thursday 14th October 1999**

Ian Lester, Tanya Wordsworth, Roger Holding, Bryan Walsh Manager Corporate Development, Ministry's Programme Managers, Ivor Byrde, Nick Oliver, Anne Hurst, Warren Camarri, Ian Hakehost, Peter Londale

National Housing Data Agreement Information Session

National Housing Data Agreement – General scoping issues

Greg Joyce, Bevan Beaver, Roger Holding, Bryan Walsh, Ian Lester, Tanya Wordsworth

National Housing Data Agreement – General scoping issues

Roger Holding, Kevin Tennant , Ian Lester, Tanya Wordsworth

Public Rental Housing – property management

Anthony Galante, David L'Verty, Roger Holding, Ian Lester, Tanya Wordsworth

Aboriginal Rental Housing

## SA

14 and 15 October 1999

Participants	Discussion Topic
Peter Mylius-Clarke, David Wilson, Tanya Wordsworth	Overview of operations
Jim Davidson, Brendon Moran , Peter Mylius-Clarke, Gary Storkey, Warren Smith, Brian Dickson, Chris Gascoigne, David Wilson, Tanya Wordsworth	NHDA Scoping
Peter Mylius-Clarke, Chris Gascoigne, David Wilson, Tanya Wordsworth and representatives from ARHP, Finance, IT, PRA, PH, Policy, SACHA, HPA and ATSI housing.	Information session and scoping
Chris Gascoigne, Melissa Thompson, David Wilson, Tanya Wordsworth	Public housing, IT
Chris Gascoigne, David Wilson, Tanya Wordsworth	Private Rent Assistance
Jim Phillips, Annie Woolman, Chris Gascoigne, David Wilson, Tanya Wordsworth	Crisis Accommodation Program
David Norton, David Wilson	Finance
Warren Smith, David Wilson, Tanya Wordsworth	Community Housing
Gary Storkey, Michelle Kumnick,	Home Start

David Wilson, Tanya Wordsworth



## TAS

**3 November 1999**

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Participants	Discussion Topic
	Information session
Deb Harwood, Danielle McShane, Tanya Wordsworth, Ian Lester,	IT – overview of information systems (primarily public housing)
Deb Harwood, Danielle McShane, Tanya Wordsworth,	Public Housing
	Private rent assistance
Deb Harwood, Danielle McShane, Tanya Wordsworth,	Overview of CSHA data collection operations.
Emmy Jowitt, Tanya Wordsworth,	Financial Reporting
Greg Hanlon, Peter Dodge, Tanya Wordsworth,	Home Purchase Assistance

**4 November 1999**

Danny Ransley, Rogier Dunnewijk, Deb Harwood	Crisis Accommodation Program
Danny Ransley, Julian Joscelyne, Deb Harwood,	Community Housing
Danny Ransley, Deb Harwood and Gavin Harrison (ATSIC)	Community managed Indigenous housing Government managed Indigenous housing (ARHP)

Barbara Lypka, Julian Joscelyne, Deb  
Harwood Ian Lester, Tanya  
Wordsworth,

Summary NHDA and  
AIHW workplan, debrief on  
Tas discussions and  
issues/priorities

## **ACT**

**25 October 1999**

<b>Participants</b>	<b>Discussion Topic</b>
Clare Wall, Alan Franklin, Ian Lester, and Tanya Wordsworth	Information Session and scoping priorities

**17 November 1999**

Alan Franklin, Chris Webb, Karl Canty, Bronwyn Vincent, Tanya Wordsworth	Crisis Accommodation, Community Housing Services, Private rent Assistance, Public Housing, Home Purchase Assistance
Alan Franklin, Tim Trench, Jeff O'Donnell, Sokha Sar, Bob Hyland, Tanya Wordsworth and Hongyang Wang	IT, public housing

**NT**

<b>Participants</b>	<b>Discussion Topic</b>
Graeme Symons, Trish Angus, Brian Slatter , Ian Lester, Tanya Wordsworth	NHDA
Jan Whitehead , Patrick Murphy , Tanya Wordsworth	CSHA reporting operations(CSHA PH, PRA, HPA, CHP, CAP)
Jim Wansey, Ian Lester, Tanya Wordsworth	Indigenous Housing
Trish Angus, Brian Slatter, Jill Rechner, Jan Whitehead, Ian Lester, Tanya Wordsworth	Scoping NHDA
David Coles (Deputy Secretary Local Government), Ian Lester, Tanya Wordsworth	Indigenous Housing
-	Information Session NHDA
Peter Siebert, Jan Whitehead, Ian Lester, Tanya Wordsworth	Public Housing Aboriginal Rental Industry housing
Fiona Chamberlain, Jan Whitehead, Tanya Wordsworth	Home Purchase Assistance

Mike Press, Ian Lester, Tanya Wordsworth	Indigenous Housing
Graham Franklin, Tanya Wordsworth	Indigenous Housing (Systems)
Jan Whitehead, Barry Harding, Brian Slater, Ian Lester, Tanya Wordsworth	IT systems
Jan Totten, Tanya Wordsworth	Data issues
David Keynes, Tanya Wordsworth	TMS-tenancy Management System
Barry Harding, Tanya Wordsworth	Data fields
Jan Whitehead, Brian Slatter, Ian Lester, Tanya Wordsworth	Summary



## Appendix 3 – Initial project brief

### Development of a NHDA –the initial definition phase

#### Scoping project

##### Purpose

- The NHDA meets the requirements of the signatories

##### Process

Clarify several of the project parameters. This includes:

1. outline and scope of the National Housing Data Agreement
2. the management processes for developing national housing information including the development of the performance indicators, national data dictionary and minimum data sets
3. project scope, options and costings for the broader research data base
4. management plan and work program

##### Outputs

##### Paper 1. Outline and scope of the National Housing Data Agreement

- What the NHDA covers, content, and level of specification
- Why the NHDA is required
- How the NHDA will be operationised
- Proposed terms of reference for the NHDA development work for the components and for the whole project including project boundaries;

##### Paper 2. Management process

- An outline of proposals for key stakeholders involvement in the management of the NHDA, including roles and responsibilities.
- Outline the structure in which the data items for inclusion in the minimum data sets can be development and maintained
- Outline process for developing data items to support performance information requirements across all areas of housing.

### **Paper 3. Project scope, options and costings for the broader research data base**

- An overview of the current systems in each jurisdiction in terms of capability to contribute to NHDA requirements and their shortcomings (if any) together with the statistical and technical implications of these shortcomings for the NHDA; and
- Initial estimates of operational effort in jurisdictions and impact on existing systems including an indication of savings/ costs concerns.

### **Paper 4. Management plan and work program**

- Initial estimates of development effort for all phases of work based on the possible approaches including an initial work program, together with indicative resource estimates.
- A draft NHDA Management Plan, which proposes the levels and composition of review bodies which should be involved in the proposed NHDA and their roles and responsibilities. The lines of communication between all relevant personnel to be defined.

### **Timelines**

July-August	Investigation of Commonwealth, State and Territory views on NHDA scope and priorities for development
August-September	Investigation of State and Territory housing information systems
September	Draft scoping report
October 1999	Final scoping report

### **Costings**

The cost for the AIHW to undertake this work is \$42,100.

Staff and related costs:

- FTE 0.25 x Executive level 1 position (13 weeks)
- FTE 0.1 x ASO 6 position (5.2 Weeks)
- Other costs: Travel



## Appendix 4 – Outline of consultations

### State/Territory consultations

#### NHDA Scoping report research

1. Consult with relevant persons on the Scope of the National Housing Data Agreement as well as NHDA management processes. Obtain information on Jurisdictional specific issues/problems and discuss potential way of handling these.

**Purpose - establish a State/territory position on scope, priorities and outcomes of NHDA.**

Includes:

- Position on aspects of the NHDA document/specifics relevant to the jurisdiction
- How they envisage operational; aspects/decision making within the Agreement
- Get a picture of the within-jurisdiction complexities of housing management
- What they think goes in the NMDS and specific sticking points for them in moving from where they are to national standards
- What they see as a practical timeframe for a public housing MDS
- Priorities for development for the public housing work
- Where to after public housing
- Existing development work that could be relevant to the national process
- Any development projects in mind / any ideas on resources/costing?
- For data collection – what level/scope of support available/needed on the ground
- What about emerging need ? And other longer term priorities
- Who are the relevant signatories for jurisdiction ?

2. Consult with technical persons on database options for the research database

**Purpose – establish a State/territory position on feasibility and options for a national research data base and data exchange options.**

Includes;

- What information systems are used in all areas under CSHA (separate, combined etc) Data base system (oracle, access etc)
- How data is currently entered, stored, retrieved and reported on. (Method of data entry, updateability, flexibility, data analysis tools etc..)
- Method of updating to State system (eg on-line, daily, once a month etc.) and loading
- Format and quality of data received, collection issues and implications for State data
- How is data stored (Point in time or throughput data, how long is data stored, creation of new records, tracking of same household/person over time)
- List of data items and data structure (underlying structure such as persons, household or property)
- Identification of unique records
- Current documentation e.g. business rules for relationships between data and data definitions and classifications
- Contact persons and location within Department for each data set.

### **NHDA General**

3. Available to provide an information session on the National Housing Data Agreement (all interested persons).

### **Development of National Housing Data Dictionary and Minimum Data Sets**

4. Outline National Housing Data Dictionary structure and development of Minimum Data sets, and requirements of supporting data collection documentation.

**Purpose – to discuss proposed structure of data dictionary and the MDSs and outline jurisdictional responsibilities.**

5. Meet with the persons who are conducting the CSHA collections for public housing, community housing, crisis accommodation, aboriginal rental housing, private rent assistance and home purchase assistance collections for 1998-99

**Purpose – to discuss problems of collection and to clarify scope of CSHA data collections such as:**

- what State programs are included ?
- what dwellings are being counted in what collection ?
- how dwellings are counted ? – especially boarding / rooming house, group house, hostels etc and headleased properties
- how households are counted ? - in boarding / rooming house, group house , hostels etc.

- counting households or instances of assistance (PRA, HPA) ?
- rebated Vs non-rebated tenant information
- waitlist data
- vacancies
- identification of NESB, disability and Indigenous
- PI development

## **National Indigenous Housing Data Agreement**

6. Consultation with stakeholders – priorities for development and reporting capabilities

7. Obtain information from providers/including state administrative systems – investigate service providers administrative systems, (electronic/paper) for data items and classifications.

**Purpose – provide preliminary testing of data items and assist in development of NIH MDS pilot.**

**Indigenous Community Housing data collection.**

## Appendix 5 – Scoping study contacts

The following list of persons were either consulted directly or provided information for this report.

Alman	Donna	Queensland Department of Housing
Andrews	Peter	Victoria Department of Human Services
Angus	Trish	Territory Housing
Barr	Rob	Victoria Department of Human Services
Beaver	Bevan	WA Ministry of Housing
Biggswordth	Kerry	New South Wales Department of Housing
Brannigan	Kathleen	New South Wales Department of Housing
Bucknall	John	WA Ministry of Housing
Byrde	Ivor	WA Ministry of Housing
Camarri	Warren	WA Ministry of Housing
Canty	Karl	ACT Department of Urban Services
Chamberlain	Fiona	Territory Housing
Coles	David	NT Department of Local Government
Corkery	Gillian	Queensland Department of Housing
Corne	Mike	Queensland Department of Housing
Davidson	Jim	SA Department of Human Services
Dickson	Brian	SA Department of Human Services
Dodge	Peter	Tasmania Department of Health and Community Services
Dunnewijk	Rogier	Tasmania Department of Health and Community Services
Ferguson	Helen	Queensland Department of Housing
Fordham	Simon	Queensland Department of Housing
Franklin	Alan	ACT Department of Urban Services
Franklin	Graham	NT Department of Local Government
Galante	Anthony	WA Ministry of Housing
Gascoigne	Chris	South Australian Housing Trust
Gurtner	Paul	Queensland Department of Housing
Hakehost	Ian	WA Ministry of Housing
Hall	Greg	Queensland Department of Housing
Hanlon	Greg	Tasmania Department of Health and Community Services
Harding	Barry	NT Department of Corporate and Information Services
Harrison	Gavin	ATSIC Tasmania
Harwood	Deb	Tasmania Department of Health and Community Services
Hawthorne	Bronwyn	Queensland Department of Housing
Holding	Roger	WA Ministry of Housing
Horrigan	Kay	Victoria Department of Human Services

Hurst	Anne	WA Ministry of Housing
Hyland	Bob	ACT Department of Urban Services
John	David	Queensland Department of Housing
Joscelyne	Julian	Tasmania Department of Health and Community Services
Jowitt	Emmy	Tasmania Department of Health and Community Services
Joyce	Greg	WA Ministry of Housing
Kelly	David	WA Ministry of Housing
Keynes	David	NT Department of Corporate and Information Services
King	Glenn	WA Ministry of Housing
Knight	Rob	Victoria Department of Human Services
Kumnick	Michelle	SA Homestart
L'Verty	David	ATSIC Representative (WA)
Londale	Peter	WA Ministry of Housing
Lonsdale	Peter	WA Ministry of Housing
Lypka	Barbara	Tasmania Department of Health and Community Services
MacDonald	Natalie	Queensland Department of Housing
Martin	Melanie	Queensland Department of Housing
Maunder	Jeff	New South Wales Department of Housing
McDonanld	Donna	Queensland Department of Housing
McShane	Danielle	Tasmania Department of Health and Community Services
Miller	Dan	Queensland Department of Housing
Moran	Brendon	SA Department of Human Services
Morris	Geoff	Queensland Department of Housing
Morris,	Melda	Queensland Department of Housing
Mullen	John	WA Ministry of Housing
Murphy	Patrick	Territory Housing
Mylius-Clarke	Peter	SA Department of Human Services
Newman	Tony	Victoria Department of Human Services
Neylan	Julian	New South Wales Department of Housing
Norton	David	South Australian Housing Trust
O'Donnell	Jeff	ACT Department of Urban Services
Oliver	Nick	WA Ministry of Housing
Paetow	Cindy	Victoria Department of Human Services
Pallos	Gabrielle	New South Wales Department of Housing
Papadopoulos	Michael	Victoria Department of Human Services
Phillips	Gabrielle	New South Wales Department of Housing
Phillips	Jim	South Australian Housing Trust
Phillips	Rhonda	Queensland Department of Housing

Press	Mike	NT Department of Local Government
Ransley	Danny	Tasmania Department of Health and Community Services
Rechner	Jill	Territory Housing
Sar	Sokha	ACT Department of Urban Services
Siebert	Peter	NT Department of Local Government
Slatter	Brian	Territory Housing
Smith	Warren	South Australian Community Housing Authority
Stevens	Ron	New South Wales Department of Housing
Storkey	Gary	SA Homestart
Symons	Graeme	Territory Housing
Tennant	Kevin	WA Ministry of Housing
Thompson	Melissa	South Australian Housing Trust
Totten	Jan	Territory Housing
Trench	Tim	ACT Department of Urban Services
Vanermeer	Craig	Queensland Department of Housing
Vincent	Bronwyn	ACT Department of Urban Services
Wall,	Clare	ACT Department of Urban Services
Walsh	Bryan	WA Ministry of Housing
Wansey	Jim	NT Housing
Webb	Chris	ACT Department of Urban Services
Weeks	Ian	Queensland Department of Housing
Wenzel	Ray	Queensland Department of Housing
Whitehead	Jan	Territory Housing
Woodruff	Richard	Victoria Department of Human Services
Woolman	Annie	South Australian Housing Trust





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