



The NRSCH Review  
Director – Housing  
Strategic Policy – Commissioning  
Department of Families and Community Services  
Locked Bag 10  
Strawberry Hills, NSW, 2012

Dear Sir/Madam

The Australian Institute of Health and Welfare (AIHW) welcomes the opportunity to make a submission to the Review of the National Regulatory System for Community Housing (NRSCH).

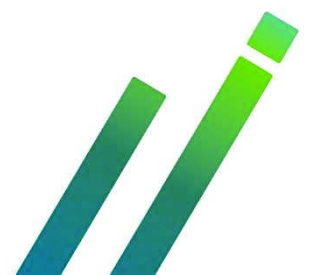
The AIHW is the leading health and welfare statistics agency in Australia, regarded as international leaders in this field. We improve the health and welfare of all Australians by providing information and statistics that can be trusted and used with confidence. Our high quality, independent evidence is used by many to improve policies and services on a range of health and welfare issues and topics, including housing and homelessness.

We manage the following national **housing and homelessness data collections** on behalf of state and territory governments, which may be of interest to the Review:

- [Community Housing data collection](#): capturing information about community housing organisations, the dwellings they manage and the tenants assisted.
- [Indigenous Community Housing data collection](#): capturing information about Indigenous community housing organisations, the dwellings they manage and tenants assisted.
- [Public Housing and State Owned and Managed Indigenous Housing data collections](#): capturing information about public housing and state owned and managed Indigenous housing dwellings and the tenants assisted.
- [Specialist Homelessness Services Collection](#) (SHSC): capturing information about people who are referred to, or seek assistance from, specialist homelessness services.
- [National Social Housing Survey](#) (NSHS): capturing information on social housing tenants (including community housing tenants) and their social housing experiences.

These data collections can provide insights into populations of interest to the NRSCH Review. In particular:

- Some of the community housing providers in-scope for the NRSCH are in-scope for either the Community Housing data collection, the Indigenous Community Housing data collection or the SHSC. Published data and customised data requests from these data



collections can provide additional insights into the characteristics and performance of the sector in support of the Review.

- The NSHS produces **nationally-consistent** tenant satisfaction data and can be used to compare tenant satisfaction across public housing, state owned and managed Indigenous housing, and community housing. These data are similar to the NRSCH tenant satisfaction metrics, exploring satisfaction levels over the last year with the following services provided by the housing provider:
  - overall services,
  - day to day maintenance services, and
  - emergency maintenance services.

The NSHS also captures rich contextual data which may support the Review.

- The Public Housing and State Owned and Managed Indigenous Housing data collections capture information that can be used to compare the performance of the community housing sector to the performance of state managed housing services.

Findings from these data collections are reported in a range of publications, including [AIHW publications](#), the [Report on Government Services](#) and the Council of Australian Governments' [Performance Dashboard](#). We compile and report on these data collections annually (except for the NSHS which is conducted and reported every second year).

Customised data can be requested via our [data on request service](#).

We develop, maintain and promote **data standards** to ensure that data collected are nationally consistent. These data standards are supported by the *National Housing and Homelessness Information Infrastructure Agreement*, available on request.

The AIHW is also working in partnership with state governments and the Commonwealth Government through the Housing and Homelessness Data Working Group, to develop a Housing and Homelessness Data Improvement Plan. This group has identified community housing as a potential area for data improvement. We expect that once finalised, this plan will comprise part of the [National Housing and Homelessness Agreement](#).

Regarding **consultation** questions 15 to 17, we believe that there are opportunities to:

- improve the alignment of terminology, concepts, definitions and counting rules across community housing reporting requirements (such as NRSCH metrics and indicators; AIHW-managed housing and homelessness data collections; and state, territory and Commonwealth funding-agreement-related reporting requirements including for the National Disability Insurance Agency Specialist Disability Accommodation);
- improve coordination of the NSHS with NRSCH evidence requirements for tenant/resident feedback;
- improve data sharing arrangements and coordination across reporting systems;
- establish arrangements to better support data integration projects; and
- improve the efficiency of collection, collation and reporting of community housing data, such as by improving the connectedness between data standards and tenancy management systems to improve data quality at the source.

Realising these opportunities will help to improve accountability for community housing while reducing the reporting burden. For example, through enabling better comparisons of the performance of registered and unregistered community housing providers and comparing the performance of community housing and state-managed housing.

Thank you for the opportunity to make a submission to the Review of the NRSCH. Please contact [REDACTED],

[REDACTED] if you would like to discuss this submission.

Yours sincerely



Barry Sandison  
Chief Executive Officer, Australian Institute of Health and Welfare

4 April 2019