



Community Housing Regulatory Framework

Guidance Note

Performance Outcome 7: Financial Viability



Table of Contents

1. About the Community Housing Regulatory Framework.....3

2. Introduction.....3

3. What is financial viability?4

4. Financial performance report.....4

5. Financial viability measures and data definitions9

6. Other financial performance ratios..... 13

7. Addressing issues and reporting our findings 16

8. Summary..... 16

9. References:..... 17

10. For more information..... 17

Annexure 1: Definitions..... 18

Glossary 50



1. Introduction

The Community Housing Regulatory Framework (Framework) is a regulatory system designed to contribute to a well governed and managed community housing sector and provide a platform for the ongoing development and viability of the community housing sector.

Community housing providers (providers) are organisations that deliver social or affordable housing for people on lower incomes and housing-associated services covered by the social and affordable housing policies of government policy and funding agencies.

The key objectives of the Framework are to:

- Ensure that oversight of providers is targeted to key areas of sector risk and to the aims and intended outcomes of social housing;
- Provide a consistent regulatory environment to support the growth and development of the community housing sector;
- Ensure public investment in community housing is adequately protected against inappropriate use and retained for legitimate sector purposes; and
- Provide confidence to governments and financial institutions that organisations are financially viable and well governed.

A suite of Operational Guidelines guides the overall operation of the Framework.

The scope of a Community Housing Registration Office's (CHRO) functions under the Framework is limited to regulatory activities under the Framework.

The CHRO operates at arms-length from the funding and contractual functions of Department of Housing and Works to maintain regulatory independence and ensure the integrity of the Framework.

2. Introduction

The Framework adopts the National Regulatory Code which sets out the performance outcomes and requirements that must be met by providers registered under the Framework.

Providers must demonstrate their capacity to comply with the Framework on application and once registered, must demonstrate ongoing compliance with the Framework.

The Evidence Guidelines describe the performance outcomes and evidence sources for assessing providers against the performance outcomes and requirements for different types of providers (classified as Tier 1, 2 and 3 providers).

Financial viability is one of seven performance outcomes specified for providers within the



National Regulatory Code.

3. What is financial viability?

Financial viability is the ability to generate sufficient income to meet operating payments, debt commitments and, where applicable, to allow for growth while maintaining service levels.

The assessment of financial viability is an integrated process involving a review of the audited financial statements, Financial Performance Report, and business planning documents, such as operational and strategic plans and other information that supports our financial analysis.

The initial focus of the financial viability assessment is the audited financial statements for the previous financial year. As part of our analysis, trends and overall performance of the provider are compared with the budget. The forecasts are analysed to ensure the provider remains viable into the foreseeable future.

To place these results into a broader context, the provider's business planning documents are used in order to understand their future plans as well as their perspective on the business, growth (where applicable) and risks.

Our assessment may require information around financial plans (where applicable), such as a provider's resource management, growth plans, capital structure, treasury management and liquidity.

Performance and assessment data will be used to inform a risk-based assessment of all registered providers to determine compliance with the Framework. This will determine the level of regulatory engagement and where necessary action.

4. Financial Performance Report

The Financial Performance Report (FPR) is used to assess the financial viability of providers.

The report is designed to allow for analysis of organisational performance using a comprehensive suite of financial measures. When reviewed alongside the business planning documents and audited financial statements, the FPR is a powerful tool for the assessment of organisational performance and the impact of future decisions on the provider's viability.

The FPR is a Microsoft Excel document that features a number of worksheets covering:

- instructions for use and definitions,
- financial worksheets with historical and forecast sections,
- development and financing assumptions,
- ratio analysis, trend analysis and charts (automatically generated from data entered), and
- some non-financial measures.

The segmentation in the Segmented Business Analysis worksheet helps us understand the



financial contribution that each business segment brings into the overall financial viability and identify potential risks.

The segmented business analysis worksheet has five segments:

1. Corporate Overheads
2. Long term housing – Owned
3. Long term housing – Managed
4. Other housing business
5. Other non-housing business activities

Indirect costs not related to any particular business segments (for example Chief Executive Officer and Chief Finance Officer salaries) are included under corporate overheads. These overheads are then allocated to different business segments based on appropriate methods. This could be based on drivers like number of full time equivalent (FTE) positions, percentage of revenue etc.

The underlying assumption behind separating the housing portfolio by owned and managed is to look at the responsibility for maintenance and capital works to sustain owned assets. Moreover, the owned portfolio may also carry some level of debt with leverage expectations. Separating the two segments (owned and managed) gives us a clear understanding of financial performance considering the particular characteristics of each segment.

The majority of work undertaken to assess financial viability is based in the form of a review of documents submitted to us. The nature of that review is determined by the tier of the housing provider.

Providers will have different disclosure requirements depending on their tier.

Tier 1 providers are expected to submit two years of historical and ten years of forecast information.

Tier 2 providers submit two years of historical and ten years of forecast information.

Tier 3 providers submit two years of historical and two years of forecast information.

On registration a provider must demonstrate that it is financially viable in the context of Performance Outcome 7: financial viability. Viability is reviewed in conjunction with the provider's business planning documents, its financial policies and procedures, and its financial strategies for the future. Once registered the provider must demonstrate ongoing compliance with this performance outcome. The table below highlights the sources of evidence to demonstrate capacity and evidence which will be used to demonstrate compliance. These sources are not intended to be prescriptive or exhaustive and the provider may use alternative business evidence or data to demonstrate capacity to comply or compliance with the Framework.



Performance Outcome 7 - Financial Viability - The Community Housing Provider is financially viable at all times			
Performance requirements	Performance indicators	Thresholds	Examples of evidence sources to demonstrate capacity and compliance
Ensuring a viable capital structure	The provider monitors and manages its capital structure to achieve its business goals.	Capital adequacy – the provider has sufficient capital resources to be able to absorb unexpected losses and to manage adverse shocks so that it can meet its commitments to investors.	<p>Tiers 1, 2 and 3:</p> <ul style="list-style-type: none"> • Business planning documents • Recent governing body (and relevant sub-committees if applicable) minutes reflecting discussions about capital structure with relevant operational and financial reports • Annual Report • Financial Performance Report • Audited financial statements for the last two financial years • Audit management letter for the most recent financial year (where they have been issued) • Financial viability measures data • Debt financing arrangements and covenants • Board approved budget and forecast, including financial assumptions • Growth and development plans (if applicable) <p>May be requested Recent project proposals (development and capital investments) and governing body consideration and approval (sample minutes)</p>
Maintaining appropriate financial performance	The provider monitors and manages its financial performance to achieve its business goals.	<ul style="list-style-type: none"> • Financial performance is monitored and managed for short, medium and long-term viability. • There are no significant and ongoing or repeated instances of inappropriate financial performance and/or failure to achieve business goals due to inappropriate financial performance. 	<p>Tiers 1, 2 and 3:</p> <ul style="list-style-type: none"> • Business Planning documents • Recent governing body (and relevant sub-committees if applicable) minutes about financial performance with relevant operational and financial reports • Annual Report • Financial Performance Report • Audited financial statements for the last two financial years



Performance Outcome 7 - Financial Viability - The Community Housing Provider is financially viable at all times			
Performance requirements	Performance indicators	Thresholds	Examples of evidence sources to demonstrate capacity and compliance
			<ul style="list-style-type: none"> • Audit management letter for the most recent financial year (where they have been issued) • Financial viability measures data • Governing body consideration and approval of budget and forecasts including financial assumptions • Financial planning, sensitivity analysis and scenario testing • Debt financing arrangements and covenants <p>May be requested</p> <ul style="list-style-type: none"> • Recent project proposals (development and capital investments) and governing body consideration and approval (sample minutes) • Budget proposal and discussion papers and governing body minutes reflecting approval
Managing financial risk exposure	The provider monitors and manages its financial risk exposure to protect its financial interest and the interest of investors.	<ul style="list-style-type: none"> • Opportunities for financial risks to crystallise are minimised. • There are no significant and ongoing or repeated instances of risks crystallising. • Any crystallising risks are dealt with in a prompt and effective manner. 	<p>Tiers 1, 2 and 3:</p> <ul style="list-style-type: none"> • Business planning documents • Audited financial statements for the last two financial years • Financial Performance Report • Financial and risk management policies and procedures • Financial risk management process • Governing body (and relevant sub-committee if applicable) minutes reflecting discussions about financial events and risk management (sample) • Financial planning, sensitivity analysis and scenario testing • Documented risk management system • Risk management plan • Risk register • Debt financing arrangements and covenants



5. Financial viability measures and data definitions

The financial measures provide an input to the assessment of performance of providers under the Framework and supplement the Evidence Guidelines.

Financial measures are considered as a suite of indicators to assess financial performance.

The financial measures include performance thresholds for some requirements as an indicative guide to assessing performance results. The thresholds do not determine capacity or compliance. Rather, they provide an indication of performance and a useful starting point against which results can be assessed.

Performance results that are below, or are trending below, a threshold or a combination of thresholds will raise a flag that there may be a performance concern to be addressed in the assessment of the provider's capacity or ongoing compliance.

The CHRO will seek to understand whether the provider is not complying with the performance requirement or whether the level of performance relates to particular circumstances.



Measure	Ratio	Calculation	Performance Threshold	Performance Outcome	Data Definition
Operating EBITDA margin	Percentage	$\frac{C33}{(C10-C7-C5)}$	Tier 1: 8% to 15% Tier 2: 3% to 10% Tier 3: 0% to 5%	7b	<ul style="list-style-type: none"> Operating EBITDA (Operating Earnings before interest, tax, depreciation and amortisation) / Operating Revenue. Indicates the provider's profitability as a percentage of operating revenue. Operating revenue excludes capital grants and non-cash income. Providers with material interest bearing debt would be expected to operate at higher levels.
Working capital ratio	Ratio	$\frac{(C43-C39)}{(C66-C60-C64)}$	Tier 1, 2 & 3: >1.5 times	7b	<ul style="list-style-type: none"> Current Assets less unspent capital grants / Current Liabilities less (capital grants received in advance and accommodation bonds). Indicates the provider's profitability as a percentage of operating revenue.
Amended quick ratio	Ratio	$\frac{(C38+C40+C91)}{(C66-C60-C64)}$	Tier 1, 2 & 3: >1.2 times	7b	<ul style="list-style-type: none"> (Cash, Short-term investments and unused overdraft facilities) / Current liabilities less (capital grants received in advance and accommodation bonds). Indicates the provider's profitability as a percentage of operating revenue.
Operating cash adequacy	Percentage	$\frac{C98}{C104}$	Tier 1: >1.20 times Tier 2: >1.05 times	7b/6a	<ul style="list-style-type: none"> Operating Cash Inflows / Operating Cash Outflows. Indicates whether cash flows generated from the provider's operations are enough to pay for its ongoing expenses.



Measure	Ratio	Calculation	Performance Threshold	Performance Outcome	Data Definition
			Tier 3: >1.00 times		
Gearing ratio	Ratio	$\frac{(C57+C135+C136+C61+C62+C63+C69+C70+C137+C138+C71)}{(C55)}$	Tier 1, 2 & 3: <30%	7a/7b	<ul style="list-style-type: none"> Total repayable debt / Total assets less intangible assets. Indicates how much a provider owes compared to how much it has invested.
Interest cover ratio	Ratio	$\frac{C33}{(C30 + C31+C123+C124)}$	Tier 1, 2 & 3: >1.5 times	7b	<ul style="list-style-type: none"> Operating EBITDA / Financing costs and lease interest paid. Financing costs excludes loan establishment costs. Indicates the provider's ability to pay the interest on its outstanding debt.
Debt serviceability	Ratio	$\frac{(C57+C135+C136+C61+C62+C63+C69+C70+C137+C138+C71)}{(C33-C30-C31-C123-C124)}$	Trend analysis	7a/7b	<ul style="list-style-type: none"> Repayable debt / (Operating EBITDA- finance and lease interest costs). Indicates the provider's ability to meet its debt repayments.
Debt service coverage ratio	Ratio	$\frac{C33}{(C135+C136+C61+C62+C63+C30+C31+C123+C124)}$	Trend analysis	7a/7b	<ul style="list-style-type: none"> Operating EBITDA / (Debt liabilities and finance and lease interest costs). Indicates how many times the provider's loan commitments are covered by the surpluses it generates.



Measure	Ratio	Calculation	Performance Threshold	Performance Outcome	Data Definition
Cash coverage ratio	Ratio	$\frac{(C105+C101)}{(C135+C136+C61+C62+C63+C30+C31+C123+C124)}$	Trend analysis	7b	<ul style="list-style-type: none"> • (Cash flow from operating activities and interest paid) / (Debt liabilities and finance and lease interest costs). • Indicates how many times the provider's loan commitments are covered by the cash it generates from internal operations.
Return on assets	Percentage	$\frac{C35}{[\text{Current year (C55)} + \text{Prior year (C55)}] / 2}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> • Operating EBITDA / Average total assets. • Indicates the profits generated from the provider's assets. • Dependent on asset level of provider. Less assets would normally result in a higher Return on Assets.
Cash Cost of capital	Percentage	$\frac{(C30+C31)}{[\text{Current year (C55)} + \text{Prior year (C55)}] / 2}$	Tier 1, 2: <=2.5% Tier 3: <2.5%	7b	<ul style="list-style-type: none"> • Total finance costs / Average total assets. • Indicates the provider's cost of acquiring its assets. • Related to return on assets: should be at least 1-3% lower than return on assets. Finance costs should exclude loan establishment costs.



6. Other financial performance ratios

Below is a list of other financial ratios used to assess financial performance.

Measure	Unit	Calculation	Performance Threshold	Performance Outcome	Data Definition
Total rental revenue per tenancy unit	\$	$\frac{C3}{(S32+S56+S82)}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> Total rental revenue divided by the total number of tenancy agreements.
Total responsive maintenance per housing unit	\$	$\frac{C13}{(S30+S31+S54+S55+S80+S81+S104+S105)}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> Total responsive maintenance expense divided by total housing units. Applies where providers have responsive maintenance responsibility.
Total non-capitalised planned maintenance per housing unit	\$	$\frac{C14}{(S30+S31+S54+S55+S80+S81+S104+S105)}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> Total planned maintenance expense divided by total housing units. Applies where providers have planned maintenance responsibility.
Total corporate overhead/Total operating expenditure	%	$\frac{C16}{C19}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> Total Corporate overhead divided by total operating expenses.
Employee expenses/Number of FTE	\$	$\frac{(C15+S2)}{(S7+S35+S60+S85+S104)}$	Trend analysis	7b/6a	<ul style="list-style-type: none"> Employee expenses divided by total number of FTE.



Measure	Unit	Calculation	Performance Threshold	Performance Outcome	Data Definition
Bad debts written off during the year/Rental Revenue	%	$\frac{C17}{C3}$	Trend analysis	7b/6a	<ul style="list-style-type: none">• Bad debts divided by rent revenue.• Bad debts written off during the year may be from current or past year rental debtors.

NB: C = Consolidated Business Analysis worksheet

S = Segmented Business Analysis worksheet



In assessing a provider's overall financial viability, we also consider:

- History and management of the provider, objectives and strategies, business risks and mitigation strategies;
- Operating environment, external factors, nature of the entity, financial and accounting policies, and internal control systems;
- Operating surplus, in particular looking at operating margins and financial efficiency after removing the impact of capital grants, non-cash income, fair value gains, profit and loss on disposal of assets, and other unusual and non-operating items;
- Cash flow dynamics and the organisation's ability to meet its financial obligations;
- Capital structure and debt management;
- Governance, in particular the role of the governing structures in the financial planning and monitoring, and the decision making process of financial matters;
- Development activities and plans for growth; and
- Other information that affects the determination of an organisation's financial viability includes the organisation's capacity to meet its financial obligations.

A comprehensive financial assessment not only focuses on available financial data, but also on non-financial data and qualitative factors that will determine the success in overall financial viability. This includes:

- group structures and partnerships,
- debt financing arrangements (debt covenants),
- asset management plan, and
- level of involvement in diverse business activities.

Financial ratios quantify and highlight key financial relationships but have limitations. They do not explain underlying causal factors and whether such factors might improve or worsen.

Financial data is considered within the context in which the organisation operates, including the quality and experience of management, the organisation's strategic objectives and the risks to achievement of those objectives.

Before making a final assessment, the business plan and other performance outcomes (including Governance and Management) are used to apply a context to financial information.



We look for evidence that management is aware of key assumptions and business drivers and has conducted sensitivity and scenario testing as part of a strategy for managing the risks to achieving organisational objectives.

Below are some other indicators which the CHRO would consider in assessing the performance outcome.

Indicator type	Examples	Rationale
Unqualified audit report	Existence of an unqualified audit report.	A qualified audit report may highlight potential concerns about financial management and viability. We investigate further and discuss results with the provider and its auditor.
Timeliness and quality of submission	Extent to which required information is submitted in a timely fashion and quality of submission is maintained to a satisfactory standard.	Extended delays in submission of information may indicate issues with respect to financial management and solvency.
Commentary on financials	Explanation of major variances, changes or events in most recently completed financial statements.	Assists with analysis of the underlying viability of an organisation, and allows us to more clearly understand the financial statements.

7. Addressing issues and reporting our findings

Our first course of action where an issue is identified is discussion with the registered provider to ensure we obtain an accurate and comprehensive understanding of the issue.

A collaborative approach is undertaken to resolving the issue in a timely and logical manner.

Where an issue is more significant, we may seek specific undertakings that require action to be taken.

When unsatisfied with progress made by a provider in resolving an issue, we inform the organisation and clarify expectations. The CHRO has the ability to issue a notice of non-compliance, however this is usually a last resort when all other avenues to resolve the matter have been exhausted.

8. Summary

Financial viability is a critical performance outcome within the National Regulatory Code. The approach taken in assessing viability is thorough and proportionate to the tier level of



registered providers. Compliance with the financial viability performance outcome ensures that organisations can continue to provide services and produce positive outcomes for tenants and strengthen their capacity to manage, and where appropriate, grow affordable rental housing.

They also provide assurance to the wider housing sector, government and investors that funds are being used efficiently and effectively, and fully meet obligations associated with the provision of these funds.

9. Other references

Please refer to these documents for further guidance:

- Community Housing Regulatory Framework (Framework)
- Tiers Guidelines (Appendix A to the Framework)
- National Regulatory Code (Appendix B to the Framework)
- Evidence Guidelines (Appendix D to the Framework)
- Fact sheets and FAQs

10. Further information

For more information on the requirements of Framework, please visit Community Housing Regulation at [Housing investors and partners - Community Housing Organisations](#) or contact the Community Housing Registration Office on e-mail registrar@dohw.wa.gov.au.



Annexure 1: Definitions

1. Segmented financial performance report

Segmented financial performance analyses profitability of business segment types, to give an understanding of the provider's operations, and identify the ability of each segment to be individually viable.

Item no.	Element	Form	Data Definition
S1	Corporate overhead	Heading	<p>Includes expenses that are not directly attributable to individual business segments.</p> <p>For example: CEO salary, CFO and other corporate administrative functions, rent and other costs of office facilities, motor vehicles shared across business segments.</p>
S2	Salaries and wages	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages, employee fees paid, and cost recovery.
S3	Rent and utilities	\$	Cost of rent and utilities that is not directly attributable to individual business segments e.g. office rates, power and water.
S4	Finance/audit/consultancy fees/charges	\$	Financial and other services to the provider as a whole – that cannot be directly attributable to individual business segments.
S5	Other corporate overheads	\$	Other corporate overheads that cannot be attributed to individual business segments.
S6	Total Corporate overhead	Calculation	Sum of the above



Item no.	Element	Form	Data Definition
S7	Average number of corporate FTE	Number	<p>Average full time equivalent (FTE) staffing on corporate activities (includes finance and admin, governance support, executive management). (Total FTE at start of the year plus total FTE at the end of the year)/2. Include only PAID full-time, part-time, and contracted employees. DO NOT include volunteers.</p> <p>Full-time Equivalent (FTE): Measures the number of staff working the equivalent of a full-time week. For example, you have two staff during the week, one work 40 paid hours and one worked 20 paid hours. If full-time hours are 38 (as per the Award), then the FTE is 60 paid hours/38 award hours = 1.58 FTE.</p>
S8	Long term housing - owned	Heading	<p>This section captures revenue and expenses associated with housing assets that your organisation owns /has title to and is used as long term accommodation e.g. Long Term Community Housing, Affordable housing, NRAS, Specialist Disability Accommodation (SDA). This section includes operating and asset development activities from housing assets owned by the CHP. Housing use type long term accommodation is defined as 'no maximum or fixed term'</p>
S9	Rent revenue	\$	Any rent received from tenants or sub-tenants and includes all for the year rents not yet collected but is owed by the tenant (i.e. accruals).
S10	Operating grants	\$	Includes operating funds received from Commonwealth, State and local government, for recurrent and non-recurrent purposes.
S11	Capital grants	\$	Includes capital funds received to acquire, purchase or construct properties, upgrade or enhance existing properties, or acquire other items reported as assets such as individual pieces of equipment.
S12	NRAS subsidy	\$	Subsidy received or receivable in relation to the NRAS program.



Item no.	Element	Form	Data Definition
S13	Non-cash income	\$	Includes asset transfers, and other income in kind that is not reflected by cash received.
S14	Other Revenue	\$	Other revenue not identified above.
S15	Total Income	Calculation	
S16	Property expenses	\$	Insurance, rates and charges, utilities, property management fees, rental expenses.
S17	Responsive maintenance	\$	<p>Responsive maintenance is unplanned and reactive maintenance performed to restore an asset (property) to an operational or safe, secure condition.</p> <p>It may also be the result of unforeseen failures such as storms, fire, forced entry, termite infestation or vandal damage. Includes repairs and maintenance on buildings rented out, gardening, mowing.</p>
S18	Non-capitalised planned maintenance	\$	<p>Planned maintenance is performed to prevent premature deterioration or failure of components within a built asset before it becomes a major failure that leads to a more expensive repair alternative.</p> <p>In addition, planned maintenance includes inspections and servicing of components to meet statutory compliance and components that require mandatory cyclic services to ensure they are in working order, safe and secure condition.</p>
S19	Employee expenses (including employee benefits)	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages, employee fees paid, and cost recovery.
S20	Apportioned corporate overhead	\$	<p>Allocated proportion of corporate overhead (this total should equal the sum of the individual business unit overheads).</p> <p>Providers to determine appropriate allocation method, can be by FTE, number of service units, floor space occupied etc.</p>



Item no.	Element	Form	Data Definition
S21	Bad debts	\$	Bad debts written-off from long term housing - owned units.
S22	Other expenses	\$	Any other operating expense not included above.
S23	Operating expenses	Calculation	Sum of the above
S24	Contribution surplus / (deficit)	Calculation	Total income less operating expenses
S25	Contribution surplus / (Deficit) operating	Calculation	Contribution surplus / (deficit) less capital grants and non cash income
S26	Depreciation and amortisation – housing properties	\$	Depreciation and amortisation of housing assets and right of use assets applicable to this business segment.
S27	Depreciation and amortisation - Other fixed and intangible assets	\$	Depreciation of other fixed assets (e.g. corporate fixed assets, motor vehicles, plant and equipment, etc) and amortisation of intangible assets.
S28	Interest expense	\$	Represents interest paid or interest penalties, including interest accrued that can be attributed to individual business segments. Includes bank charges.
S29	Segment surplus / (deficit)	Calculation	
S30	Total long term housing units developed/ acquired	Number	Number (accumulated as at 30 June) of self-contained housing units that were acquired or developed by the provider. For example, a building (block of units) might be made of 10 self-contained housing units developed by the provider (owned by the provider and reported in its balance sheet).
S31	Total long term housing units transferred (title)	Number	Number (accumulated as at 30 June) of separately titled housing units that were transferred from government.



Item no.	Element	Form	Data Definition
S32	No of residency / tenancy agreements	Number	Number (accumulated as at 30 June) of separate tenancy agreements which belong to long term housing units as defined in this segment. This is the lowest level of accommodation that is rented. For example, a building (block of units) might be made of 10 self-contained housing units (each one with a tenancy agreement). A housing unit may have one or more tenancy agreements.
S33	Average number of FTE	Number	<p>Average full time equivalent staffing dedicated to this particular segment. (Total FTE at start of the year plus total FTE at the end of the year)/2. Include only PAID full-time, part-time, and contracted employees. DO NOT include volunteers.</p> <p>Full-time Equivalent (FTE): Measures the number of staff working the equivalent of a full-time week. For example, you have two staff during the week, one work 40 paid hours and one worked 20 paid hours. If full-time hours are 38 (as per the Award), then the FTE is 60 paid hours/38 award hours = 1.58 FTE.</p>
S34	Long term housing - managed	Heading	This section captures revenue and expenses associated with housing assets that you manage (don't own) on behalf of government and/or other entities and are used as long term accommodation e.g. Long Term Community Housing, NRAS. This section includes operating and asset development activities performed on behalf of government and/or other entities. Housing use type long term accommodation is defined as 'no maximum or fixed term'.
S35	Rent revenue	\$	Any rent received from tenants or sub-tenants and includes all rents for the year not yet collected but is owed by the tenant (i.e. accruals).
S36	Operating grants	\$	Includes operating funds received from Commonwealth, State and local government, for recurrent and non-recurrent purposes.
S37	Fee for service income	\$	Includes the sale or provision of service to non-government clients.



Item no.	Element	Form	Data Definition
S38	Non-cash income	\$	Includes asset transfers, and other income in kind that is not reflected by cash received.
S39	Other Revenue	\$	Other revenue not identified above.
S40	Total Income	Calculation	
S41	Property expenses	\$	Insurance, rates and charges, utilities, property management fees.
S42	Responsive maintenance expenses	\$	Responsive maintenance is unplanned and reactive maintenance performed to restore an asset (property) to an operational or safe, secure condition. It may also be the result of unforeseen failures such as storms, fire, forced entry, termite infestation or vandal damage. Includes repairs and maintenance on buildings rented out, gardening, mowing.
S43	Non-capitalised planned maintenance	\$	Planned maintenance is performed to prevent premature deterioration or failure of components within a built asset before it becomes a major failure that leads to a more expensive repair alternative. In addition, planned maintenance includes inspections and servicing of components to meet statutory compliance and components that require mandatory cyclic services to ensure they are in working order, safe and secure condition.
S44	Employee expenses (including employee benefits)	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages and, employee fees paid, and cost recovery.
S45	Apportioned corporate overhead	\$	Allocated proportion of corporate overhead. Providers to determine appropriate allocation method, can be by FTE, number of service units, floor space occupied etc.
S46	Bad debts	\$	Bad debts written-off from long term housing – managed units.
S47	Other expenses	\$	Any other operating expense not included above.



Item no.	Element	Form	Data Definition
S48	Operating expenses	Calculation	
S49	Contribution surplus /(deficit)	Calculation	Total income less operating expenses
S50	Contribution surplus/ (Deficit) operating	Calculation	Contribution surplus / (deficit) less non cash income
S51	Depreciation and amortisation - Other fixed and intangible assets	\$	Depreciation of other fixed assets (e.g. corporate fixed assets, motor vehicles, plant and equipment, etc) and amortisation of intangible assets.
S52	Interest expense	\$	Represents interest paid or interest penalties, including interest accrued that can be attributed to individual business segments. Includes bank charges.
S53	Segment surplus / (deficit)	Calculation	
S54	Number of housing units managed on behalf of government	Number	Number (accumulated as at 30 June) of self-contained housing units managed by the provider on behalf of government. For example, a building (block of units owned by the Housing Agency) with 10 self-contained housing units (owned by the Housing Agency but managed by the provider).
S55	Number of housing units managed on behalf of other entities	Number	Number (accumulated as at 30 June) of self-contained housing units managed by the provider on behalf of other non-government entity. For example, a building (block of units owned by a third non-government entity) with 10 self-contained housing units (owned by the third non-government entity but managed by the provider).



Item no.	Element	Form	Data Definition
S56	No of residency / tenancy agreements	Number	Number (accumulated as at 30 June) of separate tenancy agreements which belong to long term housing units as defined in this segment. This is the lowest level of accommodation that is rented. For example, a building (block of units) might be made of 10 self-contained housing units (each one with a tenancy agreement). A housing unit may have one or more tenancy agreements.
S57	Average number of FTE	Number	<p>Average full time equivalent staffing dedicated to this particular segment. (Total FTE at start of the year plus total FTE at the end of the year)/2. Include only PAID full-time, part-time, and contracted employees. DO NOT include volunteers.</p> <p>Full-time Equivalent (FTE): Measures the number of staff working the equivalent of a full-time week. For example, you have two staff during the week, one work 40 paid hours and one worked 20 paid hours. If full-time hours are 38 (as per the Award), then the FTE is 60 paid hours/38 award hours = 1.58 FTE.</p>
S58	Other housing business	Heading	<p>This section captures revenue and expenses associated with housing not covered under previous housing segments. This could include housing provided with support services and housing used as transitional or crisis accommodation e.g. Community Rent Scheme, Crisis, Supported Accommodation Program (SAP), Home Assist Services (HAS), Home and Community Care (HACC). Depending on the nature of accommodation provided SDA may also be included. This section includes operating and asset development activities related to housing assets used for short term / transitional accommodation. Housing use type Transitional Accommodation is defined as 'typically from at least six months to two years'. Housing use type Crisis Accommodation is defined as 'typically not more than 12 months and often less'.</p>
S59	Rent revenue	\$	Any rent received from tenants or sub-tenants and includes all rents for the year not yet collected but is owed by the tenant (i.e. accruals).



Item no.	Element	Form	Data Definition
S60	Operating grants	\$	Includes operating funds received from Commonwealth, State and local government, for recurrent and non-recurrent purposes.
S61	Capital grants	\$	Includes capital funds received to acquire, purchase or construct properties, upgrade or enhance existing properties, or acquire other items reported as assets such as individual pieces of equipment.
S62	Fee for service income	\$	Includes the sale or provision of service to non-government clients.
S63	Non-cash income	\$	Includes asset transfers, and other income in kind that is not reflected by cash received.
S64	Other Revenue	\$	Other revenue not identified above.
S65	Total Income	Calculation	
S66	Property expenses	\$	Insurance, rates and charges, utilities, property management fees, rental expenses
S67	Responsive maintenance expenses	\$	<p>Responsive maintenance is unplanned and reactive maintenance performed to restore an asset (property) to an operational or safe, secure condition.</p> <p>It may also be the result of unforeseen failures such as storms, fire, forced entry, termite infestation or vandal damage.</p> <p>Includes all costs associated with the repair and maintenance of plant and equipment, buildings and office furniture. Includes repairs and maintenance on buildings rented out, gardening, mowing.</p>
S68	Non-capitalised planned maintenance	\$	<p>Planned maintenance is performed to prevent premature deterioration or failure of components within a built asset before it becomes a major failure that leads to a more expensive repair alternative.</p> <p>In addition, planned maintenance includes inspections and servicing of components to meet statutory compliance and components that require mandatory cyclic services to ensure they are in working order, safe and secure condition.</p>



Item no.	Element	Form	Data Definition
S69	Employee expenses (including employee benefits)	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages, employee fees paid, and cost recovery.
S70	Apportioned corporate overhead	\$	Allocated proportion of corporate overhead. Providers to determine appropriate allocation method, can be by FTE, number of service units, floor space occupied etc.
S71	Bad debts	\$	Bad debts written-off from other housing business.
S72	Other expenses	\$	Any other operating expense not included above.
S73	Operating expenses	Calculation	
S74	Contribution surplus / (deficit)	Calculation	Total income less operating expenses
S75	Contribution surplus/ (Deficit) operating	Calculation	Contribution surplus / (deficit) less capital grants and non cash income
S76	Depreciation and amortisation - Housing assets	\$	Depreciation and amortisation of housing assets and right of use assets applicable to this business segment.
S77	Depreciation and amortisation - Other fixed and intangible assets	\$	Depreciation of other fixed assets (e.g. corporate fixed assets, motor vehicles, plant and equipment, etc) and amortisation of intangible assets.
S78	Interest expense	\$	Represents interest paid or interest penalties, including interest accrued that can be attributed to individual business segments. Includes bank charges.
S79	Segment surplus / (deficit)	Calculation	



Item no.	Element	Form	Data Definition
S80	Number of units managed on Behalf of government	Number	Number (accumulated as at 30 June) of self-contained housing units managed by the provider on behalf of government. For example, a block of 10 self-contained housing units (owned by the Housing Agency but managed by the provider). A rooming house (owned by government) would be counted as one self-contained housing unit.
S81	Number of units managed on behalf of other entities	Number	Number (accumulated as at 30 June) of self-contained housing units managed by the provider on behalf of other non-government entity. For example, a block of 10 self-contained housing units (owned by a third non-government entity but managed by the provider). A rooming house (owned by a third non-government entity) would be counted as one self-contained housing unit.
S82	No of residency / tenancy agreements	Number	Number (accumulated as at 30 June) of separate tenancy agreements which belong to short to medium term housing units as defined in this segment. This is the lowest level of accommodation that is rented. For example, a building (block of units) might be made of 10 self-contained housing units (each one with a tenancy agreement), or a rooming house would be counted as one self-contained housing unit (with multiple tenancy agreements). A housing unit may have one or more tenancy agreements.
S83	Average number of FTE	Number	<p>Average full time equivalent staffing dedicated to this particular segment. (Total FTE at start of the year plus total FTE at the end of the year)/2. Include only PAID full-time, part-time, and contracted employees. DO NOT include volunteers.</p> <p>Full-time Equivalent (FTE): Measures the number of staff working the equivalent of a full-time week. For example, you have two staff during the week, one work 40 paid hours and one worked 20 paid hours. If full-time hours are 38 (as per the Award), then the FTE is $60 \text{ paid hours} / 38 \text{ award hours} = 1.58 \text{ FTE}$.</p>



Item no.	Element	Form	Data Definition
S84	Other non-housing business	Heading	This section captures revenue and expenses associated with non-housing business / services. This could include aged care, retirement, health, training and any other non-housing services conducted by the provider. This section also includes all non-SDA NDIS services. This includes revenue and expenses associated with Supported Independent Living (SIL) and Support Co-Ordination Services. This section may also include commercial asset development activities that are not used for community housing.
S85	Operating grants	\$	Includes operating funds received from Commonwealth, State and local government, for recurrent and non-recurrent purposes.
S86	Capital grants	\$	Includes capital funds received to acquire, purchase or construct properties, upgrade or enhance existing properties, or acquire other items reported as assets such as individual pieces of equipment.
S87	Non cash income	\$	Includes asset transfers, and other income in kind that is not reflected by cash received.
S88	Other revenue	\$	Other revenue not identified above.
S89	Total income	Calculation	Sum of the above accounts
S90	Employee expenses (including employee benefits)	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages.
S91	Apportioned corporate overhead	\$	Allocated proportion of corporate overhead. Providers to determine appropriate allocation method, can be by FTE, number of service units, floor space occupied etc.
S92	Other expenses	\$	Any other operating expense not included above.
S93	Operating expenses	Calculation	Sum of expense accounts above



Item no.	Element	Form	Data Definition
S94	Contribution surplus /(deficit)	Calculation	Total income less operating expenses
S95	Contribution surplus/ (Deficit) operating	Calculation	Contribution surplus / (deficit) less capital grants and non cash income
S96	Depreciation and amortisation - Other fixed and intangible assets	\$	Depreciation of other fixed assets (e.g. non-housing property, corporate fixed assets, motor vehicles, plant and equipment, etc) and amortisation of intangible assets.
S97	Interest expense	\$	Represents interest paid or interest penalties, including interest accrued that can be attributed to individual business segments. Includes bank charges.
S98	Segment surplus / (deficit)	Calculation	
S99	Average number of FTE	Number	<p>Average full time equivalent staffing dedicated to this particular segment. (Total FTE at start of the year plus total FTE at the end of the year)/2. Include only PAID full-time, part-time, and contracted employees. DO NOT include volunteers.</p> <p>Full-time Equivalent (FTE): Measures the number of staff working the equivalent of a full-time week. For example, you have two staff during the week, one work 40 paid hours and one worked 20 paid hours. If full-time hours are 38 (as per the Award), then the FTE is 60 paid hours/38 award hours = 1.58 FTE.</p>
S100	Lease/financial interest expense	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that can be attributed to this business segment.
S101	Depreciation and amortisation - Housing assets	\$	Depreciation and amortisation of housing assets and right of use assets applicable to this business segment.



Item no.	Element	Form	Data Definition
S102	Lease/financial interest expense	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that can be attributed to this business segment.
S103	Lease/financial interest expense	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that can be attributed to this business segment.
S104	Total other housing units developed/acquired	Number	Number (accumulated as at 30 June) of self-contained housing units that were acquired or developed by the provider and used as transitional or crisis accommodation. For example, a building (block of units) might be made of 10 housing units developed by the provider (owned by the provider and reported in its balance sheet)
S105	Total other housing units transferred (title)	Number	Number (accumulated as at 30 June) of separately titled housing units that were transferred from government
S106	Lease/financial interest expense	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that can be attributed to this business segment
S107	Segment Operating Surplus/ (Deficit)	Calculation	



2. Consolidated financial performance report

This table provides financial information for the whole of the provider. It includes Income Statement, Balance Sheet and Cash Flow Statement and the reconciliation of Operating Cash Flow.

Item no.	Element	Form	Data Definition
C1	Income Statement	Report title	Measures the providers financial performance over a specific accounting period.
C2	Income	Heading	Inflows or other enhancements of assets or decreases of liabilities that result in increase in equity, other than those relating to contributions from equity participants.
C3	Rental Revenue	\$	Any rent received from tenants or sub-tenants and includes all rents for the year not yet collected but is owed by the tenant (i.e. accruals).
C4	Operating Grants	\$	Includes operating funds received from Commonwealth, State and local government, for recurrent and non-recurrent purposes.
C5	Capital Grants	\$	Includes capital funds received to acquire, purchase or construct properties, upgrade or enhance existing properties, or acquire other items reported as assets such as individual pieces of equipment.
C6	NRAS Subsidy	\$	Subsidy received or receivable in relation to the NRAS program.
C7	Non cash income	\$	Includes asset transfers, and other income in kind that is not reflected by cash received.
C8	Fees for service income	\$	Includes the sale or provision of service to non-government clients.
C9	Other revenue	\$	Other revenue not identified above.
C10	Total Income	Calculation	Calculated as the sum of the above operating income items.
C11	Operating Expense	Heading	



Item no.	Element	Form	Data Definition
C12	Property expenses	\$	Insurance, rates and charges, utilities, property management fees, rental expenses.
C13	Responsive maintenance expense	\$	<p>Responsive maintenance is unplanned and reactive maintenance performed to restore an asset (property) to an operational or safe, secure condition.</p> <p>It may also be the result of unforeseen failures such as storms, fire, forced entry, termite infestation or vandal damage. Includes repairs and maintenance on buildings rented out, gardening, mowing.</p>
C14	Non-capitalised planned maintenance	\$	<p>Planned maintenance is performed to prevent premature deterioration or failure of components within a built asset before it becomes a major failure that leads to a more expensive repair alternative.</p> <p>In addition, planned maintenance includes inspections and servicing of components to meet statutory compliance and components that require mandatory cyclic services to ensure they are in working order, safe and secure condition.</p>
C15	Employee expenses	\$	Salaries and wages including: annual leave, fringe benefits tax, long service leave, recruitment expense, salary sacrifice, sick leave, superannuation, termination payments, workers compensation salaries and wages, employee fees paid, and cost recovery.
C16	Corporate overhead	\$	Allocated proportion of corporate overhead (this total should equal the sum of the individual business unit overheads).
C17	Bad debts	\$	Bad debts written-off.
C18	Other expenses	\$	Any other operating expense not included above.
C19	Total operating expenses	Calculation	Sum of operating expenses above.
C20	Contribution from business segments	Calculation	Total income less total operating expense.



Item no.	Element	Form	Data Definition
C21	Other unusual and non-operating items	\$	Any other revenue and expenses that is unusual, non-operating or non-recurring. (Expenses enter as negative).
C22	Fair value gains / (losses)	\$	Gain or (loss) on revaluation of assets.
C23	Profit /(loss) on disposal of housing assets	\$	Gain or (loss) on sale of housing assets.
C24	Profit / (loss) on disposal of other fixed assets	\$	Gain or (loss) on sale of any other fixed assets
C25	EBITDA – Total	Calculation	Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA). Contribution from business segments less sum of the above.
C26	Depreciation and amortisation – Housing properties	\$	Depreciation and amortisation of housing properties and right of use assets.
C27	Depreciation and amortisation – other fixed and intangible assets	\$	Depreciation of other fixed assets (e.g. non-housing property, corporate fixed assets, motor vehicles, plant and equipment, etc) and amortisation of intangible assets.
C28	EBIT	Calculation	Earnings Before Interest and Tax (EBIT). EBITDA less interest income, interest expense, depreciation and amortisation.
C29	Interest income	\$	Includes interest earned on the investments, cash or banked funds.
C30	Interest expenses (segment specific)	\$	Represents interest paid or interest penalties, including interest accrued that can be attributed to individual business segments. Includes bank charges.
C31	Interest expenses (non-segment specific)	\$	Represents interest paid or interest penalties, including interest accrued that cannot be attributed to individual business segments. Includes bank charges.



Item no.	Element	Form	Data Definition
C32	Net surplus before tax	Calculation	EBIT less interest income and interest expense.
C33	Operating EBITDA	Calculation	EBITDA less Capital grants, other unusual and non-operating items, fair value gains/(losses) and profit/(loss) on sale of assets.
C34	Operating EBIT	Calculation	EBIT less Capital grants, other unusual and non-operating items, fair value gains/(losses) and profit/(loss) on sale of assets.
C35	Net operating surplus	Calculation	Net surplus less Capital grants, other unusual and non-operating items, fair value gains/(losses) and profit/(loss) on sale of assets.
C36	Balance Sheet	Report title	Statement of financial position for the provider as an organisation.
C37	Current asset	Heading	All assets with future economic benefit expected to become available or used within the next 12 months.
C38	Cash and cash equivalents	\$	Cash at bank – unrestricted, petty cash, cash float. An investment normally qualifies as cash equivalent only when it is readily convertible to a known amount of cash and has a short maturity of, say, three months or less from the date of acquisition.
C39	Restricted cash	\$	Grants received that are subject to a funding deed restricting the use of the monies for specific purposes or projects.
C40	Short term investments	\$	Includes term deposits and short-term investments e.g. securities, shares in listed or unlisted companies expected to be realised in the next 12 months.
C41	Receivables and other debtors	\$	Includes receivables for trade, rental and other debtors, net of provision for doubtful debts for trade, rental and other debtors, expected to be realised within the next 12 months.
C42	Other current assets	\$	Other current assets not specifically included in previous accounts. May include inventory.



Item no.	Element	Form	Data Definition
C43	Total current assets	Calculation	Sum of the above current asset accounts.
C44	Non-current assets	Heading	
C45	Housing assets	Heading	
C46	Housing assets at cost / fair value	\$	Includes freehold and leasehold land and buildings shown at cost, impaired value or re-valued amount
C47	Housing assets – Accumulated depreciation	\$	Represents the accumulated depreciation to date in respect of buildings and improvements. Investment properties do not need to be depreciated.
C48	Housing assets - Written down value WDV	Calculation	Carrying amount of the preceding two accounts.
C49	Non housing assets	Heading	
C50	Other fixed and intangible assets	\$	Non-housing property, movable plant and equipment, including motor vehicles, rental property furniture and fittings. Intangible assets represent purchased and internally generated e.g. goodwill, software, distribution rights, intellectual property, etc.
C51	Other fixed and intangible assets accumulated depreciation and amortisation	\$	Represents the accumulated depreciation and amortisation to date in respect of other fixed and intangible assets as described above.
C52	Other fixed and intangible assets – Written down value WDV	Calculation	
C53	Other non-current assets	\$	Other non-current assets not included in the accounts above, included non-current receivables from trade, rental and other (net of provision for doubtful debts).



Item no.	Element	Form	Data Definition
C54	Total non-current assets	Calculation	Sum of above non-current asset accounts.
C55	Total assets	Calculation	Sum of current and non-current asset accounts.
C56	Current liabilities	Heading	
C57	Bank overdrafts	\$	Outstanding balance of bank overdraft.
C58	Payables	\$	Includes trade, employee related and other creditors.
C59	Provisions	\$	Represents the current year liability for employee related expenses e.g. long service leave, annual leave, personal/carer's leave, sick leave.
C60	Capital grants (received in advance)	\$	Any capital grants received in advance expected to be used within the next 12 months. Includes unspent capital grants.
C61	Current loan liabilities – housing	\$	Loan liability due and payable within the next 12 months related to housing assets or activities.
C62	Current loan liabilities – other commercial	\$	Loan liability due and payable within the next 12 months related to operations other than housing assets or activities.
C63	Non-interest bearing loans	\$	Loans from related and/or other parties that were not obtained commercially, which are repayable within 12 months, but with no interest costs associated.
C64	Accommodation bonds/loans/ Entrance fees (aged care)	\$	Accommodation bonds/loans/fees that are contractually refundable and become payable by the community housing provider to departed residents.
C65	Other current liabilities	\$	Other current liabilities not specifically included in previous accounts.
C66	Total current liabilities	Calculation	Sum of current liabilities above.
C67	Non-current liabilities	Heading	



Item no.	Element	Form	Data Definition
C68	Provisions	\$	Represents the future years liability for employee related expenses (e.g. long service leave, annual leave, personal/carer's leave, sick leave).
C69	Loan liabilities – housing	\$	Loan liability due and payable in future years related to housing assets or activities.
C70	Loan liabilities other commercial loans	\$	Loan, lease and hire purchase liability due and payable in future years related to operations other than housing assets or activities.
C71	Non-interest-bearing loans	\$	Loans and financing from related and/or other parties that were not obtained commercially, which are repayable in future years, but with no interest costs associated. Also include financing from the government with no specific repayment date(s) and non-commercial convertible debt obligations.
C73	Capital grants (received in advance)	\$	Any capital grants received in advance not expected to be used within 12 months. Includes unspent capital grants.
C74	Accommodation bonds/loans/ Entrance fees (aged care)	\$	Accommodation bonds/loans/fees that are contractually refundable and become payable by the community housing provider to departed residents.
C75	Other non-current liabilities	\$	Other liabilities that are not expected to be actioned in the next 12 months and that are not specifically listed.
C76	Total non-current liabilities	Calculation	Sum non-current liabilities above.
C77	Total liabilities	Calculation	Sum of current and non-current liabilities.
C78	Net assets	Calculation	Total assets less total liabilities.
C79	Retained earnings	Heading	
C80	Retained earnings	\$	Represents the total value of accumulated surpluses over the years, can be surplus or (loss).



Item no.	Element	Form	Data Definition
C81	Net surplus/(deficit)	\$	Current year surplus or deficit from the income statement.
C82	Transfers (to)/from reserves	\$	Represents transfers between accumulated surpluses/(deficits) and reserves through the year.
C83	Total retained earnings	Calculation	Sum of the above retained earnings accounts.
C84	Reserves	Heading	
C85	Opening balance	\$	Represents the total value at the start of the year of any reserves established by the organisation as an internal commitment of future internal provision determined by the board at a board meeting.
C86	Transfers to/(from) reserves	\$	Represents transfers between accumulated surpluses/(deficits) and reserves through the year.
C87	Asset revaluation reserve	\$	Accumulated value of revaluations of non-current assets e.g. land and buildings. Represents the difference in value between the asset's cost and its market (or current) value.
C88	Closing reserve balance	Calculation	Sum of the above reserve accounts.
C89	Total equity	Calculation	Sum of total retained earnings and closing reserve balance. Should equal net assets.
C90	Available overdraft, line of credit or similar	\$	Total level of overdraft or lines of credit approved by financial institution.
C91	Unused overdraft, line of credit or similar	\$	Portion of total overdraft or line of credit that has not been used or has been repaid into the overdraft or line of credit account.
C92	Cash flow statement	Report title	
C93	Operating cash inflow from:	Heading	



Item no.	Element	Form	Data Definition
C94	Government operating grant received	\$	Represents total cash received from government for operating grants.
C95	Receipts from clients/ tenants	\$	Represents total cash received from tenants and other clients during the year.
C96	Interest received	\$	Reflects actual cash received in the form of interest received from financial institutions and/or related entities.
C97	Other inflow	\$	Any other cash inflow that has not been incorporated in the above accounts.
C98	Total operating cash inflow	Calculation	Total of operating cash inflow accounts.
C99	Cash was applied to:	Heading	
C100	Payment to Employees and suppliers	\$	Total cash paid to employees and suppliers for operating activities.
C101	Interest paid	\$	Reflects actual cash paid to financial institutions and/or related entities for interest on loans and other financial charges.
C103	Other outflow	\$	Any other operating cash payments not included in the above accounts, including tax payments.
C104	Total operating cash outflow	Calculation	Sum of the above operating cash outflow accounts.
C105	Cash flow from operating activities	Calculation	Total operating cash inflow less total operating cash outflow.
C106	Cash flow from investment activities	Heading	Represents cash payments for investment in community housing and other fixed assets. Includes capitalised maintenance.



Item no.	Element	Form	Data Definition
C107	Cash from divestments (sale of fixed assets)	\$	Proceeds from the sale of non-current assets received during the year.
C108	Housing properties	\$	Cash paid to developers and other suppliers for housing assets.
C109	Other fixed assets investments	\$	Cash paid to purchase or build other fixed assets.
C110	Capitalised planned maintenance	\$	Cash paid for maintenance that materially increases the value of assets.
C111	Other investment cash flows	\$	Any other cash payments or receipts related to investment activities.
C112	Cash flow from investing cash activities	Calculation	Sum of the above investment cash flow accounts.
C113	Cash flow from financing activities	Heading	Represents the cash used to finance investments and / or operational shortfalls.
C114	Government capital grants/ other capital grants	\$	Receipts from government and other sources for capital grants.
C115	New loans	\$	Cash inflow from new loans or new draw down of lines of credit.
C116	Loan repayments	\$	Cash outflow to repay loans or reduce lines of credit.
C117	Overdraft	\$	Cash flow from the use of approved overdraft, includes draw down and repayment.
C118	Other financial cash flows	\$	Other financial cash flows not included in the above.
C119	Cash flow from financing activities	Calculation	Sum of the above financial cash flow accounts.



Item no.	Element	Form	Data Definition
C120	Net cash flow	Calculation	Total of operating, investment and financial cash flows.
C121	Opening cash balance	\$	Cash and cash equivalents at the beginning of the year (equals the balance at the end of the previous year).
C122	Closing cash balance	Calculation	Cash and cash equivalents at the end of the year (will be carried forward to the following year as opening cash balance).
C123	Lease/financial interest expense (Segment specific)	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that can be attributed to individual business segments.
C124	Lease/financial interest expense (Non-segment specific)	\$	Represents interest paid on lease liabilities and financial liabilities associated with leased or service concession assets that cannot be attributed to individual business segments.
C125	Income tax expense	\$	Income tax paid by an organisation operating to make a profit.
C126	Net surplus after tax	Calculation	Net surplus less income tax expense
C127	Dividends	\$	Dividends paid to the organisation's members or shareholders.
C128	Net surplus (Deficit)	Calculation	Net surplus less income tax expense and dividends.
C129	Right of use/Concession assets (Housing) at cost/fair value	\$	Represents the organisation's right to use an asset for housing related activities for the term of a lease or service concession arrangement.
C130	Right of use/Concession assets (Housing)- Accum depr/amortisation	\$	Accumulated depreciation to date in respect of right of use assets and service concession assets that are used for housing activities.



Item no.	Element	Form	Data Definition
C131	Right of use/Concession assets Housing)-Written down value WDV	Calculation	
C132	Right of use/Concession assets (Non-housing) at cost/fair value	\$	Represents the organisation's right to use an asset for activities other than housing for the term of a lease or service concession arrangement.
C133	Right of use/Concession assets (Non-housing)-Accum depr/amortisation	\$	Accumulated depreciation to date in respect of right of use assets and service concession assets that are used for activities other than housing.
C134	Right of use/Concession assets (Non-Housing)-Written down value WDV	Calculation	
C135	Current lease/financial liabilities - Housing	\$	Lease liabilities relating to right of use assets and financial liabilities relating to service concession assets used for housing activities that are due and payable within the next 12 months.
C136	Current lease/financial liabilities - Non-housing	\$	Lease liabilities relating to right of use assets and financial liabilities relating to service concession assets used for activities other than housing that are due and payable within the next 12 months.
C137	Lease/financial liabilities - Housing	\$	Lease liabilities relating to right of use assets and financial liabilities relating to service concession assets used for housing activities that are due and payable in future years.
C138	Lease/financial liabilities - Non-housing	\$	Lease liabilities relating to right of use assets and financial liabilities relating to service concession assets used for activities other than housing that are due and payable in future years.



Item no.	Element	Form	Data Definition
C139	Share Capital	\$	Total amount raised by the organisation through issued shares. Includes member funds.

3. Development and financing worksheet definitions

The Development and Financing worksheet includes economic assumptions, development assumptions – housing units, development assumptions – non-housing units and other fixed assets, and loan details.

Item no.	Element	Form	Data Definition
DF1	Economic assumptions	Heading	
DF2	Inflation rate on rent (%)	%	Estimate of the rate of increase in rental prices. Used to estimate future rental revenue of a housing provider
DF3	Inflation rate on operating costs (%)	%	Estimate of the rate of increase in operating costs of a housing provider. Includes costs such as employee costs, rates and charges, insurances, and other costs included in direct operations of running a social business
DF4	Inflation rate on construction / development costs (%)	%	Estimate of the rate of increase in construction and development costs. Includes housing and non-housing, and other fixed asset construction and development costs
DF5	Development Assumptions - housing units	Heading	(For the purpose of this worksheet, please match funding income to capital expenditure)
DF6	Total cost of new housing units (GST exclusive)	\$	The total gross capital cost of all new housing units completed during each period, irrespective of the type of housing or nature of the funding



Item no.	Element	Form	Data Definition
DF7	Sales proceeds	\$	The total amount of sales proceeds from housing units that will be netted off against the total cost of development of new housing units during each period. Includes the sale of housing properties for lease-back schemes during each period. (GST exclusive) (Enter as negative)
DF8	Net cost	Calculation	Sum of the above
DF9	Number of community housing units to be developed	Number	Number of new community housing properties for which capital costs are included in Development assumptions
DF10	Financed by:	Heading	Include in the following lines all sources of finance being used to fund new development and capital expenditure. These should be positive and not used to show loan facilities drawn down in anticipation of future development.
DF12	Government Capital Grants (GST exclusive)	\$	The total amount of Capital Grants from Government received or receivable in respect of schemes completed and included in Development assumptions - housing assets
DF13	Other grants (GST exclusive)	\$	The total amount of other grants and donations received or receivable in respect of the schemes included in Development assumptions - housing assets
DF14	Provider's contribution - cash reserves or in-kind	\$	The total amount of the provider's cash reserves that have been or will be used to fund the schemes included in Development assumptions - housing assets
DF15	Non-interest bearing loans	\$	The total amount of loan finance received or receivable in respect of the schemes included in completing Development assumptions - housing assets
DF16	Interest bearing loans	\$	The total amount of loan finance received or receivable in respect of the schemes included in completing Development assumptions - housing assets
DF18	Total	Calculation	Sum of the above



Item no.	Element	Form	Data Definition
DF19	Development Assumptions – non-housing units and other fixed assets	Heading	(For the purpose of this worksheet, please match funding income to capital expenditure)
DF20	Total cost of new non-housing units (GST exclusive)	\$	The total gross capital cost of all new non-housing units completed during each period, irrespective of the type of housing or nature of the funding
DF21	Sales proceeds	\$	The total amount of sales proceeds from non-housing units that will be netted off against the total cost of development of new non-housing units during each period. Includes the sale of non-housing properties for lease-back schemes during each period. (GST exclusive) (Enter as negative)
DF22	Net cost	Calculation	Sum of the above
DF23	Number of non-housing properties to be developed	Number	Number of new properties for which capital costs are included in Development Assumptions – non-housing units and other fixed assets
DF24	Financed by:	Heading	Include in the following lines all sources of finance being used to fund new development and capital expenditure. These should be positive and not used to show loan facilities drawn down in anticipation of future development.
DF25	Government Capital Grants (GST exclusive)	\$	The total amount of Capital Grants from Government received or receivable in respect of schemes completed and included in Development Assumptions – non-housing units and other fixed assets
DF27	Other grants (GST exclusive)	\$	The total amount of other grants and donations received or receivable in respect of the developments included in Development Assumptions – non-housing units and other fixed assets
DF28	Provider's contribution - cash reserves or in-kind	\$	The total amount of the provider's cash reserves that have been or will be used to fund the developments included in Development Assumptions – non-housing units and other fixed assets



Item no.	Element	Form	Data Definition
DF29	Non-interest bearing loans	\$	The total amount of loan finance received or receivable in respect of the developments included in completing Development Assumptions – non-housing units and other fixed assets
DF30	Interest bearing loans	\$	The total amount of loan finance received or receivable in respect of the developments included in completing Development Assumptions – non-housing units and other fixed assets
DF32	Total	Calculation	Sum of the above
DF38	Covenant Compliance	Heading	
DF39	Are you in breach of covenants? (YES / NO answer)	Yes/No	Was the provider in breach of its financial covenants during the last accounting period under review or does it anticipate being so within the forecast period? If YES – explanation is required
DF40	Other Information	Heading	
DF41	Capitalised interest	\$	Total amount of interest capitalised on to the cost of fixed assets during the period
DF42	Capital expenditure in maintenance and major repairs	\$	The cost of major repairs which increase the value of an asset
DF44	Maturity of loans	Heading	
DF45	Loans repayable within 12 months	\$	Total amount of loan principal repayable within 12 months of the balance sheet date. Take into account any loans maturing within one year and also any instalments of principal which fall due within one year
DF46	Loans repayable between 1 and 2 years	\$	Total amount of loan principal repayable between 12 and 24 months from the balance sheet date



Item no.	Element	Form	Data Definition
DF47	Loans repayable in more than 2 years	\$	The total amount of loans repayable in more than 24 months from the balance sheet date
DF48	Total loans outstanding	Calculation	Sum of the above loans
DF51	Number of affordable housing units to be developed	Number	Number of new affordable housing properties for which capital costs are included in Development assumptions
DF52	Number of other units to be developed	Number	Number of other new properties for which capital costs are included in Development assumptions e.g. specialist disability accommodation units
DF53	Number of aged care units to be developed	Number	Number of new properties relating to aged care for which capital costs are included in Development Assumptions
DF54	Number of retirement units to be developed	Number	Number of new retirement properties for which capital costs are included in Development Assumptions



Glossary

Community Housing

Housing for people on a very low, low or moderate income or for people with additional needs that is delivered by nongovernment organisations.

Community Housing Provider

An organisation that delivers social or affordable housing for people on lower incomes and housing-associated services covered by the social and affordable housing policies of government policy and funding agencies.

Community Housing Registration Office (CHRO)

The office responsible for the administration of the Community Housing Regulatory Framework and regulation of registered community housing providers.

Community Housing Regulatory Framework

An administrative system of registration and regulation for community housing providers aimed at achieving a community housing sector that:

- is well governed, well managed and viable,
- meets the needs of tenants, and
- provides assurances to government and investors.

Evidence Guidelines

Guidelines that describe the performance indicators and examples of evidence sources for the assessment of providers against the National Regulatory Code in respect of Tier 1, 2 and 3 providers.

National Regulatory Code

The performance requirements that registered community housing providers must comply with in providing community housing.

Operational Guidelines

The suite of guidelines that governs the operation of the regulatory system including the Evidence Guidelines, Tiers Guidelines, guidance notes and fact sheets.



Tiers Guidelines

Guidelines for the application of the three-tiered registration system based on risk, whereby different levels of regulatory oversight apply to providers based on the scale and scope of their community housing activities.

Document control

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Custodian	Community Housing Registrar

Amendments

Version	Date	Description
1	August 2017	Published
2	October 2017	Updated to reflect change from Department of Housing to Department of Communities.
3	March 2020	Updated to reflect changes to the Financial Performance Report and amend cell inaccuracies.
4	October 2020	Updated to include the Development and financing worksheet definitions and additional examples of evidence sources.
5	March 2026	Updated to reflect change from Department of Communities to Department of Housing and Works.