

Queensland's COMMUNITY HOUSING SECTOR IN 2016



SHELTER
because housing matters

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Housing in Queensland

Safe, secure, and affordable housing underpins our community's ability to have a high quality of life, including positive employment outcomes and educational opportunities. A stable and affordable place to live is fundamental to a person's recovery journey from substance misuse, mental illness or trauma.

Like many other jurisdictions across Australia, Queensland is struggling with the high cost of housing. Housing affordability challenges vary significantly between regions, which require a tailored local response. However, these challenges are experienced across the entire housing spectrum; from home ownership through to the private rental market.

What is community housing?

Community housing is social and affordable rental housing provided by not-for-profit and local government organisations at below market rent for low income tenants.

The face of community housing is unique and no two providers look the same. Their ability to respond to local challenges utilising place based initiatives is a key strength of the sector.

Community housing has played an integral role in alleviating housing stress and has achieved significant outcomes for tenants through:

- Providing homes that are integrated into neighbourhoods to avoid stigmatisation
- Giving clear access to decision making staff within organisations
- Providing specialist housing services to diverse groups of people with specific needs
- Transparent accountability to local boards comprised of skilled based professionals

Housing affordability is more of an issue than ever

Rent and purchase price growth are at historically high rates and represent significant barriers for low and moderate income households. Lower income earners face additional challenges to secure affordable dwellings.

Despite a recent softening of property values and rental yields, and varying housing markets across the regions, the cost of housing represents a significant challenge for low to moderate income households. These households are competing for limited supply of affordable housing, which is increasing pressure on the social housing system as more lower-income families are pushed backwards on the housing spectrum.

Nearly half of low income renters in Queensland – about 142,300 households – experience housing affordability stress. This is a higher proportion than any other state.

The community housing sector in Queensland is well placed to help address this undersupply of social and affordable housing. The sector is already contributing to high quality services and new housing supply throughout Queensland, and is well positioned to work with government as a valued partner in meeting the needs of Queenslanders over the next ten years.



Government's partner delivering safe, secure affordable housing...

Our state's community housing organisations are well placed to support the government's aim of a seamless integrated approach to homelessness and housing assistance.

Tenants have community housing landlords who are accessible, local, flexible well managed, well governed, and viable organisations.

Community housing providers operate across most areas of QLD, including many rural and remote communities.

Who we are

Community housing sector at a glance

- Manage over 11,500 homes as mainstream community housing
- Plus an Indigenous community housing sector larger than any other State – with around 5,000 homes
- Allocate 86% of new tenancies to very high needs applicants
- Operate efficient businesses, collecting 99.9% of rent
- Comprise 53 regulated housing providers – ranging from local Indigenous organisations to large 'Tier 1' organisations
- Deliver services across the state, including being significant providers of social housing in very remote areas
- Are well liked by tenants, with 83% satisfied or very satisfied with service quality – higher than in NSW or Victoria



Over
11,500
homes



+ Approx 5,000
homes for Aboriginal and
Torres Strait Islanders



83%
of our tenants are satisfied

Size matters

Qld has 14 'Tier 1' and 'Tier 2' providers who:

- Between them manage nearly 8,000 social housing tenancies
- Manage an additional 4,000 affordable homes (including NRAS) for low to moderate income households
- Provide an additional 1000 homes in Qld with funding from outside the Department of Housing
- Are currently constructing around 200 new dwellings
- Employ close to 450 staff and invest in local communities and businesses through socially responsible procurement

Regional Queensland – leaders in the largest 14 regional centres in Queensland.



Home grown 'Tier 1s'

BHCL, Churches of Christ in Queensland, and Horizon Housing have considerable in-house development capacity, raise bank loans, and deliver new social and affordable properties

National players

two of the largest CHPs in Australia – Compass and Community Housing Services Co Ltd – operate in Qld

Community housing providers are leading organisations in their communities in regions across Queensland. They:

- Are catalysts for change and growth in their regions
- Drive innovation and place based solutions to local housing needs
- Work collaboratively with other housing and support providers
- Respond to rapidly changing local economies and housing markets
- Support many other smaller regional centres across the state, which are home to dynamic local community housing providers

What do we do well?

Cost effective and efficient businesses:

- Tenants receive Commonwealth Rent Assistance, (CRA) a subsidy to Queensland from the Federal Government
- Tax efficient: not for profits who are GST exempt and other tax exemptions
- Operate efficient businesses, collecting 99.9% rent
- Has an occupancy rate of 97%

Community managed and operated

- Most organisations were built on the efforts of grassroots members of the community, and today they are guided by respected community leaders
- They operate throughout the state - in all metro and regional centres, and across 53 of 77 local government areas throughout Queensland. Nearly half of all Tier 3 providers operate outside metro and regional centres to support diverse and complex needs.

What tenants think

94%

tenants are satisfied with the condition of their property

83%

Tenants are satisfied or very satisfied

94%

tenants live in a dwelling of acceptable standard

Diversity

Community housing is fit for purpose

The community housing sector is diverse and includes a number of specialist, regional and remote providers meeting the real needs of their communities. It is a more diverse sector than NSW and Victoria; with many organisations providing not only housing, but also a range of support services e.g. employment and training, disability support, mental health, and domestic violence prevention services.



- 11% ■ Seniors accommodation & aged care
- 25% ■ Long term housing focus
- 16% ■ Neighbourhood centers + multiservice organisations
- 6% ■ Crisis / transitional housing focus
- 5% ■ Disability focus
- 14% ■ Indigenous Community Housing Organisations
- 9% ■ Youth focus
- 14% ■ Local government housing providers

Flexible and Innovative Community housing providers:-

Provide a range of social and affordable housing options, with deep expertise in crisis and transitional accommodation services, as well as long term social housing and sub market rental (eg NRAS)

Have specialist expertise to assist client groups such as people with a disability, older people/seniors, young people at risk – approx. one third of community housing providers specialise in one of these areas.

Develop new and innovative models eg share housing for young people, specialist disability accommodation, quality seniors accommodation for under occupying public housing tenants

Attract non-government funding from a range of sources – loan finance, philanthropic, social Impact investment



Supporting Indigenous communities

- Qld has a strong Indigenous community housing sector, with both Indigenous Councils and community based organisations playing a major role
- Several Indigenous Councils are major providers of community housing – managing approximately 5,000 tenancies between them
- 14 Indigenous Community Housing Organisations (ICHOs) are funded by state government and registered or registering under the NRSCH
- Plus over 40 other indigenous housing providers across the State



Quality services in safe hands

- 53 housing providers achieving national standards, registered under the National Regulatory System Community Housing (NRSCH)
- Plus another 40 organisations who are applying for Registration
- Two local governments registered under the Queensland State Regulatory System for Community Housing, and many more have applied for registration
- New housing providers - over 20 organisations wishing to Register under the NRSCH as 'new entrants', including several Indigenous and disability providers
- More than 30 organisations also registered under other accreditation systems, including Human Service Quality Framework and Aged Care Accreditation



People living with a disability

- Around half the sector's tenants live with a disability, amounting to around 5,000 households. Community housing providers are therefore highly experienced in understanding the needs of people living with disabilities, their families and carers
- Delivering the Elderly Parent Carer Initiative to assist elderly parents to secure sustainable living arrangements for their adult sons or daughters with disability when they are no longer able to care for them
- New opportunities: not-for-profit housing providers will be crucial in delivering new accessible homes under the NDIS's Specialist Disability Accommodation program. Having strong Queensland community housing providers allows us to secure a larger share of nationally available funds

Data Sources

Report on Government Services, 2016

Q Shelter CHP survey, Aug 2016

National Register, NRSCH, Oct 2016

Queensland Government data, www.data.qld.gov.au

AHURI, Aug 2016