



SHELTER

because housing matters

Submission

Towards an all abilities Queensland

Q Shelter Submission Series
Paper 1, 2017.



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Towards an all abilities Queensland
February 2017

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Executive summary

1. That housing is a major focus of the Queensland Disability Plan given its centrality to other life domains and its role in improving the effectiveness of other types of support and intervention.
2. That a Disability Housing Action Plan is developed as a subset of both the Queensland Disability Plan and the Queensland Housing Strategy. This should not result in separate housing for people living with a disability but rather sufficient focus and leadership combined with measures and appropriate monitoring of implementation.
3. That the Disability Housing Action Plan is governed through a structure involving the three levels of Government, consumer representatives, advocates and key community sector stakeholders (including the community housing provider sector).
4. The governance group's role should include developing the plan, plan implementation and oversight of evaluation.
5. A Disability Housing Action Plan¹ should address:
 - mechanisms for increasing the supply of social and affordable housing in the One Social Housing System that is appropriately designed and located to meet the needs of people living with a disability including those not eligible for assistance through the NDIS
 - reforms to the processes of applying for, prioritising and allocating social and affordable housing that prevent the precipitation of a crisis impacting people living with a disability, their families and carers
 - improving access to affordable private rental market housing, including improvements to security of tenure and ways of registering and identifying private market housing options that are accessible, affordable and appropriately located. For example, it is recommended that accessible private rental market properties are easily identified in advertising platforms such as www.realestate.com.au.
 - the introduction and implementation of improved regulations to achieve accessible and appropriate new housing developments. This should include mandatory requirements for the private sector to ensure that privately developed housing includes a wide range of housing choices for people living with disability.
 - more incentives for the private industry to incorporate universal design principles into all areas of the built environment
 - planning approaches that align and co-locate accessible housing with accessible transport
 - incentives for developers to incorporate accessible units within larger complexes to be leased at social housing rates
 - identifying and including models that address support and housing need
 - incorporating research on design that is beyond physical accessibility and addresses the needs of people other types of disability
 - increased access to shared-equity approaches to private home ownership, and other assistance towards home ownership
 - greater support and financial assistance to move people out of congregate and institutional forms of accommodation
 - improved access to support programs with a focus on sustaining tenancies for the duration of need

¹ Appendix 1 includes some suggested actions associated with these strategies. These are intended as a guide only. A collaborative, multi-agency and multi-sectoral disability action plan will yield more targeted input and suggestions for actions.



- improved access to options for home modifications and using assistive technology contributing to independence and autonomy
- capacity building programs targeting community housing providers, the construction industry and real estate industry about the demand for accessible and affordable housing, co-design methods and working collaboratively with households and support providers to achieved sustained and secure tenancies across all tenures
- scope for innovation through incentives, funding programs and a clearing house that promotes innovation and supports replication.

1. About Q Shelter

Q Shelter aims to improve access to, and quality of, housing for vulnerable Queenslanders. Our goal is to create a robust community housing system, supporting people experiencing homelessness, and creating stronger communities in Queensland.

Q Shelter assists the housing system to have a voice by providing capacity-building support. Our team is focused on assisting Queensland's community housing sector with registration and compliance under the National Regulatory System for Community Housing (NRSCH). Q Shelter also provides a broader range of products and services aimed at strengthening the delivery of housing services, contributing to the sustainability of organisations and improving the industry's strength.

Q Shelter was formally constituted in 1993. Q Shelter works through a range of partnerships with key stakeholders, including a formal Advisory Group, a Product Development Group and housing and homelessness networks throughout Queensland.

2. Towards an all abilities Queensland: housing

The consultation paper seeking input from diverse stakeholders towards a Disability Action Plan for Queensland highlights five key priorities contributing to greater wellbeing:

- personal and community relationships
- recreation and tourism
- working and learning
- key services
- leadership and contribution.

Housing is identified as part of key services. Q Shelter's primary area of interest is housing provision responding to the needs of vulnerable Queenslanders. Housing is in an important relationship with other key domains within the scope of the consultation. It is important to acknowledge the centrality of housing to successful personal and community relationships. Housing is also a foundation for working and learning opportunities, and for developing leadership and making a contribution to the broader community.

This is consistent with evidence supporting a 'housing first' approach in responding to people's housing needs. Housing first is primarily focussed on ending homelessness and homelessness includes various circumstances including rough sleeping, couch surfing, overcrowding, living in crisis accommodation and other types of insecure housing. Some people living with a disability experience vulnerability to



homelessness or their living situation is unsustainable or inappropriate for them. Very often, people don't have access to a range of choices for their housing: they are forced to accept whatever they can get.

Some of the key characteristics of housing first approaches are described in Box 1.

Box 1: Housing First and disability.

Housing First and disability

'Housing First is a homeless assistance approach that prioritises providing permanent housing as a platform from which they can pursue personal goals and improve their quality of life.'

This approach is guided by the assumption that people need basic necessities like housing as a foundation for attending to other issues, challenges and opportunities.

Additionally, Housing First is based on consumer choice as valuable in housing selection and supportive service participation, and that exercising that choice is likely to result in more people successfully remaining housed as a basis for other life improvements.

Source: National Alliance to End Homelessness, 2016

The main relevance of Housing First in the context of disability is the focus on choice and also that people shouldn't have to graduate through a series of services or interventions before housing can be attained. As such, Housing First 'views housing as the foundation for life improvements and enables access to permanent housing without pre-requisites'.

Housing First helps the service system prioritise the need for appropriate and affordable housing solutions for individuals and households as a way of ensuring support can be delivered successfully and consistently. Housing First and associated supportive housing approaches have demonstrated that the cost of support provision reduces when housing is provided as a basis for consistent, high quality support. This may have major benefits in the delivery of the NDIS and also for the cost effectiveness of other support programs benefiting people living with disability.

Housing is a key issue identified by people living with a disability. It has been identified as a key issue within the delivery of the National Disability Insurance Scheme (NDIS) however is not considered a primary responsibility of the NDIS. Housing is however acknowledged as a key success factor in the implementation of the NDIS and the lack of appropriate and affordable housing to people living with disability may impact negatively on implementation and increase the costs of support (Wiesel and Habibis, 2015).

Importantly, housing is a context for broader community and social relations. People who are sustainably housed and who are happy with their housing choices are less vulnerable to frequent moves that often contribute to severing relationship ties and prevent a maturing sense of belonging to a place. Very often social and recreational opportunities emerge through local links and accessible, close locations. Connections to local opportunities at a practical level can reduce the cost of participation in a range of activities that contribute to reduced isolation and improved wellbeing.



Housing that is suitably located, accessible, affordable and close to services and transport is also a foundation for participation in work, training, education and other community activities and contributions. A sustainable and affordable home is also arguably a better foundation for developing leadership and contributing leadership skills across a range of domains. Reduced housing and transport costs may also help people to afford other social, recreational and tourism opportunities. It is a place to live and to also host friends, family and other social contacts. It plays a pivotal role in what makes a good life beyond connections confined to a formal support system.

With these considerations in mind, Q Shelter suggests that a Queensland Disability Plan requires a significant focus on housing as a foundation stone to the success of NDIS and to improved quality of life for people with disability who may not be eligible for assistance through this system. The housing challenge needs concerted effort from multiple agencies and sectors as a critical success factor in just about all other types of intervention aimed at achieving better lives for people in Queensland with disability.

3. Community housing provision in Queensland: quality, capability and capacity

Community housing in Queensland is generally provided by not-for-profit organisations and local governments, and is part of the broader One Social Housing System (OSHS) administered by the Queensland Department of Housing and Public Works (DHPW). Community housing includes both social and affordable housing provided at below market rent to people who are in receipt of low and very low incomes. The OSHS also includes public housing which is directly managed by Housing Service Centres within the DHPW.

Community housing providers offer a range of housing products through various funded programs. Community housing providers also work to harness resources and build partnerships to achieve innovative responses to unique needs and challenges. Community housing providers have often grown out of unique locational characteristics, challenges and opportunities. Most organisations were built on the efforts of grassroots members of the community and have evolved to be guided and governed by skilled community leaders. As such they reflect spatially sensitive approaches to housing provision and are in a strong position to identify and respond to local needs.

Community housing achieves significant outcomes that include:

- providing homes that are integrated into neighbourhoods thus preventing stigma and segregation
- giving clear access to decision making staff and opportunities to influence how housing services are provided
- providing specialist housing services to diverse groups of people with specific needs
- transparency, accountability and sound governance through skill-based boards.

Community housing providers manage over 11,500 homes in addition to a specialist Indigenous community housing sector managing approximately 5,000 tenancies. Community housing providers allocate 86 per cent of new tenancies to people who have been assessed as having very high needs. Community housing providers run efficient and effective businesses with low rent arrears, high levels of tenant satisfaction (83 per cent) and high occupancy rates (97 per cent).

Community housing providers' business models harness Commonwealth Rent Assistance and several tax exemptions contributing to lower rents and opportunities for innovation and new housing supply. Community housing provision is regulated under the National Regulations for Community Housing (NRSCH) and there are currently 53 housing providers who are registered under this system in addition to 40



organisations in the process of applying. The NRSCH includes seven key performance outcome areas including access, asset management, repairs and maintenance, governance, management and tenant engagement. Twenty housing providers have emerged seeking to be new entrants to the community housing provider system and these include specialisations such as Indigenous providers and providers of housing for people living with a disability.

Approximately half of all community housing tenancies currently provide housing to people living with a disability (Q Shelter, 2016). Innovations include the Elderly Parent Carer initiative assisting elderly parents to secure sustainable living arrangements for adult children living with a disability. The community housing provider sector has the experience, capabilities and quality systems in place to play a key role in delivering a range of housing options to people living with a disability including through the Specialist Disability Accommodation Program.

While capability and experience are a strong foundation, community housing products are highly contested in an environment of significant need. Demand for social housing is very high and waiting lists are long. Added to this is that many people renting in the private rental market experience housing stress defined as where people on the lowest 40 per cent of the income distribution are paying more than 30 per cent of their income in rent. This adds to the demand for social and affordable housing delivered through the community housing provider sector.

Funding programs providing capital for development projects in the community housing sector are scarce. Title transfers of existing properties managed by community housing providers offer some opportunities for growth through leverage and debt financing, however title transfers are not currently Queensland State Government policy. Opportunities for growth are very limited even though there are some community housing providers working through partnerships, leverage of existing assets and philanthropy to increase stock as much as possible.

Despite the challenges Q Shelter considers the community housing provider sector as a key player in providing housing options and choices for people living with a disability now and into the future. The scale of demand and the diversity of needs points to the need for a broader, more integrated approach however. Q Shelter imagines a future where community housing providers as part of the broader social housing system play a key, expanding role within an integrated Disability Housing Action Plan harnessing every resource to achieve increased supply while also delivering increased choice and improved outcomes to people living with a disability.

4. Challenges and opportunities

Q Shelter considers the pathways to adequate, appropriate and affordable housing for people living with a disability involve an inter-connected array of actions, supported by policy settings that span federal, state and local governments. This is driven by both individual and structural factors. It is not least, because people need diverse solutions in vastly different locations, and needs also change through the life-cycle. It is also because housing economics are complex, and are driven and influenced by multiple factors including global trends shaping finance, investment and demand for products and services. The broader context of housing provision across all tenures in Australia is influenced by many factors completely beyond individual control.

This lack of control often means that people experiencing disadvantage have very few real choices when it comes to housing or location. In the best of all circumstances, moving from one location to another will be



driven by freely made, individual/household choices and not by systemic and structural failures driving people from place to place, preventing longer term community connections, friendships and a sense of belonging. In so many instances, people experiencing disadvantage trade any sense of belonging or choice, for anything they can find. Too often, supposed housing choices take the form of a 'crisis', driving people to take anything they can get. The accumulation of lost connections and places of belonging along the way render people less likely to benefit from informal support networks, and increase their dependency on formal support, if it is available. A long-term connection to a place changes your view from the street: when we know people, shops, open spaces, services, views, landmarks.....home becomes intertwined with a broader place or neighbourhood where our sense of safety, and of making a contribution has a chance of developing and maturing. Greater wellbeing is a natural consequence.

There has been some discussion about the scope for housing solutions as part of the NDIS . The purpose and structure of the NDIS emphasises and expands the level of choice available to people living with a disability when it comes to support. While NDIS includes some scope for housing products, not all people with a disability will be assisted in this way. In fact AHURI points out that access to housing is a critical issue for people living with a disability and that the majority of people living with a disability won't be eligible for NDIS (90 per cent) (Wiesel and Habbibis, 2015:9). This is one factor pointing to the need for a broader approach to housing choices and solutions for all people impacted by disability inclusive of policy settings appropriate to the NDIS and also responsive to the diverse needs of people who won't be assisted by the NDIS.

Queenslanders with Disability Network (QDN), National Shelter and Griffith University published an issues paper regarding housing and disability in August 2016. A range of issues were identified including:

- congregate care and forced shared accommodation are not acceptable or preferred housing solutions
- a range of housing models and tenures are needed to provide choice and diversity
- home ownership needs to be considered among a suite of housing options. The barriers to home ownership by people living with a disability are linked to lower incomes, lack of employment, low-paid employment and a lack of existing housing that is affordable, accessible and well-located.
- there are barriers to renting in the private market including difficulty finding a rental home that is appropriately designed and located. Private rental housing can also be insecure and expensive and while modifications may be negotiated, they may also be required to be removed when a tenancy ends. The value of these modifications is also lost if the tenancy doesn't continue. Security of tenure is a significant issue impacting on opportunities to find and keep an appropriate property.
- the cost of home modifications and assistive technology is also prohibitive even though these measures could reduce the costs of support
- access to social housing is also limited because supply is limited, waiting lists are long and designs may not always be appropriate for people with mobility challenges or the need for intensive support
- more could be done to encourage and incentivise universal design in new private developments. It is felt that little progress has been made despite the National Dialogue for Universal Housing Design in 2010 where it was agreed that all new housing would be built to an agreed universal design standard by 2020
- there are unique housing needs and opportunities in regional and remote areas. Some people experience push factors from more urbanised locations that are relatively well-served in the search for affordable housing. However this can reduce access to services and social support networks. Forced mobility to areas with fewer services is detrimental and contributes to a concentration of disadvantage in certain locations which is costly to people, communities and governments. Some regional towns experiencing a downturn in mining for example, are experiencing improved housing affordability. Where those towns have housing options closer to services and transport, there may be some opportunities using existing underutilised housing options but this needs careful planning and co-design



processes to ensure that people are in a position to choose and shape their housing solution while minimising the risk of serious locational disadvantage.

Adapted from QDN, National Shelter, Griffith University, 2016:9-11

AHURI has also identified a range of issues and challenges including those summarised below.

- A demand-side approach more consistent with the principles and mechanisms of the NDIS is contested as the best or only way to deliver housing choice to people living with a disability. Demand and supply side strategies are influenced by many variables and contextual factors. It is pointed out that demand-side subsidies will be more effective 'when applied in segments of the housing market that will respond to an increase in demand by producing more housing in the desired category' (Wiesel and Habibis, 2015:19). Supply-side strategies can contribute to security of tenure, overall supply, appropriateness of design and location. There is also scope for consumer involvement in shaping and even co-designing a final product. Increased supply can improve the likelihood of consumer choice. AHURI recognises the importance of some demand-side mechanisms but only in the context that housing supply is addressed in other ways thus contributing to the scope for even more choices.
- There is a need to consider mechanisms and procedures for finding housing that is appropriate and accessible to people living with a disability. There are also issues with how housing is allocated through the existing social housing system. The current system for example may only give a person living with family a low level of priority and it is not until a crisis emerges that their level of need is increased as a basis for greater probability of an allocation of housing. The mechanisms for identifying, applying for and being approved for both social housing and private rental housing currently can't accommodate a preventative approach or one that clearly identifies appropriate housing suited to a household's needs.
- There needs to be more regulation requiring access standards for newly built properties so that people living with a disability have better access to home purchase opportunities and the private rental market.
- Housing is a significant need of many people living with a disability. Inadequate, insufficient and inaccessible housing may all contribute to higher support costs. Apart from the obvious improvements to wellbeing when housing is accessible, well-located and affordable, there is potential to reduce support costs because the nature of housing enables people to be more independent and self-sufficient.
- The success of NDIS to some extent depends on improved housing policy settings and effective policy implementation and evaluation.

Adapted from Wiesel and Habibis, 2015:19-35.

Other important areas of concern include:

- Continuing to evolve and refine models of service delivery that safeguard people's right to continuity of support regardless of their housing provider. Some government and non-government agencies provide both housing and support. Usually there are robust structural arrangements to ensure that support is managed separately from housing so that if a person's housing situation needs to change their support can continue. This approach also prevents the risk of paternalism characteristic of earlier institutional forms of care where housing and support were enmeshed.
- It is important to acknowledge some natural tensions between housing and support provision. Housing providers are often in the situation of managing multiple tenancies that may be quite complex. Support providers are working with people on their own goals, choices and preferences and often provide advocacy along with other types of assistance. While support and housing need to be structurally



separated, collaborative and integrated approaches involving the person with disability, support and housing providers and other key elements of their support system in an integrated approach, are important. In some instances intensive coordination is needed to achieve early intervention in identifying and addressing any issues with a tenancy as they emerge.

- o There is a need to build the capacity of housing providers, support providers and the private housing system to be responsive to the needs of people living with disability. This is at the level of practice and micro skills and also in changes to systems and information platforms so that housing assistance is targeted and effective.

4. Directions and recommendations

4.1 Discussion and directions

The level of complexity and challenge poses a number of questions about how to improve housing choices and outcomes experienced by people living with a disability.

Q Shelter proposes that housing solutions responsive to the needs of people living with a disability must be guided by principles of diversity and choice and also be enabled by models that encourage and support considerable investment in housing supply given that unmet need is so high. Treating supply side and demand side solutions as binary propositions with an 'either/or' result won't be as effective as an approach that uses dialogue to achieve a synthesis between these two important elements.

Q Shelter considers the debate between supply side and demand side solutions an important one. While demand side options maximise choice, choices are currently very limited because of the lack of appropriate, accessible and affordable housing across private, social and affordable housing tenures. Because modifications and construction require time, Q Shelter considers it important to pursue supply side strategies shaped by guidelines that ensure appropriate design, good locations and affordable price settings. Supply side strategies can be shaped by input from consumers and advocates, as well as through emerging co-design methods involving people working side by side with housing providers, investors and other key stakeholders to deliver products entirely geared to individual/household needs and choices.

Queensland State Government is due to release a housing strategy. It is hoped that a State-wide housing strategy will encompass policy settings enabling more options for overall increases in housing supply, home purchase, private rental housing, social and affordable housing. There is definitely evidence of innovation in the housing system, and Q Shelter acknowledges the role of the NDIA in encouraging and documenting leading practice ideas in housing provision responding to disability. Support for innovation is important including through funding programs, brokerage services between housing providers, and funding partners as well as an innovation clearing house where agencies and individuals can share innovative projects for the purposes of learning and replication.

These challenges and considerations, combined with the complexity of housing markets, points to the need for a Disability Housing Action Plan that is a subset of both the Queensland Disability Plan and the Queensland Housing Strategy. Q Shelter suggests joint governance involving three levels of Government including the Department of Housing and Public Works and the Department of Communities, Child Safety and Disability Services, as well as consumer representatives, advocates and key community sector stakeholders. The role of a governance group endorsed by Queensland Treasury and the Office of the Premier, will be to oversee the development, implementation and evaluation of the plan.



4.2 Recommendations

1. That housing is a major focus of the Queensland Disability Plan given its centrality to other life domains and its role in improving the effectiveness of other types of support and intervention.
2. That a Disability Housing Action Plan is developed as a subset of both the Queensland Disability Plan and the Queensland Housing Strategy. This should not result in separate housing for people living with a disability but rather sufficient focus and leadership combined with measures and appropriate monitoring of implementation.
3. That the Disability Housing Action Plan is governed through a structure involving the three levels of Government, consumer representatives, advocates and key community sector stakeholders (including the community housing provider sector).
4. The governance group's role should include developing the plan, plan implementation and oversight of evaluation.
5. A Disability Housing Action Plan² should address:
 - mechanisms for increasing the supply of social and affordable housing in the One Social Housing System that is appropriately designed and located to meet the needs of people living with a disability including those not eligible for assistance through the NDIS
 - reforms to the processes of applying for, prioritising and allocating social and affordable housing that prevent the precipitation of a crisis impacting people living with a disability, their families and carers
 - improving access to affordable private rental market housing, including improvements to security of tenure and ways of registering and identifying private market housing options that are accessible, affordable and appropriately located. For example, it is recommended that accessible private rental market properties are easily identified in advertising platforms such as www.realestate.com.au.
 - the introduction and implementation of improved regulations to achieve accessible and appropriate new housing developments. This should include mandatory requirements for the private sector to ensure that privately developed housing includes a wide range of housing choices for people living with disability.
 - more incentives for the private industry to incorporate universal design principles into all areas of the built environment
 - planning approaches that align and co-locate accessible housing with accessible transport
 - incentives for developers to incorporate accessible units within larger complexes to be leased at social housing rates
 - identifying and including models that address support and housing need
 - incorporating research on design that is beyond physical accessibility and addresses the needs of people other types of disability
 - increased access to shared-equity approaches to private home ownership, and other assistance towards home ownership
 - greater support and financial assistance to move people out of congregate and institutional forms of accommodation
 - improved access to support programs with a focus on sustaining tenancies for the duration of need

² Appendix 1 includes some suggested actions associated with these strategies. These are intended as a guide only. A collaborative, multi-agency and multi-sectoral disability action plan will yield more targeted input and suggestions for actions.



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- improved access to options for home modifications and using assistive technology contributing to independence and autonomy
- capacity building programs targeting community housing providers, the construction industry and real estate industry about the demand for accessible and affordable housing, co-design methods and working collaboratively with households and support providers to achieved sustained and secure tenancies across all tenures
- scope for innovation through incentives, funding programs and a clearing house that promotes innovation and supports replication.



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Appendix 1: Strategies and actions

The following strategies and actions are provided as examples. A process to develop a specific disability housing action plan for Queensland would engage key stakeholders and take account of research as input.

It should be noted that any specific strategies responding to the need for housing accessible to people living with disability need to sit within a broader strategy focused on adequate housing supply for all segments of the community. Q Shelter acknowledges the overall supply challenges and unmet need for housing, and supports the view that the best overall context for housing choice and availability suitable to people living with disability is for a broader housing supply strategy to be successfully implemented.

	Strategies	Example actions
1	Increase the supply of social and affordable housing in the One Social Housing System that is appropriately designed and located to meet the needs of people living with a disability including those not eligible for assistance through the NDIS	Better identify existing social housing stock that is accessible and appropriate to people living with disability. Set targets within all new social housing developments for universally accessible units. Develop additional capital grants programs to purpose build new stock and retrofit older stock increasing the housing options for people living with disability.
2	Reform the processes of applying for, prioritising and allocating social and affordable housing that prevent the precipitation of a crisis impacting people living with a disability, their families and carers	Consider new approaches to prioritising the needs of people living with disability for social housing. Consider a new way of registering people living with disability for social housing.
3	Improve access to affordable private rental market housing, including improvements to security of tenure and ways of registering and identifying private market housing options that are accessible, affordable and appropriately located	Address legislative barriers to security of tenure in the private rental market. Develop new private rental housing models that provide people with greater security of tenure. Modify realestate.com.au search engines so that properties suitable to people living with disability are easily identifiable. This could include collecting information on:



	Strategies	Example actions
		<ul style="list-style-type: none"> ○ location, topography and accessibility of transport and other services ○ accessibility ○ whether any modifications already exist and what they are ○ design features that support access ○ whether the owner will consider new modifications. <p>Implement tax incentives or subsidy payments for new private housing available for purchase or rent that use universal design.</p>
4	Increased access to shared-equity approaches to private home ownership, and other assistance towards home ownership	<p>Develop shared-equity models accessible through partnerships between the Department of Housing and Public Works and finance institutions.</p> <p>Support community housing providers to work collaboratively with families to co-design shared-equity housing options.</p> <p>Develop shared-equity grants that incentivise and catalyse home ownership models that benefit people living with disability.</p>
6	Greater support and financial assistance to move people out of congregate and institutional forms of accommodation	
7	The introduction and implementation of improved regulations to achieve accessible and appropriate new housing developments	<p>Work collaboratively at the national and state level to achieve design standards and building codes that increase the level of universally designed housing in newly built housing.</p> <p>Work at the operational level to identify at least two practical projects where greater universal design is achieved as a master planned community in high growth areas.</p>
8	Improve access to support programs with a focus on sustaining tenancies for the duration of need	Introduce funding programs that focus on the sustainment of tenancies for vulnerable households. These could replicate supportive housing models emerging in Australia and developed in North America and also be modelled similar to the Housing People program in the UK.
9	Improved access to options for home	Create funding programs providing people with greater access to home modifications and



	Strategies	Example actions
	modifications and using assistive technology contributing to independence and autonomy	assistive technology in both private and social housing.
10	Increase capacity building programs targeting community housing providers, the construction industry and real estate industry about the demand for accessible and affordable housing, co-design methods and working collaboratively with households and support providers to achieved sustained and secure tenancies across all tenures	<p>Introduced shared training opportunities and work exchanges across sectors and industries.</p> <p>Provide micro-skills training for front line workers in engaging effectively with people living with disability about their housing needs and goals.</p> <p>Develop the capacity of housing and support providers to work collaboratively with people and their carers to achieve coordinated and integrated support resulting in sustained tenancies.</p>
11	Improve scope for innovation through incentives, funding programs and a clearing house that promotes innovation and supports replication.	<p>Develop a housing innovation fund to support innovative models of housing development and support that address the needs of people living with disability.</p> <p>Support a leading practice clearing house for the exchange of innovative ideas.</p> <p>Develop a replication and support unit for the expansion of innovative ideas where they are suitable and appropriate for replication.</p> <p>Develop targeted land banking and master planned sites/communities to generate housing options for people living with disability.</p>



Appendix 2: Case study examples of housing projects

The NDIA has showcased a number of innovations in relation to housing. The following list reflects some of these examples as well some directions identified as part of a report by Deloitte Economics into disability housing.

Initiative	Description
Project independence - ACT	A social housing development for people with an intellectual disability. It is a new model of home ownership enabling people living with disability to acquire equity in a property while also living as independently as possible. Up to 10 residents live in three separate homes with a live-in resident coordinator.
PARA Co-op - NSW	A group of three families set up a parent-run cooperative to manage a house where their children live. The cooperative has PBI status and staff are employed through an organisation called Giant Steps.
Scope - Victoria	Scope engaged people living with disability in the process of co-design for the redevelopment of a large institutional site.
Pathways Campus Project – STEPS Group Australia - Qld	The development of a facility and training program providing people living with disability with skills to live independently.
Keyring Model – Vic (Northern Support Services)	KeyRing locates and links together up to seven people who live in the same locality or cluster of suburbs. People’s living situations vary between independent living and share houses or living with family/partner. Each person in KeyRing is supported by a community networker. This person lives close by and knows the local area very well. Members are supported with tenancy matters and to access community services as well as get involved in the local community. Northern Support Services has 4 KeyRing groups operating in the northern metro area of Melbourne.
Deloitte Access Economics	<p>Deloitte highlighted three main funding methods for increase housing options:</p> <p><i>Direct payments – payments made directly to the payee to assist with meeting the cost of housing;</i></p> <p><i>Block funding – large fixed sum grants typically provided through capital grants – grants to build/modify housing; and</i></p> <p><i>Tax incentives – tax incentives used for housing development and modifications.</i></p> <p>They identified some innovations from other jurisdictions including:</p> <p>‘Special Disability Trusts (UK) - Land for development is a model used in the United Kingdom to provide more opportunities for affordable housing development. Local Council’s provide the land to developers, who then develop the site into residential or mixed schemes</p> <p>Extra Care Housing Funds (UK) - Common funding mechanism to</p>



Initiative	Description
	<p>increasing housing stock for the elderly. The grant is given directly to local authorities and is then usually transferred to a housing association, depending upon what is agreed upon between the two parties</p> <p>Low Income Tax Credit (US) - Developers/investors receive a tax credit to construct qualified low income housing projects</p> <p>Rental and Supportive Program (Canada) - This program promotes construction of new rental units for low-moderate income households. Housing providers charge the tenant 20 years of affordable rent, which is defined as 80% of the average market rent rate.'</p> <p style="text-align: right;">Source: Deloitte Access Economics, 2014</p>
<p>Kyabra and Community Living Association</p>	<p>Innovative project at Brackenridge aimed at housing people with an intellectual/cognitive impairment.</p> <ul style="list-style-type: none"> ○ This is under the State Government Elderly Parent Carer Trial. ○ Involves a consensus design process that involves the person and their family in the design. In addition there are researchers from QUT who input design research ○ Kyabra partners with Community Living Association who will provide ongoing supports to residents. ○ The Household will be four large bedrooms with some shared living space. Two of the Bedrooms/Units will be ○ leased to people who will offer some support to residents in exchange for reduced rents. The positive aspects of this model re that people with a disability and their families input into the design, current Research is incorporated that takes account of the impact of design on people with intellectual disabilities as well as psycho- social aspects and ○ ongoing support and transition is also incorporated into the process. Because it is not solely for people with a disability, it enables additional relationships to be developed and it becomes more financially sustainable in terms of ongoing support costs. <p>Kyabra are working on a larger scale multi storey development that has a number of Units that will be accessible and available at Social Housing rents. There is the potential on this model for one Unit to be for support workers that could be shared across a number of residents.</p> <p>Kyabra has also completed two other properties at Fitzgibbon Chase for people with a physical Disability. These cater for up to three residents and have separate facilities for staff so as to maintain privacy for residents. there is a high degree of technology in use here so as to maximize independence. This model works for people with high</p>



Initiative	Description
	support needs who can live independently by sharing their Support Provider. The Fitzgibbon Development is ideal in that it is all accessible - Parks, Trains, Paths etc as well as being near shops and facilities.
Freedom Keys Housing	<p>'The Freedom Housing model involves the conjoining of four Freedom Key dwellings by the internal space of the Freedom Key.</p> <p>Each property is uniquely designed according to the owner family's preference for fabric, appearance, lifestyle, and inclusions. The homes are private residences.'</p> <p>Is geared to people with low care needs or high care needs including 24/7.</p> <p>http://freedomhousing.com.au/</p>