

P1.54 PROCURING SOCIAL AND AFFORDABLE HOUSING

360 Degree Survey Findings

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CONTENTS

1. EXECUTIVE SUMMARY	3
2. INTRODUCTION	4
3. SURVEY ANALYSIS.....	5
3.1. Demographics	5
3.2. Typologies.....	7
3.3. Risk.....	13
4. KEY FINDINGS AND CONCLUSIONS	17
APPENDIX A – ON-LINE SURVEY COVER LETTER.....	19
APPENDIX B – ON-LINE SURVEY INFORMATION SHEET	20
APPENDIX C – ON-LINE SURVEY QUESTIONNAIRE.....	22

The SBEnc Procuring Social and Affordable Housing project team would like to acknowledge and thank all those who took the time to participate in this survey.

1. EXECUTIVE SUMMARY

A 360 degree survey was carried out to inform current Sustainable Built Environment National Research Centre (SBEnc) research aimed at developing a set of criteria for social procurement approaches which deliver housing and related social infrastructure, as part of SBEnc *Procuring Social and Affordable Housing* research project¹. It is also intended to inform policy makers and those delivering both social (public and community) and affordable private rental housing in order to optimise their procurement frameworks.

The online survey took place from January to March 2018. Invitations were sent to 88 people with 30 responses received (34 per cent). The survey was presented in four sections: demographics; typologies; procurement; and risk. Participants were invited from 13 categories: state government, peak bodies, shelter providers, tenants' associations, Indigenous housing providers, disability housing providers, government housing and private developers, Community Housing Providers, financiers, architects, local government representatives and commercial builders.

Key findings include:

- 1) Although respondents stated that tracking future demographic changes and aligning them with their organisations' strategic objectives is important, this is challenging due to the lack of availability of reliable data sources and forecasting capabilities.
- 2) Migration as a potential demand-driving factor needs to be considered when calculating demographic changes.
- 3) Some respondents believed that the allocation of government funding is often outdated and does not properly reflect adequate demographic growth/changes.
- 4) Community pressure is increasing for medium density housing in better locations, with ease of access to public infrastructure and employment hubs, rather than small detached or semi-detached housing in the suburbs.
- 5) Community integration is seen as a significant part of the housing solution (e.g. providing good access to social networks, support services, employment and transport). However, provision of these features is subject to the relative trade-off customers are prepared to make.
- 6) Although there are many approaches to procuring social and affordable housing, the key is the motivation of government; some respondents found agencies to be risk averse. Some respondents considered that there is no alternative which can deliver the same outcomes as the government can, in building public housing.
- 7) One suggestion was for mixed community and inter-generational models, with all developments including, for example, Community Housing Providers (CHPs) or National Disability Insurance Scheme (NDIS) units.
- 8) International funding can be looked at as a cheaper opportunity. If properly structured, any investment in social housing would be lower risk than investment in private enterprise, which attracts much higher risk, but is considered 'entrepreneurial'.

¹ <http://sbenrc.com.au/research-programs/1-54/>

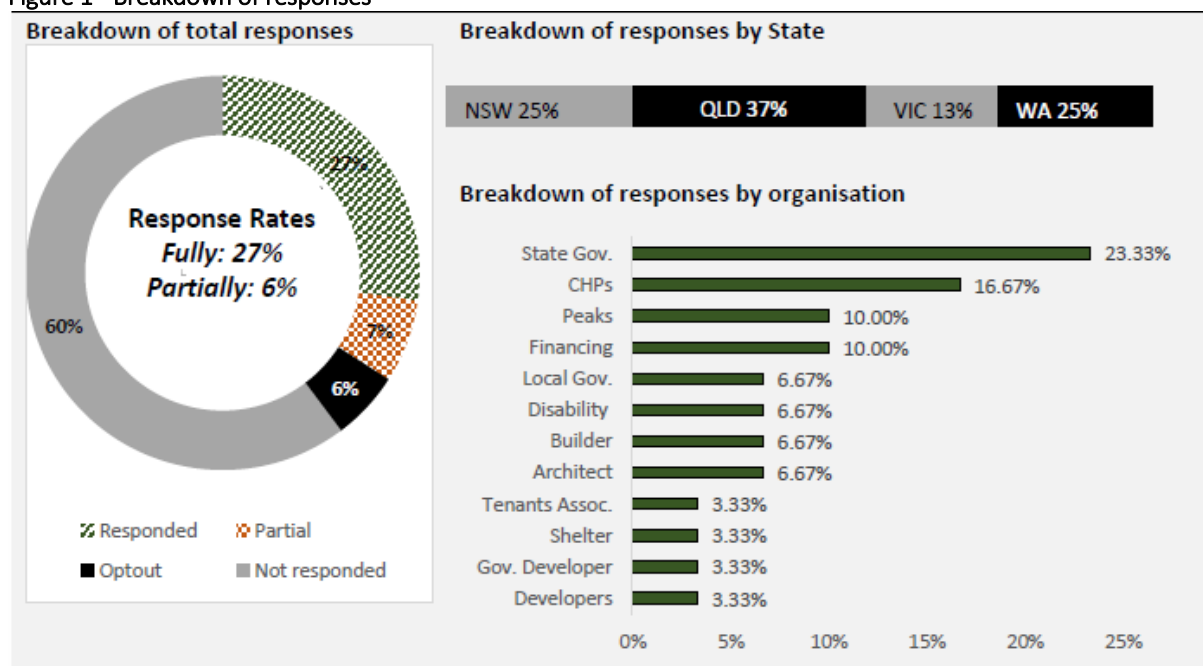
2. INTRODUCTION

This report explores different viewpoints of stakeholders associated with social² and affordable³ housing in New South Wales (NSW), Queensland (QLD), South Australia (SA), Tasmania (Tas), Victoria (Vic) and Western Australia (WA). Twelve categories of respondents were identified: state government, peak bodies, shelter providers, tenants' associations, local government representatives and commercial builders.

A 360 Degree on-line survey (using Survey Monkey) was conducted between January and March 2018. A cover letter and a survey information sheet were included to explain the purpose of the survey, in line with Griffith University Ethics Approval requirements (see Appendices A, B and C). The survey asked 25 questions relating to the key themes of the SBEnrc 1.54 *Procuring Social and Affordable Housing* research project⁴, being: demographics; typologies; procurement; and risk. The majority of the questions were closed (i.e. selected from pre-filled dropdowns), though respondents were also given several opportunities to provide open comments.

Participants were approached based upon: current participation in the research project as a core partner, project partner or project affiliate; relationship to these people; or a web search for those with appropriate skills and experience in the particular State and category required. Of the 88 survey invitations sent out, 24 fully completed surveys and 6 partially completed surveys were returned. This equates to a total response rate of 34 per cent (Figure 1). For this survey, the margin of error was +/- 12 with a confidence level of 90 per cent.

Figure 1 - Breakdown of responses



² Social housing – ‘rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation through the private market’. Australian Government Productivity Commission (2018), Report on Government Services 2018: Housing and homelessness, (Part G)

³ Affordable housing - non market rental housing for people such as key workers. For example, in Sydney this caters for household incomes up to approx. \$85,000 - Chappell, J. (2017). Joining the dots: Procuring affordable housing in NSW. National Housing Conference. Sydney, Australia, AHURI.

⁴ <http://sbenrc.com.au/research-programs/1-54/>

3. SURVEY ANALYSIS

3.1. Demographics

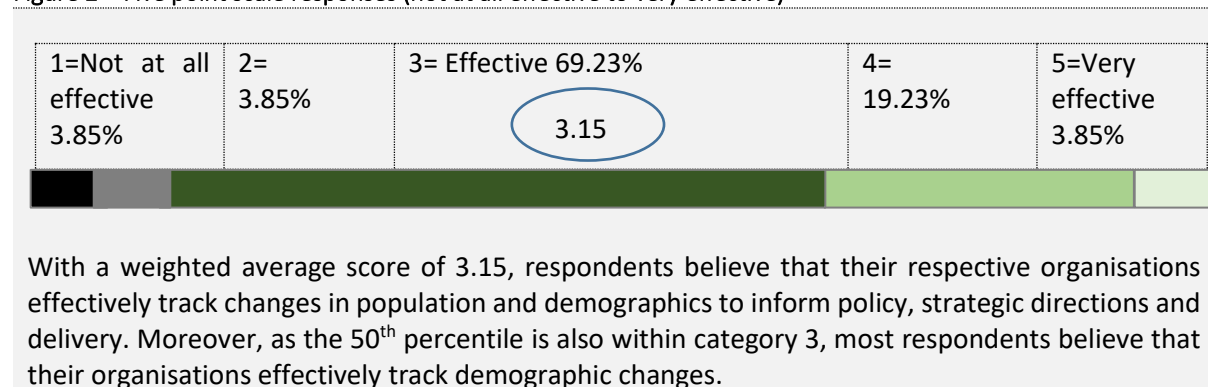
Question 1: *Does your organisation track changes in population and demographics to inform your policy, strategic direction and/or delivery?* [27 answered, 3 skipped]

The majority of YES respondents (23) replied that their organisations track changes in population and demographics to inform policy, strategic direction and delivery in order to cater for the rising demand of social and affordable housing in Australia (NSW=6; Qld=7; Vic=3 & WA =7).

Of these YES respondents, the breakdown by respondent category is: State Gov 7; CHPs 5; 2 from each of Local Government and Finance; and 1 each from Tenants' Association, Shelter, Peaks, Government Developer, Private Developer, Disability and Builder categories.

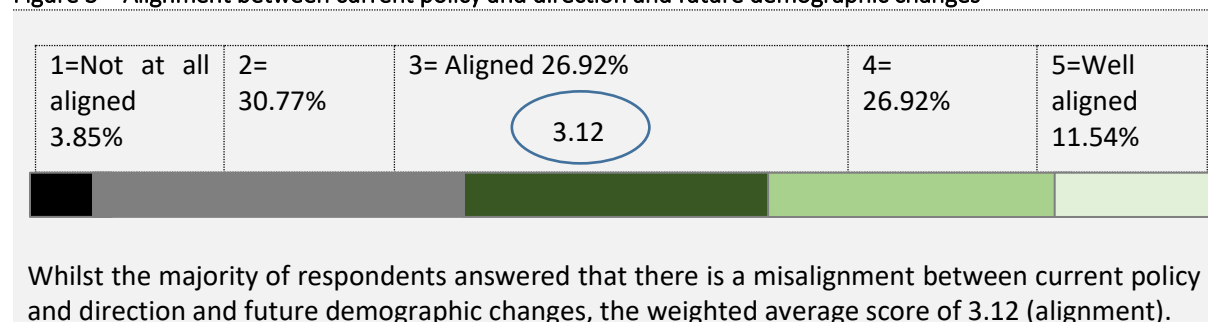
Question 2: *If you do – how effective do you think this is??* [27 answered, 3 skipped]

Figure 2 – Five point scale responses (not at all effective to very effective)



Question 3: *Do you consider there to be a mismatch between your current policy/strategic direction and/or delivery, and likely demographic changes into the future?* [27 answered, 3 skipped]

Figure 3 – Alignment between current policy and direction and future demographic changes



Question 4: Any other comments relevant to demographics? [13 answered, 17 skipped]

NOTE: These are individual views only

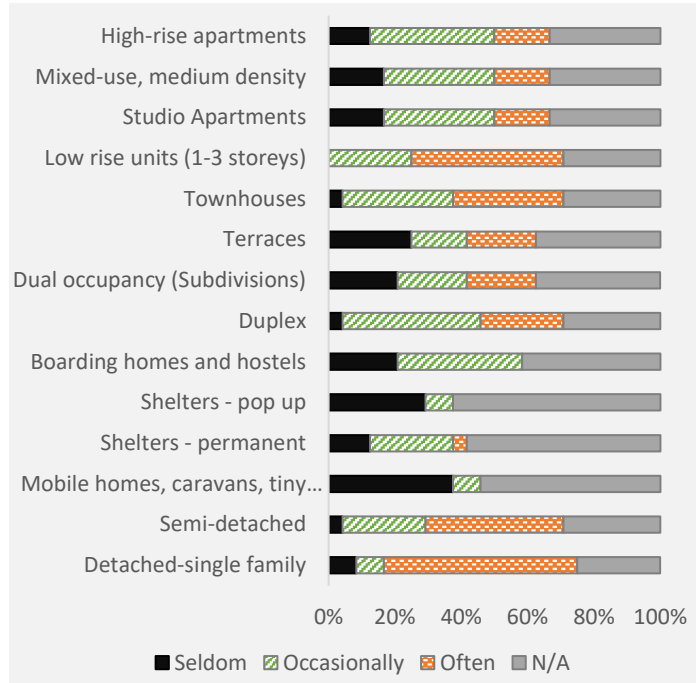
Although respondents believe that tracking current policy strategic directions together with future demographic changes is important, they say that it is challenging due to the availability of good data sources. Many rely on data sources such as the ABS, and therefore require adequate statistical forecasting capabilities.

- 1) "We do **suffer from a lack of good data sources** available to benchmark and plan. ABS and other data tracking boarding houses, residential (caravan) parks, vacant properties, etc. can be less than reliable".
- 2) "We **lack the capacity to do more** than use ABS published data on historical trends and published research on demographic forecast. No forecasting capability".
- 3) "**Loss of the Nat Housing Supply Council was very disappointing** and deprived the sector of an extremely valuable source of info and data".
- 4) "Strategy and policy making **lack evidence**, leading to vague and sometimes overambitious policy settings that remain untested".
- 5) "The demographic data presents as reasonably stable to assist planning. The **complexity is the overlay of economic data** as our strategy is 'affordable housing' and economic data can fluctuate greatly for these income groups".
- 6) Respondents pointed out that although they identify the projected direction, it is **difficult to align demographic changes with the projected figures** as it is a very costly activity - "while we may know the direction and understand demography, it is hard to make these two align as we are dealing with large assets which may be expensive to alter, demolish, redesign, etc., and often the existing client base is resistant to moving through houses / downsizing when their needs change".
- 7) "Demographics indicate trends, however in terms of responses to these trends i.e., ageing population and housing need/preference, **we cannot apply the policy responses of the past as there has a continues to be a shift in how people live and their needs.**"
- 8) "Haphazard in its application."
- 9) "The principal challenge is that Government policy both at a federal and state level should be reflective of demographic change. This is not happening with the **main bucket of funds frozen for more than 20 years**. For a community organisation with limited resources this is more than a challenge".
- 10) "We can investigate demographic info and make assumptions re where affordability is an issue, **but actually acquiring land and building in areas of need is not able to be undertaken due to the tight fiscal circumstances.**"
- 11) "We have been going from state and federal state. We see a need in housing and social procurement as a way to get there makes sense to us. We believe this message works for a number of policy times across federal portfolios also."
- 12) "We are getting better at this, but it hasn't always been the focus."
- 13) "In Western Australia, **migration levels** are identified as a potential demand driving factor. Migration levels massively influence WA 1st home market - which invokes a ripple effect into other new home segments".

3.2. Typologies

Question 5: *Thinking of the housing you manage, design and/or deliver, how common is the use of each of the following housing types in your public housing portfolio? [25 answered, 5 skipped]*

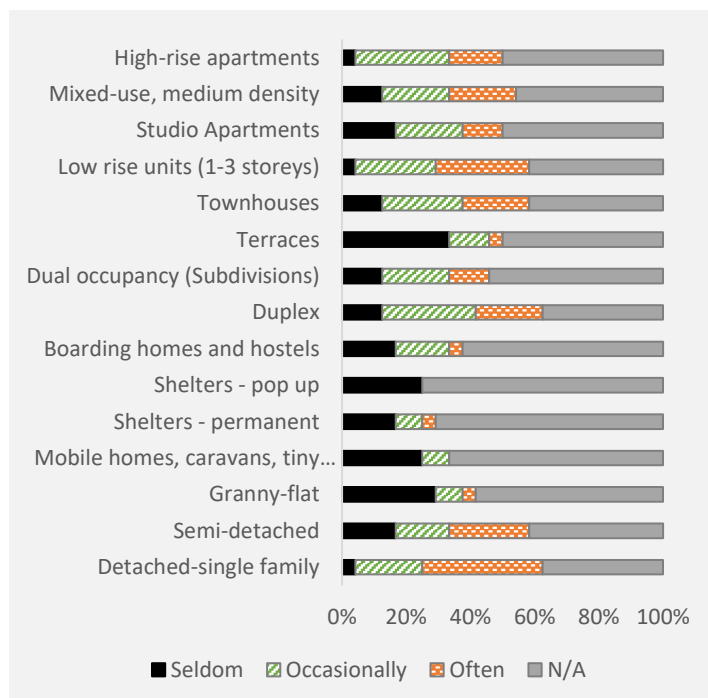
Figure 4 – Distribution of popularity of different housing types in public housing sector



Detached and semi-detached single family houses and low rise units are likely to be a common housing solution in the public housing portfolio.

Question 6: *Thinking of the housing you manage, design and/or deliver, how common is the use of each of the following housing types in your affordable community rental housing portfolio? [25 answered, 5 skipped]*

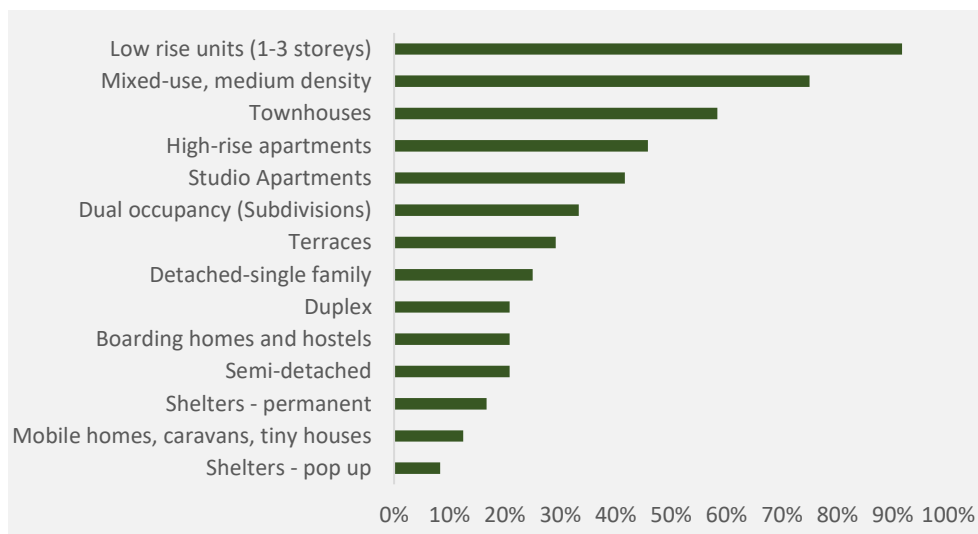
Figure 5 – Distribution of popularity of different housing types in affordable community rental housing sector



Detached and semi-detached single family houses and low and medium rise (mixed use) units are likely to be a common housing solution in affordable housing portfolios.

Question 7: *If you wanted to improve access to public housing, which of the following housing types would you increase? [Tick top 5 - no ranking required] [25 answered, 5 skipped]*

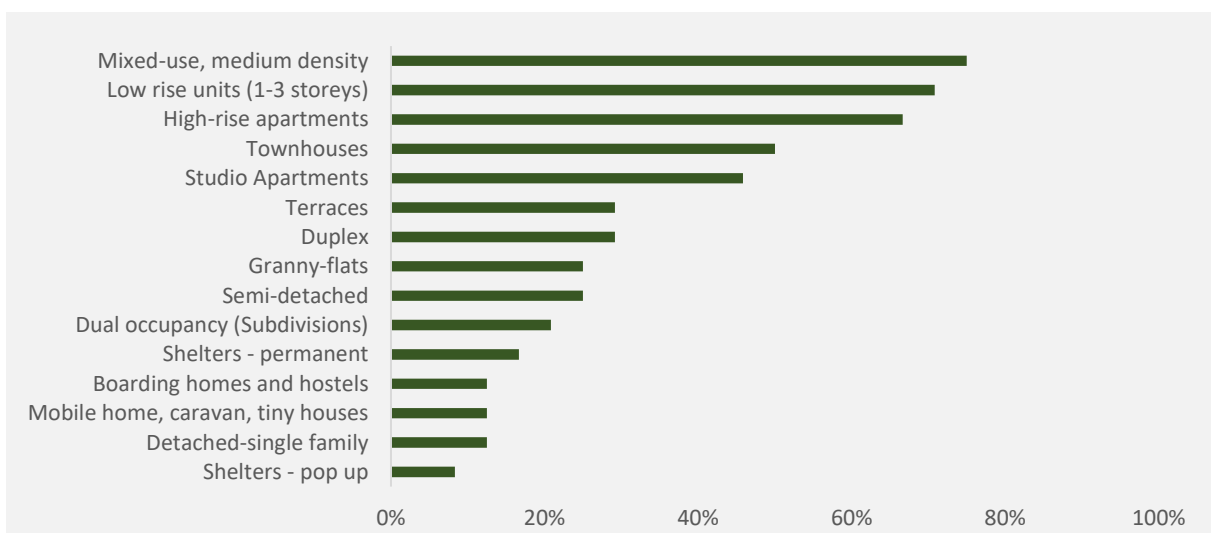
Figure 6 – Housing types to promote to improve access to public housing



Low rise units, mixed-use medium density units, townhouses, high-rise apartments and studio apartments are the five popular choices to consider in improving access to public housing.

Question 8: *If you wanted to improve access to affordable community rental housing which of the following housing types would you increase? [Tick top 5 - no ranking required] [25 answered, 5 skipped]*

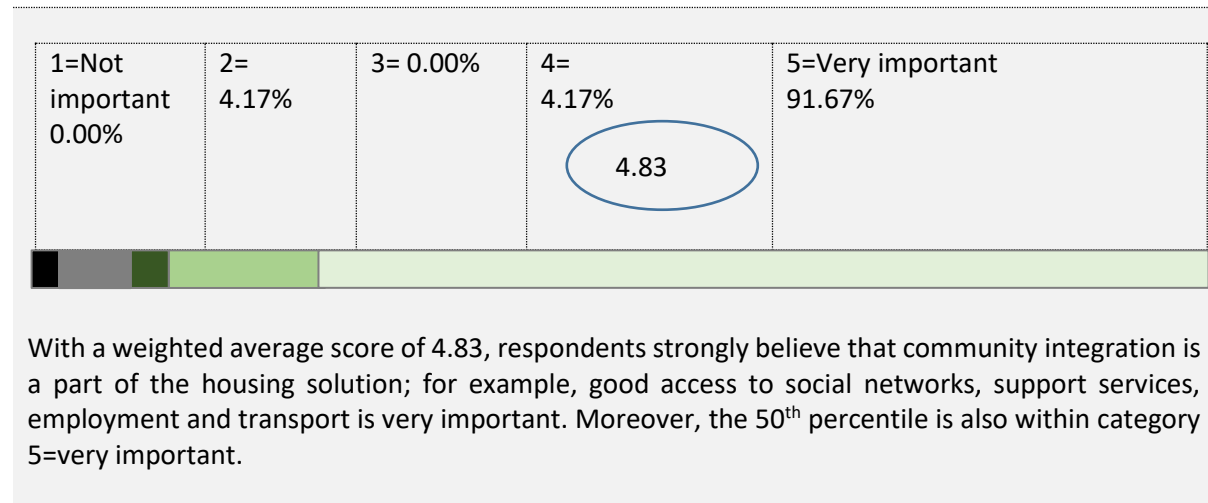
Figure 7 – Housing types to promote to improve access to affordable community rental housing



Mixed-use medium density units, low rise units, townhouses, high-rise apartments and studio apartments are the five popular choices to consider in improving access to affordable community rental housing.

Question 9: *How important do you think community integration is as a part of the housing solution; for example, good access to social networks, support services, employment and transport? [25 answered, 5 skipped]*

Figure 8 – Importance of community integration as a part of the housing solution



Question 10: *Any other comments relevant to typologies? [8 answered, 22 skipped]*

NOTE: These are individual views only

Below are the additional insights from the survey respondents.

- “There isn’t a great deal of community acceptance for very small dwellings. There are issues around location of tiny houses, etc., under planning regulations as well as safety concerns which make looking at these as social housing stock tricky. Similarly, subdivision / house sharing due to the social issues which are possible, and the responsibility of government in terms of risk if something goes wrong.”
- “More homogenous communities always work better in my experience.”
- “My answers were in relation to urban/metro Sydney, but in regional areas I would say low rise apartments, terrace housing are important.”
- “Ideal social/affordable housing should be part of broader land use / housing development strategies.”
- “Planners and deliverers often think these things are very important but how important are they to customers and in the relative trade off customers are prepared to make.”
- “Studio apartments could be equivalent to larger new age boarding room, which we deliver to be affordable on a regular basis.”
- “This is important and also what adds capital value, so the stock isn’t cheap as land values are higher. Procurement approaches

Question 11: *To what extent does your organisation use each of the following approaches, if applicable? [22 answered, 8 skipped]*

Table 1 – The least used housing approaches by organisations and the States in which they were being used

Approach	Not at all	Organisation	State
Planning mechanisms	28.57%	State Gov. Local Gov., developers, disability.	QLD,VIC
Public housing transfers	28.57%	CHP, developers, disability, Gov. developer, Shelter.	QLD,NSW,VIC
Estate renewal	19.05%	CHP, Local Gov., developers, disability.	NSW,VIC,QLD,WA
Housing for remote Indigenous communities	38.10%	Builders, CHP, developers, disability, finance, Gov. developers, Local Gov., State Gov.	NSW, QLD, VIC, WA
Housing for those with a disability	9.52%	Developers, Local Gov.	VIC,QLD
Community Housing Provider models	14.29%	CHP, disability, financing,	QLD,VIC
Private rental brokerage activities	9.52%	Developers, Local Gov.	QLD,VIC
Innovative funding schemes	9.52%	CHP, developers.	VIC,WA
Cooperatives and mutual societies	38.10%	Builders, CHP, developers, disability, Local Gov., Shelter, State Gov.	QLD,NSW,VIC,WA
Person-centred approaches	14.29%	Developers, financing, local gov.	QLD,VIC
Common Ground model	42.86%	CHP, developers, disability, financing, Local Gov.	NSW,QLD,VIC,WA

Note: The least used housing approaches by organisations are highlighted.

Table 2 – The frequently used housing approaches by organisations and the States in which they were being used

Approach	All the time	Organisation	State
Planning mechanisms	9.52%	State Gov., CHP	NSW
Public housing transfers	9.52%	CHP	NSW, VIC
Estate renewal	9.52%	State Gov., CHP	NSW,VIC
Housing for remote Indigenous communities	4.76%	CHP	VIC
Housing for those with a disability	14.29%	CHP, disability, State Gov.	VIC, QLD, NSW
Partnerships (e.g., government, private, NFP and City Deals)	14.29%	Builders, CHP, State Gov.	VIC,WA
Community Housing Provider models	14.29%	CHP, State Gov.	VIC, NSW
Private rental brokerage activities	9.52%	CHP	QLD,VIC
Innovative funding schemes	4.76%	Builders, CHP	VIC,WA
Cooperatives and mutual societies	0.00%		
Person-centred approaches	19.05%	CHP, disability, State Gov.	QLD, VIC,NSW

Note: The top 4 most frequently used housing approaches by organisations are highlighted.

Housing initiatives such as common ground models, cooperatives and mutual societies, public housing transfers and planning mechanisms are less likely to be used by community housing providers, developers, and disability organisations. Person-centred approaches, community housing provider models and partnerships are popular choices among community housing providers and State governments.

Question 12: *What do you consider is the level of experience and expertise in your State for each of the following approaches to providing public and affordable community rental housing? [22 answered, 8 skipped]*

Table 3 –Experience of different States with particular housing approaches

Planning mechanisms (including value capture and inclusionary zoning)	NSW,QLD,WA
Public housing transfers	NSW,QLD,WA
Estate renewal	NSW,QLD,WA,VIC
Housing for remote Indigenous communities	QLD,WA
Housing for those with a disability	QLD,VIC,WA
Partnerships (e.g. government, private, NFP and City Deals)	NSW,QLD,WA,VIC
Community Housing Providers	NSW,QLD,WA,VIC
Private rental brokerage activities	NSW,QLD
Innovative funding schemes	QLD,WA
Cooperatives and mutual societies	QLD
Common ground model	QLD,VIC

Based on the survey responses, the table above lists the approaches and the States in which provision of public and affordable **community rental housing** is widely used.

Question 13: *Have you or your organisation had experience with any of the following funding and financing models? [22 answered, 8 skipped]*

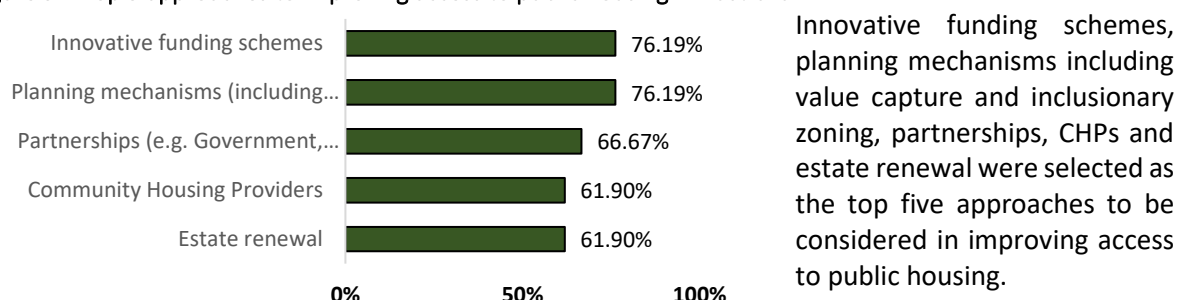
Table 4 –Experience of different types of organisations with particular funding and financing models

Planning mechanisms (including value capture and inclusionary zoning)	Financing, State Gov.
Public housing transfers	Disability, financing, State Gov.
Estate renewal	CHP, disability, State Gov.
Housing for remote Indigenous communities	Financing, State Gov.
Housing for those with a disability	Builder, CHP, State Gov.
Partnerships (e.g., Government, private, NFP and City Deals)	Builder, financing, State Gov.
Community Housing Providers	Builder, disability, State Gov.
Private rental brokerage activities	Disability, financing, State Gov.
Innovative funding schemes	Builder, financing, State Gov.
Cooperatives and mutual societies	State Gov.
Common ground model	State Gov.

The above table lists the types of organisations which indicated they have a high level of experience with the specified funding and financing models.

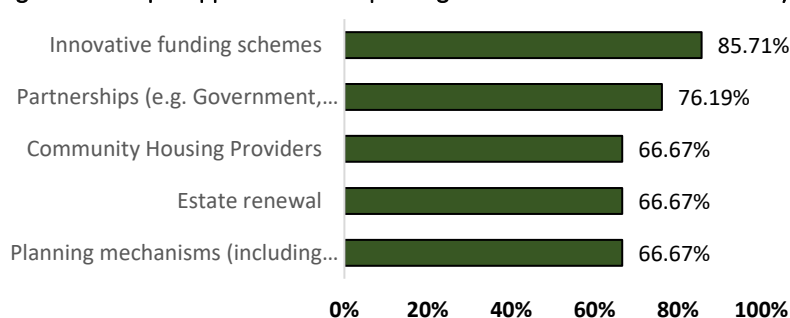
Question 14: *Indicate the top 5 approaches which you think can improve access to public housing in your state? [22 answered, 8 skipped]*

Figure 9 – Top 5 approaches to improving access to public housing in Australia



Question 15: *Indicate the top 5 approaches which you think can improve access to affordable community rental housing in your state? [27 answered, 3 skipped]*

Figure 10 – Top 5 approaches to improving access to affordable community rental housing in Australia



Similar to Q.14, Innovative funding schemes, planning mechanisms including value capture and inclusionary zoning, partnerships, CHPs and estate renewal are selected as the top five approaches to be considered in improving access to affordable housing.

Question 16: *Any other comments relevant to procurement? [5 answered, 25 skipped]*

NOTE: *These are individual views only*

Below are the additional insights from the survey respondents in relation to the procurement of social and affordable housing.

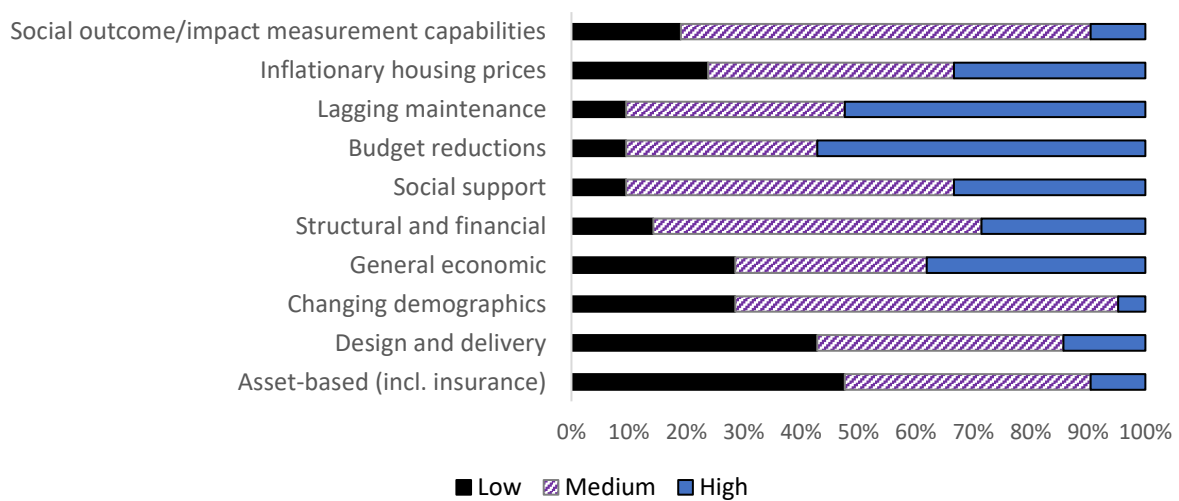
- “The top approach for public housing procurement is for government to build public housing. There is no alternative that can deliver the same outcomes. Current issues of governments’ devaluing, deprioritising and rationing should not be misinterpreted as public housing itself being a flawed system. Community housing is a key part of system but should not be paid for by a loss of public housing. Community housing providers can be used to outsource management of public housing, but costs must be tightly managed and should not be used as a precursor to transfer of title.”
- “There are many models or mechanisms but the role and motivation of government is key, especially central agencies who are typically extremely risk averse.”
- “Public/Social housing simply needs a bigger slice of the Federal and State Government budgets.”

- “I have used Victoria as the base for this although we are operational in each State. Government approach is not innovative and linked to policy that decreases value captures outcomes.”
- “Community and inter-generational models will also be advantageous in aging communities with wealth... and the benefits to social housing opportunities in urban situations can develop from these developments. Frameworks could be set in place for all developments to include a CHP unit, for instance, or an NDIS unit.”

3.3. Risk

Question 17: *What do you consider the level of risk associated with each of the following when procuring public housing (i.e. combination of likelihood and impact)? [22 answered, 8 skipped]*

Figure 11 – Distribution of level of risk associated with procuring public housing



Social support, budget reductions, lagging maintenance, inflationary housing prices, and general economic conditions were considered the top five highest risks when procuring public housing.

Question 18: *Are there any other risks not mentioned in Q 17? [3 answered, 27 skipped]*

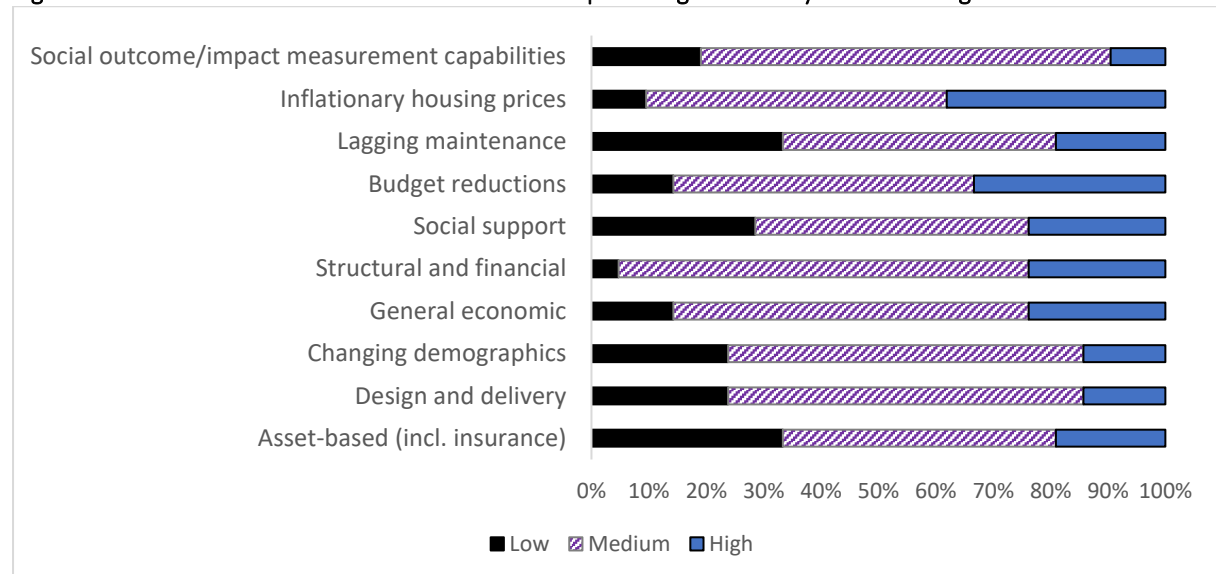
NOTE: These are individual views only

Below are the additional insights from the survey respondents in relation to the risks associated with procuring public housing.

- “Government inaction and sovereign risk.”
- “Public Policy uncertainties. Concentration risk. Locational risk.”
- “Political investment in such is still a risk for federal politics and local, I believe. Such pressures also don’t assist policy framework change, because it does not get votes... a movement is in order, to enrol the voters and push policy. Everyone has examples of designs, management and Finance that can work. This needs top down change or bottom up revolution from a private, which is partly why it’s an exciting time for housing in general.”

Question 19: *What do you consider is the level of risk associated with each of the following when procuring affordable community rental housing (i.e. combination of likelihood and impact)? [27 answered, 3 skipped]*

Figure 12 – Distribution of level of risk associated with procuring community rental housing



Similar to the risks associated with procuring public housing, social support, budget reductions, structural and financial risks, inflationary housing prices, and general economic conditions were considered the top five highest risks when procuring affordable rental housing.

Question 20: *Any there any other risks not mentioned in Q 19? [3 answered, 27 skipped]*

NOTE: These are individual views only

Below are the additional insights from the survey respondents in relation to the risks associated with procuring affordable community rental housing.

- “Negative community attitudes and reactionary local govt.”
- “Policy paralysis, lack of clear mandatory or incentive mechanisms for provision.”
- “Technical capabilities. Contract Management. Raising and managing external capital.”

Question 21: *Thinking about the difficulties you might face in measuring social outcomes and impacts, in your view, rate the following [Rank 1 being the not difficult and 3 the extremely difficult] [21 answered, 9 skipped]*

Table 5 – Level of difficulty associated with measuring social outcomes and impacts

	Not difficult	Somewhat difficult	Extremely difficult
Not effectively specifying desired outcomes and impacts upfront	28.57%	33.33%	38.10%
Not asking the right questions to determine actual outcomes and impact	23.81%	38.10%	38.10%
Resources needed to gather, assess and gain feedback on findings	0.00%	71.43%	28.57%
Timescale for outcomes (often medium to long term)	0.00%	47.62%	52.38%
Collecting and having access to relevant data	0.00%	61.90%	38.10%
Collecting and having access to timely data	0.00%	52.38%	47.62%

Collecting and having access to timely data, and a timescale for outcomes (often medium to long term) were identified as the areas causing the most difficulty in measuring social outcomes and impacts.

Question 22: *Any there any other risks not mentioned in Q 21? [2 answered, 28 skipped]*

NOTE: These are individual views only

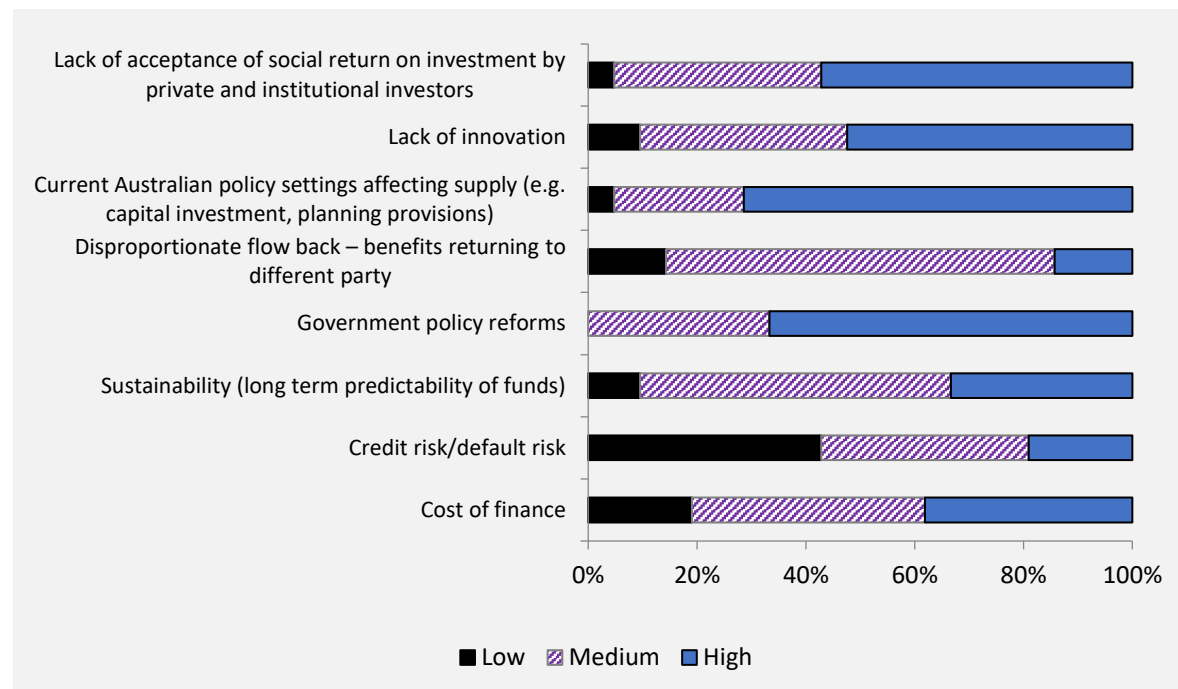
Data disappearance due to inconsistencies in political cycles and financial costs related to these activities are other risks identified by the respondents in relation to Q.21.

Question 23: *Do you think there is a need for private sector and/or institutional investors to accept a lower rate of return for social and affordable housing investments, in recognition of the broader social and economic benefit of a functioning housing sector? [22 answered, 8 skipped]*

Out of 80% of the respondents who answered “yes” to Q.23; state governments and community housing providers believe that institutional investors should accept a lower rate of return for social and affordable housing investments, in recognition of the broader social and economic benefit of a functioning housing sector.

Question 24: What do you consider is the level of risk associated with existing funding and financing models? [22 answered, 8 skipped]

Figure 13 - Level of risk associated with existing funding and financing models



Government policy reforms, current Australian policy settings affecting supply (e.g., capital investment, planning provisions) and lack of acceptance of social return on investment by private and institutional investors were identified as the most common risk element associated with existing funding and financing models

Question 25: Any there any other risks not mentioned in Q 24? [4 answered, 26 skipped]

NOTE: These are individual views only

Other risks identified by the respondents in relation to Q. 24 are outlined below.

- “International funding an opportunity (cheaper).”
- “Lack of consistent government strategy, particularly between the states and the Commonwealth.”
- “Unless it is a legislative requirement that all superfunds MUST invest an agreed % of their funds in social and affordable housing, then the market returns are the market returns. It is then up to the governments (state and federal) to ‘top up’ the uneconomic portion so that superfund returns are acceptable.”
- “At the end of a deal, if structured well, any investment in social housing would be better than what most people invest in private enterprise. That is much higher risk, but considered ‘entrepreneurial’”

4. KEY FINDINGS AND CONCLUSIONS

Key findings of this survey are listed below under the project themes: demographics, typologies, procurement approaches and risks. Due to the low sample size, generalisations cannot be made, but insights can be gained.

Demographics: The majority of respondents state that their organisations effectively track changes in population and demographics to inform policy, strategic direction and delivery in order to cater for the rising demand of social and affordable housing in Australia, and their respective strategic objectives are well aligned with the forecasted changes. Out of the 13 sector types surveyed, state governments and community housing providers (CHPs) are the organisations which widely track the demographic changes.

Demographic changes tracking is relatively low in Victoria, in comparison with Queensland, New South Wales and Western Australia. It was identified that, due to lack of availability of reliable data sources and forecasting capabilities of those who are involved in the community housing sector, matching demographic changes with the available resources is challenging. Additionally, some respondents believe that the government funding allocation is outdated and is not adequately reflecting demographic growth/changes. This argument is further supported by the potential for rising, demand-driven migration rates, and therefore close attention should be paid to this factor when calculating demographic changes.

Typologies: Detached single family houses and low rise units are likely to be a common housing solution in both the public housing and affordable community rental housing sectors. Based on the survey data, these housing options are popular choices in Western Australia, New South Wales and Queensland. Mobile homes, caravans, tiny homes, shelter pop-ups, boarding homes and hostels are among the least preferred housing choices for both the public and affordable community rental housing sectors. In relation to improving the access to both public and community rental housing, low rise units, mixed-use medium density units, townhouses, high-rise apartments and studio apartments are the popular choices for consideration. One reason for these specific housing choices is the community demand for medium density housing in better locations with ease of access to public infrastructure and employment hubs, rather than small detached or semi-detached houses in the suburbs.

Furthermore, respondents strongly believe that community integration is a significant part of the housing solution. For example, good access to social networks, support services, employment and transport are very important determinants. However, although planners and deliverers often think these features are very important, availability is subject to the relative trade-off that customers are prepared to make.

Procurement approaches: Housing initiatives such as common ground models, cooperatives and mutual societies, public housing transfers and planning mechanisms are less likely to be used by the CHPs, developers, and disability organisations. Person-centred approaches, community housing provider models and partnerships are popular choices among CHPs and State governments. Procurement approaches such as planning mechanisms, public housing transfers, estate renewals, partnerships, CHPs and private rental brokerage activities are popular in New South Wales, Queensland and Western Australia. Innovative funding schemes, planning mechanisms including value capture and inclusionary zoning, partnerships, CHPs and estate renewal are selected as the top five approaches to be considered in improving access to public housing and affordable community rental housing.

It was identified that, although there are many models or mechanisms, the key is the motivation of government (Federal and State), as central agencies are typically risk-averse parties. Thus, some respondents believe that there is no alternative to the delivery of good outcomes other than the government being responsible for the building of public housing. These respondents state that the current issues of governments devaluing, deprioritising and rationing should not be misinterpreted as the system of public housing delivery itself being flawed. Community housing is a key part of the system but should not be paid for by a decrease in public housing. CHPs can be used to outsource the management of public housing, but costs must be tightly managed and should not be used as a precursor to the transfer of titles. Another plausible suggestion is that community and inter-generational models will also be advantageous in sourcing housing for ageing communities, where the wealth and the benefits of social housing opportunities which can be created in urban situations are able to be developed. Therefore, frameworks could be set in place for all developments to include, for instance, a CHP or NDIS unit.

Risks: Social support, budget reductions, lagging maintenance, inflationary housing prices, structural and financial risks, and general economic conditions are all identified as the common risk elements associated with procuring public housing and community rental housing. Additional risks identified by the respondents for the procurement of public housing are; government inaction and sovereign risk, public policy uncertainties, concentration risk and locational risk. For affordable community rental housing, additional risks identified by the respondents are; negative community attitudes and reactionary local government, policy paralysis, lack of clear mandatory or incentive mechanisms for provision, lack of technical capabilities, lack of contract management and challenges in raising and managing external capital. In relation to the potential difficulties associated with measuring social outcomes and impacts, collecting and having access to timely data and a timescale for outcomes (often medium to long term) are identified as being extremely difficult, compared to not effectively specifying desired outcomes and impacts upfront, and not asking the right questions to determine actual outcomes and impact.

Respondents indicated that data inconsistencies which occur due to different political cycles and financial costs of these housing activities are other potential difficulties linked with measuring social outcomes and impacts. State governments and CHPs believe that institutional investors should accept a lower rate of return for social and affordable housing investments, in recognition of the broader social and economic benefit of a functioning housing sector. Government policy reforms, current Australian policy settings affecting supply (e.g. capital investment and planning provisions), and lack of acceptance of social return on investment by private and institutional investors are identified as the most common risk elements associated with existing funding and financing models. Respondents also identified lack of consistent government strategy, particularly between the States and the Commonwealth Government, and that it is the Government's responsibility to top up the uneconomic portion of investments such as superannuation funds to make these fund returns acceptable. Otherwise, unless it is a legislative requirement that all superannuation funds must invest an agreed percentage of their funds in social and affordable housing, then the market returns remain such and do not consider the option for a social return on investments.

Correspondingly, respondents indicated that international funding could be a cheaper opportunity, and if properly structured, any investment in social housing would be lower risk than investment in private enterprise, which attracts much higher risk, but is considered 'entrepreneurial'.

APPENDIX A – ON-LINE SURVEY COVER LETTER

Dear

As a part of current Sustainable Built Environment National Research Centre (SBEnc) research, we ask for your assistance in completing a survey which will be sent to you via Survey Monkey in the next few days.

This survey will inform our research, aimed at developing a set of criteria for social procurement approaches. This is intended to help policy makers and those delivering social and affordable housing to optimise procurement frameworks. More details can be found at <http://sbenrc.com.au/research-programs/1-54-procuring-social-and-affordable-housing-improving-access-and-delivery/>

This survey will take around 20 minutes to complete.

Your assistance would be appreciated. We will then keep you updated with survey findings and reports.

If you have not received this survey within a week please check your spam folder.

Kind regards and thanks

Judy Kraatz (Project Leader)

j.kraatz@griffith.edu.au

Nirodha Jayawardena

nirodhaimali.jayawardena@griffithuni.edu.au

APPENDIX B – ON-LINE SURVEY INFORMATION SHEET

Who is conducting the research:

Judy Kraatz (Project Leader)
Cities Research Institute & SBEnrc
j.kraatz@griffith.edu.au

Nirodha Jayawardena
Cities Research Institute & SBEnrc
nirodhaimali.jayawardena@griffithuni.edu.au

Why is the research being conducted?

This survey is intended to inform current research aimed at developing a set of criteria for social procurement approaches. This is intended to help policy makers and those delivering social and affordable housing to optimise procurement frameworks.

Griffith University is a core partner in the Sustainable Built Environment National Research Centre (SBEnrc), and is leading this research project. More details can be found at <http://sbenrc.com.au/research-programs/1-54-procuring-social-and-affordable-housing-improving-access-and-delivery/>

What you will be asked to do:

This is a one-time online survey. It is expected it will take around 20 to 30 minutes to complete. It includes a mix of closed questions (select responses from a drop down menu or the like) and open questions (requiring a more detailed response from you).

The basis on which participants will be selected or screened:

You have been selected based upon your involvement in the social and affordable housing sector in Australia. We are targeting key people across the housing supply chain, including government agencies, peak bodies, financiers, tenant associations and the like.

The expected benefits of the research:

Your assistance in completing this survey will help test early findings from a review of academic and industry literature around changing demographics, housing typologies, current and emerging social procurement approaches, and funding and financing methods. Findings will be consolidated, and further reviewed in conjunction with our government and industry research partners, to produce criteria which could assist in procuring social and affordable housing to address current issues of supply, viability and appropriateness. The consolidated results will be disseminated via YouTube video and academic and industry reports and conferences.

Risks to you:

There are no perceived risks to yourself associated with completion of this survey.

Your confidentiality:

Data from this survey may be identified or identifiable in publications or presentations resulting from this research. The conduct of this research involves the collection, access and/or use of your identified personal information.

Privacy:

As outlined above, your identified personal information may appear in the publications/reports arising from this research. This will only occur with your consent. Any additional personal information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. A de-identified copy of this data may be used for other research purposes. However, your anonymity will at all times be safeguarded, except where you have consented otherwise. For further information consult the University's Privacy Plan at <http://www.griffith.edu.au/about-griffith/plans-publications/griffith-university-privacy-plan> or telephone (07) 3735 4375.

Your participation is voluntary:

Involvement in this survey is voluntary, and I understand that I am free to withdraw at any time, without explanation or penalty.

Mechanism for distribution and return / Web backend:

This survey is using Survey Monkey to distribute the surveys and collect the data. Results will be downloaded from the website once the survey has closed, and then be stored on Griffith University

secure servers. Only the two members of the research team, listed above will have access to the live Survey Monkey data. Once downloaded, this data will also be shared with Mariela Zingoni de Baro (Curtin University). All research data (survey responses and analysis) will be retained in password protected electronic files at Griffith and Curtin Universities for a period of five years before being destroyed.

Questions / further information:

Any questions regarding this survey can be addressed to the two researchers listed on this information sheet.

The ethical conduct of this research:

Griffith University conducts research in accordance with the *National Statement on Ethical Conduct in Human Research* (2007). If potential participants have any concerns or complaints about the ethical conduct of the research project they should contact the Manager, Research Ethics on 3735 4375 or research-ethics@griffith.edu.au. The reference number for this research is GU ref no: 2017/915.

Feedback to you:

Findings of this research will be available in our final reports at our project webpage - <http://sbenrc.com.au/research-programs/1-54-procuring-social-and-affordable-housing-improving-access-and-delivery/>. We will also share reports with you by email once completed.

APPENDIX C – ON-LINE SURVEY QUESTIONNAIRE

This survey will inform current *Sustainable Built Environment National Research Centre* (SBEnrc) research aimed at developing a set of criteria for procurement approaches which deliver housing and related social infrastructure (social procurement), as a part of our *Procuring Social and Affordable Housing* research - <http://sbenrc.com.au/research-programs/1-54-procuring-social-and-affordable-housing-improving-access-and-delivery/>

This is intended to help policy makers and those delivering both social (public and community) and affordable private rental housing optimise their procurement frameworks.

CONSENT FORM

Research Team

Judy Kraatz (Project Leader), Cities Research Institute & SBEnrc, j.kraatz@griffith.edu.au
Nirodha Jayawardena, Cities Research Institute & SBEnrc, nirodhaimali.jayawardena@griffithuni.edu.au

By continuing with this survey, I confirm that I have read and understood the information package and in particular, I understand:

- That my involvement in this research will include completing a one-time on-line survey expected to take 20-30 minutes to complete;
- That I have had any questions answered to my satisfaction;
- The risks involved;
- That there will be no direct benefit to me from my participation in this research;
- That my participation in this research is voluntary;
- That if I have any additional questions I can contact the research team;
- That I am free to withdraw at any time, without explanation or penalty;
- That I may be identified or identifiable in publications or presentations resulting from this research;
- That I can contact the Manager, Research Ethics, at Griffith University Human Research Ethics Committee on 3735 4375 (or research-ethics@griffith.edu.au) if I have any concerns about the ethical conduct of the project. The reference number for this research is GU ref no: 2017/915.

I consent to the inclusion of my personal information in publications or presentations resulting from this research.

Yes

No

DEMOGRAPHICS

1. Does your organisation track changes in population and demographics to inform your policy, strategic direction and/or delivery?
Yes
No
2. If you do – how effective do you think this is?
[5 point scale from *not at all effective* to *very effective*]
3. Do you consider there to be a mismatch between your current policy/strategic direction and/or delivery, and likely demographic changes into the future?
[5 point scale from *not at all aligned* to *well aligned*]
4. Any other comments relevant to demographics?
[open question]

TYPOLOGIES

5. Thinking of the housing you manage, design and/or deliver, how common is the use of each of the following housing types in your **public housing portfolio**? [rank from *seldom*, *occasionally*, *often*, *N/A*]

Detached – single family	Dual occupancy (Subdivisions)
Semi-detached	Terraces
Mobile home / caravan, tiny houses	Townhouses
Shelter-permanent	Low rise units (1-3 storeys)
Shelter-pop up	Studio Apartments
Boarding home/ hostels	Mixed-use
Duplex	High-rise apartments

6. Thinking of the housing you manage, design and/or deliver, how common is the use of each of the following housing types in your **affordable community rental housing portfolio**? [rank from *seldom*, *occasionally*, *often*, *N/A*]

Detached – single family	Dual occupancy (Subdivisions)
Semi-detached	Terraces
Granny-flat	Townhouses
Mobile home / caravan, tiny houses	Low rise units (1-3 storeys)
Shelter-permanent	Studio apartments
Shelter-pop up	Mixed-use
Boarding home/ hostels	High-rise apartments
Duplex	

7. If you wanted to improve access to **public housing** which of the following housing types would you increase? [Tick top 5 - no ranking required]

Detached – single family	Dual occupancy (Subdivisions)
Semi-detached	Terraces
Mobile home / caravan, tiny houses	Townhouses
Shelter-permanent	Low rise units (1-3 storeys)
Shelter-pop-up	Studio Apartments
Boarding home/ hostels	Mixed-use
Duplex	High-rise apartments

8. If you wanted to improve access to **affordable community rental housing** which of the following housing types would you increase? [Tick top 5 - no ranking required]
- | | |
|------------------------------------|-------------------------------|
| Detached – single family | Dual occupancy (Subdivisions) |
| Semi-detached | Terraces |
| Mobile home / caravan, tiny houses | Townhouses |
| Shelter-permanent | Low rise units (1-3 storeys) |
| Shelter-pop up | Studio Apartments |
| Boarding home/ hostels | Mixed-use |
| Duplex | High-rise apartments |
9. How important do you think community integration is as a part of the housing solution, for example, good access to social networks, support services, employment and transport?
[5 point scale from *not at all* to *significantly*]
10. Any other comments relevant to typologies?
[open question]

PROCUREMENT APPROACHES

11. To what extent does your organisation use each of the following approaches, if applicable?
[rank from *Not at all*, to *all the time*, N/A]
- | | |
|---|-------------------------------------|
| Planning mechanisms including value capture and inclusionary zoning | Community Housing Providers |
| Public housing transfers | Private rental brokerage activities |
| Estate renewal | Innovative funding schemes |
| Housing for remote indigenous communities | Cooperatives and mutuals |
| Housing for those with disabilities | Person-centered approaches |
| Partnerships (e.g., Government, private, NFP and City Deals) | Common Ground model |
12. What do you consider is the level of experience and expertise in your state for each of the following approaches to providing **public and affordable community rental housing**?
[rank from *low* to *high*]
- | | |
|---|-------------------------------------|
| Planning mechanisms including value capture and inclusionary zoning | Community housing Providers |
| Public housing transfers | Private rental brokerage activities |
| Estate renewal | Innovative funding schemes |
| Housing for remote indigenous communities | Cooperatives and mutuals |
| Housing for those with disabilities | Person-centered approaches |
| Partnerships (e.g., government, private, NFP and city Deals) | Common Ground model |

13. Have you or your organisation had experience with any of the following funding and financing models?
[select from *none, some, lots*]
- | | |
|---|-----------------------------------|
| Government schemes (incl. NAHA, NRAS, CRA) | Innovative funding schemes |
| Remote Indigenous Housing Scheme | Housing Cooperatives and mutual s |
| Social Housing Future Fund | Securitization |
| Partnerships (i.e., PPPs, alliances, joint ventures and City Deals) | Real Estate investment Trusts |
| Shared equity | Super fund investments |
| Community Land Trusts | Managed Investment Trusts |
| Bond aggregators models | Rent setting models |
| Housing bonds | Other state based models |
14. Indicate the top 5 approaches which you think can improve access to public housing in your state?
- | | |
|---|-------------------------------------|
| Planning mechanisms including value capture and inclusionary zoning | Community Housing Providers |
| Public housing transfers | Private rental brokerage activities |
| Estate renewal | Innovative funding schemes |
| Housing for remote indigenous communities | Cooperatives and mutuals |
| Housing for those with disabilities | Person-centered approaches |
| Partnerships (e.g. Government, private, NFP and City Deals) | Common Ground model |
15. Indicate the top 5 approaches which you think can improve access to affordable community housing in your state?
- | | |
|---|-------------------------------------|
| Planning mechanisms including value capture and inclusionary zoning | Community Housing Providers |
| Public housing transfers | Private rental brokerage activities |
| Estate renewal | Innovative funding schemes |
| Housing for remote indigenous communities | Cooperatives and mutuals |
| Housing for those with disabilities | Person-centered approaches |
| Partnerships (e.g. Government, private, NFP and City Deals) | Common Ground model |
16. Any other comments relevant to procurement?

RISK

17. What do you consider the level of risk associated with each of the following when procuring *public housing* (i.e., combination of likelihood and impact)? [rank from *low to high*]
- | | |
|-------------------------------|--|
| Asset-based (incl. insurance) | Social support |
| Design and delivery | Budget reductions |
| Changing demographics | Lagging maintenance |
| General economic | Inflationary housing prices |
| Structural and financial | Social outcome/impact measurement capabilities |
18. Any other risks not mentioned in Q.17
[open question]

19. What do you consider the level of risk associated with each of the following when procuring *affordable community rental housing* (i.e., combination of likelihood and impact)? [rank from *low to high*]
- | | |
|-------------------------------|--|
| Asset-based (incl. insurance) | Social support |
| Design and delivery | Budget reductions |
| Changing demographics | Lagging maintenance |
| General economic | Inflationary housing prices |
| Structural and financial | Social outcome/impact measurement capabilities |
20. Any other risks not mentioned in Q.19
[open question]
21. Thinking about the difficulties you might face in measuring social outcomes and impacts, in your view, rate the following [Rank 1 being the not difficult and 3 the extremely difficult]
- Not effectively specifying desired outcomes and impact upfront
 - Not asking the right questions to determine actual outcomes and impact
 - Resources needed to gather, assess and feedback findings
 - Timescale for outcomes (often medium to long term)
 - Collecting and having access to relevant data
 - Collecting and having access to timely data
22. Any other risks not mentioned in Q.21?
[open question]
23. Do you think there is a need for private sector and/or institutional investors to accept a lower rate of return for social and affordable housing investments, in recognition of the broader social and economic benefit of a functioning housing sector?
- Yes
 - No
 - Other
24. What do you consider is the level of risk associated with existing funding and financing models? [rank from low to high]
- Cost of finance
 - Credit risk/default risk
 - Sustainability (long term predictability of funds)
 - Government policy reforms
 - Disproportionate flow back-benefits returning to different party
 - Current Australian policy settings affecting supply (e.g., capital investment, planning provisions)
 - Lack of innovation
 - Lack of acceptance of social return on investment by private and institutional investors
25. Any other risks not mentioned in Q.24?
[open question]
26. Participant details
- Organisation
 - Role
 - State