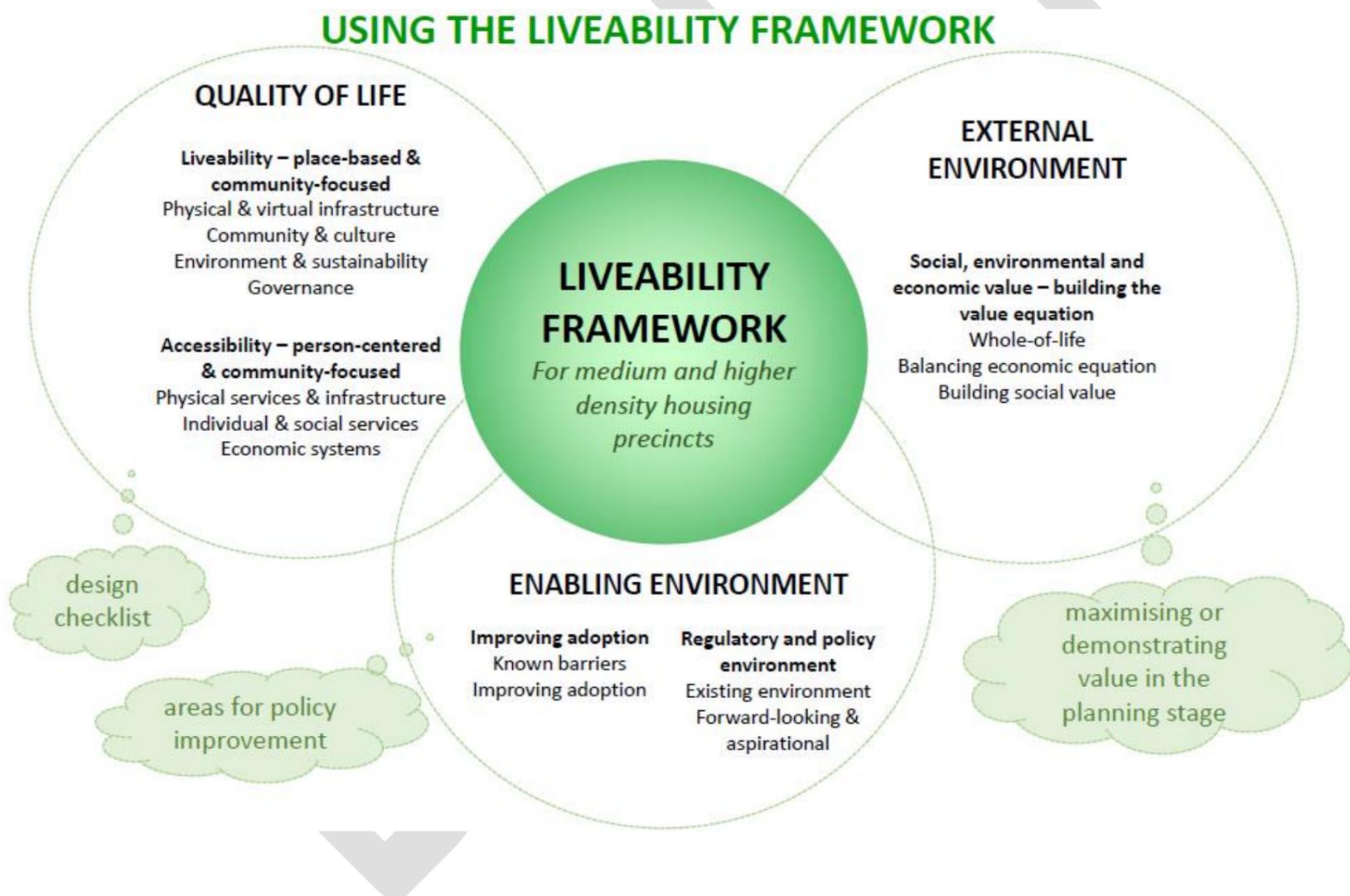


Liveability and accessibility in higher density urban housing and precincts are critical to maximise investment and minimise future risks to our community. This checklist was developed from research guided by a need to shift from a cost-based focus to better understanding the benefits and long-term value derived from liveable and accessible housing precincts. Research findings are aimed at building a better understanding of government, industry and not-for-profit roles in shaping industry structure and driving new urban forms, and improving the adoption of liveable and accessible design outcomes.

Research outputs, including this checklist, are informed by a review of industry and academic literature (April to October 2020), and case studies in both Brisbane and Perth supported by 23 interviews with industry stakeholders (October 2020 to May 2021).

The *Liveability Framework for Medium to High-density Social and Affordable Housing* is designed to be adapted and used as a checklist (as per the example in the following pages) by our SBEnc partners, and the social and affordable housing sector more broadly. It is intended to guide decision-making around the design, development and management of more effective, accessible and liveable social and affordable higher density housing.

The framework includes 5 headline elements and 53 sub-elements and associated guidelines across three key themes (see below). Given the broad target audience, not all elements or sub-elements will be applicable to all partners or all projects. The framework and following checklist can be modified for use in several ways, for example, early in the project development, to communicate intent to a design team, or as a completed project appraisal tool to close the loop on project-based learnings. Thus, not all of the five elements may be relevant for the specific project at a point in time, with relevance to be identified, for example by the project team or client. Organisations are encouraged to take this framework and make it their own through aligning it with their internal systems and processes.



This checklist is to be read in conjunction with our research findings included in the Final Industry Report, YouTube video and review of literature which are available at: <https://sbenrc.com.au/research-programs/1-71/>

Liveability – place-based & community-focused

Select sub-components and guidelines relevant to role and/or project phase			Select relevant project phase			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Physical and virtual infrastructure	Physical connectedness to social infrastructure	Prioritise appropriate site selection. Connection for informal and formal opportunities (e.g. meeting places, green space, active recreation). Onsite community spaces (each level and whole building) are important.				
	Virtual connectedness	Wi-fi considered an essential service.				
	Asset maintenance	Low maintenance for physical durability, yet resident-friendly materials and fixtures. Minimise disruption to residents of maintenance works through building design. Cost-effective consumables (e.g. light bulbs).				
	Healthy by design	Connection to active and passive exercise options – walkways, bike ways, public pools. Design to allow for social distancing without undue isolation. Healthier environment, healthy people and takes burden off the system over time.				
	Safety by design / safety awareness (addressing anti-social behaviours)	Screen entry doors to enable ventilation, security and connection. Safe environment (e.g. sight lines, no dead ends, no traps – especially external fire stairs – and no blind corners). Controlled access to building and floor. Community engagement and buy-in. Onsite management. Build relationships and engagement with local police. Minimise possible impacts via design. Follow Crime Prevention through Environmental Design Guidelines (e.g. those developed for Queensland). ⁷				
Future proofing	Access to passive ventilation and natural lighting. Sell affordable living, not just affordable housing. Ability to modify for unknown future needs.					
Community and culture	Integrated and inclusive place-based planning	Resident and community engagement and buy-in. Prioritise appropriate site selection.				
	Community, character and culture.	Use of design to create places/spaces which enable resident engagement (e.g. planting). Create desirable spaces and places. Economic diversity is important in spatial planning of larger precincts.				
	Community and social wellbeing	Opportunities for informal interaction, and protection from unwanted interaction. Designing for privacy. Community and social support opportunities in building. Onsite building management and support.				
	Community in mixed tenure environments	Further research needed. Critical to not create class structure (e.g. in entry and onsite facilities).				
	Social connectedness	Community spaces for resident-led activities. Precinct-based spaces are important (e.g. access to youth space, libraries).				
Environment & sustainability	Carbon neutral-positive approach	Passive design, appropriate orientation and access to natural daylight. Ready access to public and active transport options. Issue with solar and becoming an energy provider.				
	Climate resilience	Moderate building and precinct microclimate (e.g. irregular design enabling shade). Access to fresh air, open spaces, ventilation and sunlight. Choice between active and passive systems. Brisbane City Council's Buildings that Breathe initiative captures key issues. ⁸				
	Connectivity to nature-loving & biodiverse spaces	Immediate access to resident-based planting/gardening options; internal planting options (e.g. balconies, internal green streets). Precinct access to biodiverse green space.				
Governance	Addressing overcrowding	Building owners/managers to align resident needs to homes offered.				
	Equality and equity	Critical in a mixed-tenure environment – further research needed. "The means by which people use the building should be the same ... if it cannot be identical the several means provided must be equivalent in terms of their privacy, security, safety and convenience." ¹				
	Pandemic responsiveness	Circulation to enable social distancing. Access to green space from a unit/in building. Access to Wi-Fi. Enable safe social connection. Touch-free entry. Role of onsite manager is important. Inner-city precincts challenged by COVID-19 in terms of loss of workers/economic activity.				
	Collaboration	Onsite managers and service providers. Build relationships with neighbours and community. Provide easy access for service and social support providers (e.g. OZHarvest, BlueCare, Second Chance).				
	Cohort appropriate environment/community	Match resident needs with locations. Maintain diversity.				

⁷ <https://www.police.qld.gov.au/sites/default/files/2018-08/CPTEDPartA.pdf>

⁸ <https://www.brisbane.qld.gov.au/planning-and-building/planning-guidelines-and-tools/neighbourhood-planning-and-urban-renewal/new-world-city-design-guide-buildings-that-breathe>

¹ Danford, GS and B Tauke, Eds. (2001) *Universal design New York*, New York, Center for Inclusive Design and Environmental Access, School of Architecture and Planning, University at Buffalo. The State University of New York, p. 21.

Accessibility – person-centred & community-focussed

<i>Select sub-components and guidelines relevant to role and/or project phase</i>			<i>Select relevant project phase</i>			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Physical services & infrastructure	Whole of life accessibility	More consumer education around NDIS and SDA. Clear and obvious entry points and equitable access. Vehicle access/parking/drop-off and collection points essential for support services, maintenance people and visitors. Dual lifts (minimum) required, with no step-ups. Accessibility to become part of the commercial cost model.				
	Precinct safety	Consider for both day and night. See CPTED guidelines . Swipe-card entry to resident level. Build relationship with police.				
	Precinct accessibility	Accessible ground plane (e.g. level thresholds, compliant ramps, extended ends of balustrades and wayfinding elements). Choice of site and traffic planning to enable accessibility. Access to public, active and passive transport options. Going beyond the wheelchair is important (e.g. consider hearing and vision impaired).				
	Integrated service provision	Onsite housing and support services management. Integrate with offsite providers (e.g. OZHarvest, BlueCare).				
	Access to vital services	Include food outlets and supermarkets, onsite and offsite community, social and health support services, wi-fi.				
Individual & social services	Walkability	Accessible footpaths including for motorised wheelchairs, walkie-wheelers, tactile markers and other wayfinding aids.				
	Universal design / equitable access	Improved housing options for those with disability, visitors and service providers, and for general population (e.g. short-term incapacity, child rearing, ageing in place). Clear, obvious and equitable access – beyond wheelchair is important (e.g. to include hearing, sight loss, dementia).				
	Visitability	Vehicle access/parking/drop-off and collection points essential for support services, maintenance people and visitors.				
	Simple, intuitive and perceptible elements	“Make it easy for everyone to understand the purpose of each design feature and how to use it ... means of use should be intuitively obvious”. ²				
	Local shared mobility	Access to public, passive and active options (e.g. bikes and hire scooters limited by need for smartphone app).				
Economic systems	Tracking accessible housing in marketplace	Up-to-date online data, especially for specialist disability accommodation, needs improvement. Need a specific element of the market that captures accessible housing. Targeted approach for advertising required. Increased demand for accessible housing will lead to improved ROI.				
	Accessibility to employment	Diversity of employment in proximity, enabling residents to commute to work easily. Access via public transport is critical. Transit time to employment/childcare/schools is important. Work from home options increase participation.				
	Spaces for learning and working	Work/study from home options to be facilitated to improve engagement (issues around lighting, noise and wi-fi need to be considered).				

Social, environmental and economic value – building the value equation

<i>Select sub-components and guidelines relevant to role and/or project phase</i>			<i>Select relevant project phase</i>			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Whole-of-life	Whole of life accessibility	Increased demand for accessible housing can improve ROI and drive down costs. Accessibility features need to be integrated in the design phase to maximise cost-effectiveness. Adaptive design can assist where accessible design is not considered viable/desirable. Good management is integral to financial success.				
	Balancing upfront cost with long term benefits	Cost-benefit analysis is difficult on a discrete, small-scale pieces of infrastructure that will provide benefit over 30 years. Composite ROI approach required. Government incentives needed to convert assets to accessible housing and demonstrate long-term opportunities and benefits.				
	Property diversity	Mixed-tenure, mixed-use development, as partnership among government, not-for-profits and private sector provides opportunities to increase supply of social and affordable housing. Investment framework required. Need to ensure viability of mixed-use option. Examine different housing options within medium- to high-density precincts. Diversity of choice for residents essential (e.g. location to match needs). Adding social diversity to local communities can improve system value and performance.				
	Asset maintenance	Cost-effective, robust and people-friendly materials, fixtures and fittings for physical durability and low maintenance. Maintenance with minimal disruption to residents.				
Balancing economic equation	Value capture	Unlock underutilised government land for social and affordable housing outcomes. Careful capitalisation of investment during the planning/design essential. Revenue-generating models of the investment can help with opportunities. Planning relaxation for private investors incorporating social and affordable housing important.				
	Property affordability	Need for a targeted investment framework enabling both private and government investment. Funding mix is important to ensure long-term viability. Construction techniques, materials and fixture selections are important.				

² Danford, G. S. and B. Tauke, Eds. (2001). *Universal design* New York. New York, Center for Inclusive Design and Environmental Access, School of Architecture and Planning, University at Buffalo, The State University of New York. (p.22)

<i>Select sub-components and guidelines relevant to role and/or project phase</i>			<i>Select relevant project phase</i>			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Composite return on investment	Includes social return, wellbeing valuation, rich narratives and value of equity to society and Gross Domestic Product. Research and operationalisation required to build on conceptual framework from previous SBEnc research.					
Building social value	Economic stimuli for local community	Creating people-oriented local environments to enhance social diversity and housing is important, including community spaces and cafes. Role for mixed-use and mixed tenure.				
	Improving social and economic participation – creating demand	Need to take account of the social benefit of economic participation and people being able to work/study from home. Build partnerships to facilitate. Social service provision aids in increasing liveability in these precincts.				

Regulatory and policy environment

<i>Select sub-components and guidelines relevant to role and/or project phase</i>			<i>Select relevant project phase</i>			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Existing environment	National regulatory and policy issues	Clarify NDIS and SDA in terms of investment in appropriate independent living options. Adoption of innovation, environmental impact reduction strategies can generate a point of difference in the market. Impact of upfront costs needs addressing. See Australian Building Codes Board for further details. ³ Performance guidelines rather than mandatory prescriptions can improve behaviour and lifestyle.				
	State regulatory and policy issues	Role of states/territories vary across Australia. Liveability outcomes negotiated on a case-by-case basis – successful innovation needs embedding.				
	Local regulatory and policy issues	Greater local government involvement is desirable. Not-for-profit organisations would benefit from council engagement, as they work to improve outcomes.				
Forward looking / aspirational	Managing jurisdictional conflicts	Address conflicts between state development codes and local government planning requirements. Operationalise synergies between the local level and federal funding.				
	Enabling diversity of outcomes	More clarity around NDIS SDA, with investment linked with independent living options. Take advantage of mixed-tenure opportunities. Whole-of-life business cases.				
	Evidence for continuous improvement	Embed successful innovative outcomes into regulations. Integrate results of resident surveys.				

Improving adoption

<i>Select sub-components and guidelines relevant to role and/or project phase</i>			<i>Select relevant project phase</i>			
Sub-component	Guideline	Policy	Planning	Delivery	Review	
Known barriers	Barriers to uptake of liveability features	Not being part of mixed-tenure and commercial centre opportunities. Need to negotiate on a one-off basis for liveability outcomes (e.g. fire compliance, opening windows). Issues of vitality if commercial spaces not leased.				
	Barriers to uptake of accessibility features	Residents do not want to live in a home that looks like a hospital. People do not want regulatory authority dictating what their home looks like.				
	Economic barriers	Delivering accessibility in terms of a broader issue of liveability (e.g. common outdoor spaces and lifts). Willingness to pay upfront costs for long-term benefit.				
	Attitudinal and behavioural barriers	Ageing and disability is not aspirational. People not willing to pay upfront for intangible benefits in terms of liveability and sustainability.				
Improving adoption	Adoption levers and market update	Nationwide, long-term, cross-sectoral approach to implementing change.				
	Building mixed tenure environments	Decision-making tool required. Research into maximising benefits and minimising risks (social and financial) required.				

More detailed input and specifications are intended to complement this checklist, for example, in Queensland the following documents are important to the delivery of social and affordable housing:

- Livable Housing Australia (2017) *Livable Housing Design Guidelines* <https://livablehousingaustralia.org.au/design-guidelines/>
- Queensland Department of Housing and Public Works (2017) *Social Housing Design Guide: Minimum standards and requirements* https://www.hpw.qld.gov.au/_data/assets/pdf_file/0026/9719/socialhousingdesignguide2017.pdf
- Queensland Department of Health and Office of the Queensland Government Architect (2019) *Healthy Places, Healthy People: Creating great places to keep Queenslanders healthy*
- Queenslanders with Disability Network (QDN) (2017) *Going for Gold – Accessible, Affordable Housing Now* – QDN position paper on housing for people with disability <https://qdn.org.au/wp-content/uploads/2018/06/QDN-Going-for-gold-position-paper.pdf>

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³ <https://www.abcb.gov.au/resource/report/options-paper-accessible-housing-2018>