



Summary of  
Achievements  
Industry Report

# Social and Affordable Housing

The value of social housing: A snapshot  
of a benefits-based research approach to  
housing policy and delivery

2014-22

October 2022  
Dr Judy Kraatz



Sustainable  
**Built Environment**  
National Research Centre  
AUSTRALIA

## Acknowledgements

This summary of achievements was developed by Australia's Sustainable Built Environment National Research Centre (SBEncr). The SBEncr develops projects informed by industry partner needs, secures national funding, project manages the collaborative research and oversees *research into practice* initiatives. Current Core Members of the SBEncr include ATCO Australia, BGC Australia, Government of Western Australia, Queensland Government, Curtin University, Griffith University, RMIT University and Western Sydney University. The industry-driven research underpinning the achievements outlined in this publication would not have been possible without the valuable support of our core industry, government and research partners over the last two decades.

The contribution of Project Steering Group members and researchers involved in this theme of research from 2014 to 2022 is also acknowledged. Full details provided in Section 5.

## SBEncr Core Members – 2022



## Preface

The Sustainable Built Environment National Research Centre, Australia, the successor to the Cooperative Research Centre for Construction Innovation, remains committed to making a leading contribution to innovation across the Australian built environment industry after more than two decades of operation. We are dedicated to working collaboratively with industry and government to develop and apply practical research outcomes that improve industry practice and enhance our nation's competitiveness.

We encourage you to continue to draw on the results of our Centre's applied research to deliver tangible outcomes for your operations. By working together, we can transform our industry and communities through enhanced and sustainable business processes, environmental performance and productivity.



*John V McCarthy*  
**John V McCarthy AO**  
Governing Board Chair  
Sustainable Built Environment National  
Research Centre, Australia



*Keith Hampson*  
**Professor Keith Hampson**  
Chief Executive Officer  
Sustainable Built Environment National  
Research Centre, Australia

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## Executive Summary

The initial Rethinking Social Housing project gained seed funding from the Sustainable Built Environment National Research Centre (SBEncr) Governing Board in 2014. This pilot project had three core members: the WA Housing Authority, and Griffith and Curtin universities. Since that time, the core team has expanded to include the Queensland Department of Communities, Housing and Digital Economy (QDCHDE) and BGC Australia. Project partners throughout the course of this program have included the National Affordable Housing Consortium, Keystart Loans and New South Wales Department of Communities and Justice. In addition, the project affiliates team has expanded to include representatives from Queenslanders with Disability Network, Creating Positive Futures, Urban Development Institute of Australia, Keystart Loans, Common Ground Queensland, and both the Queensland and Western Australia Treasury departments.

Research findings are available at the various SBEncr project websites, and updates are regularly reported in industry and academic newsletters including those of the Community Housing Industry Association, Q Shelter and the European Network of Housing Research. Findings have also been reported at national and international conferences, including the Australian Housing and Urban Research Institute's national conferences and the International Council for Research and Innovation in Building and Construction (CIB) World Building Congress. The team provides input into housing policy and delivery forums including the 2020

Australian Building Codes Board accessible housing standards review. Additionally, inaugural Project Leader Judy Kraatz provided input as a member of the Queensland Ministerial Housing Consultative Committee (2015-16) and the Queensland Ministerial Housing Council (2017-21).

*"I see valuable opportunities for the application of this research, with particular relevance to the COVID environment."* Sue Ash AO, Project Steering Group Chair, 2019-22

*"These are workable, practical ideas which underpin developments of this nature. This will add value to BGC for construction and as an excellent tool for interaction with clients."* James Edwards, Design Manager, BGC Development

*"The research is helping to inform us on ways of delivering more 'people and place' responsive social and affordable housing solutions, in higher density urban areas."* Jeremy Hill, QDCHDE

*"It was stimulating to draw on the wisdom of such experienced stakeholders in the dynamic community of practice that this project afforded."* Geoffrey Woolcock, Brisbane Housing Company

*"I would like to thank you for your ongoing commitment to improving housing outcomes for Queenslanders through participation in the Ministerial Housing Council ... The Ministerial Housing Council has assisted in shaping major initiatives and reforms under the Queensland Housing Strategy 2017-27."* Letter extract from Minister for Housing and Public Works, the Hon Michael de Brenni MP to Judy Kraatz, October 2020



Drummond Precinct streetscape, Ellenbrook, Western Australia  
(Source: New Living, BGC Group)

## 1.0 Introduction

In the past decade, as the national crisis in social and affordable housing has compounded, the central role of housing as the foundation for individual and community wellbeing has been increasingly recognised. State governments have acknowledged this by aligning social housing with communities portfolios, moving beyond addressing housing responsibilities as solely that of providing the physical asset. Our SBEnc suite of research projects has worked to better represent this broader role through a focus on understanding, identifying and accessing the benefits of housing provision, rather than purely cost. To this end, we've provided tools to better capture these benefits to help address the current funding and provision gap.

In 2014, SBEnc partners set a mandate for innovative thinking in this field, and the SBEnc piloted a project in the social and affordable housing sector. Supported initially by three core partners, Western Australian (WA) Housing Authority, Curtin University and Griffith University, the Rethinking Social Housing project was undertaken. As an indication of the value of this research, the follow-on project Valuing Social Housing saw engagement from housing agencies from WA, New South Wales (NSW) and Queensland, and in 2018 we also welcomed BGC Residential as a core partner. The National Affordable Housing Consortium were also a valuable project partner in these early research projects.

The SBEnc is a key research broker between industry, government and research organisations servicing the built environment industry. The Centre's three research streams focus on environmental, social and economic sustainability; streams identified by national industry stakeholders as the key areas that will drive productivity and industry development in the built environment industry.

Established in 2010 and headquartered at Curtin University, the SBEnc is the successor organisation to the Cooperative Research Centre for Construction Innovation (CRCci) (2001-09). The CRC program was established by the Australian Government in 1990 to support industry-led research collaborations. The program funds short-term research projects (up to three years) and research centres (up to 10 years). Creation of the SBEnc secured the CRCci's legacy and continued to enable industry-driven collaborative research in the built environment sector and throughout the built asset life cycle.

The SBEnc's business model is built upon partnerships with industry and researchers. Primary funding and in-kind support is provided by core partners, with additional investment from project partners and collaborating partners. The range of partners includes state and local governments, built environment industry consultants, contractors and suppliers, built asset owners and operators, industry and professional associations, research centres and universities. The SBEnc's network spans the world with partners in Asia, Europe, Africa, Oceania and the Americas. The Centre's research program runs in an 18-month cycle, initiated by a series of national industry consultation meetings to identify research needs and support for all research projects.

Benefits from SBEnc activities are realised through targeted government, industry, not-for-profit and university collaboration; stakeholder benefits through engagement in the collaborative research and development process; and early adoption of Centre outputs. The Centre publishes reports for industry and researchers. Its work features in industry, professional and trade journals, as well as academic publications, and is regularly presented at national and international industry and research forums.



## 2.0 Leadership

### John V McCarthy AO – Governing Board Chair (2002-Current)

John is a recognised industry leader, with a breadth of experience across various commercial and industry disciplines. He served as inaugural Chair of the Australian Sustainable Built Environment Council (ASBEC), as Chair of the Australian Construction Industry Forum (ACIF), National President of the Property Council of Australia and member of the Australian Building Codes Board (ABCB). John was Australia's first industry representative on the Board of the International Council for Research and Innovation in Building and Construction (CIB) – an organisation he served as global President between 2010 and 2013.

### Professor Keith Hampson – CEO (2001-Current)

Keith brings a blend of strong technical and management skills and formal qualifications gained through international experience in industry, government and university environments. He is committed to building an internationally competitive Australia by promoting access to better education, technology and innovative practices. Keith is a registered civil engineer and project manager with extensive experience in multidisciplinary environments in planning, design, construction and maintenance. He regularly presents keynote addresses at national and international conferences and serves on review panels for industry research and policy. He completed his six-year tenure as Vice-President and then President of the CIB in June 2022 and has coordinated a number of successful international research partnerships.

### Project Steering Group (PSG) Chairs

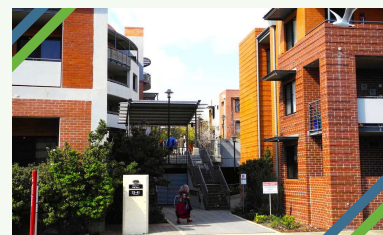
PSG Chairs provide an invaluable, pro bono contribution by way of national leadership, guidance and influence.

### Ian Carter AM (2021-Current)

Developing a Social and Affordable Housing Investment Tool. Ian was awarded an Order of Australia in the General Division in 2009 and has been involved in a wide range of government and community organisations both in Australia and overseas including as CEO of Anglicare WA until March 2019. His contribution to the sector has included roles as Deputy President of the Australian Council of Social Service (ACOSS), State President of the Western Australian Council of Social Service (WACOSS), Chair of the WA Taskforce on Homelessness, and the Social Housing Taskforce Member of the Prime Minister's Council on Homelessness.

### Sue Ash AO (2018-21)

Liveable Social and Affordable Housing and Mapping the Australian Social and Affordable Housing Network. Sue was awarded an Officer of the Order of Australia in 2014 for distinguished service to the community, particularly in the area of social policy development, reform and implementation, and the provision of services to people in need. She has worked with the WA Department of the Premier and Cabinet as a Special Advisor during the COVID-19 pandemic and has had several board appointments including the Perth Lord Mayor's Distress Relief Fund, Baptistcare WA, and the Early Years Initiative. Prior to 2017, Sue served in several positions including CEO of UnitingCare West, Deputy Chair of WA's State Emergency Management Committee and CEO of WACOSS.



Fremantle, Western Australia  
(Source: Western Australia Housing Authority)

## 2.0 Leadership (cont'd)

### Lindsay O'Sullivan (2018)

Procuring Social and Affordable Housing. Lindsay joined Keystart Loans in 2016 as Executive Director of Operations, becoming Chief Operating Officer (COO) in 2018. He had previously served five years as COO for the Chamber of Commerce and Industry WA to 2016. Lindsay has held leadership roles with Bankwest, Herbert Smith Freehills and National Australia Bank in Australia, building on a prior professional career in the United Kingdom. He has also served on not-for-profit, government and private company boards throughout this time. Lindsay has an Executive MBA (Dux) from The University of Western Australia.

### John Coles MBA (Fin) Grad Dip Bus (2017)

Procuring Social and Affordable Housing. John was the CEO of Keystart Loans until 2017. As an organisation that plays a major role in WA's delivery of affordable housing, Keystart Loans provides pathways for public and private rental clients to transition into home ownership. John has had substantial previous experience in senior management including as Executive Director and Director General of the WA Housing Authority. His career in the WA public service has also included appointments in State Treasury, the Department of Industrial Development and the Public Service Board as well as the Public Sector Commission. In addition, John brings extensive experience in dealing with builders, land developers, housing financiers and architects.

### Professor Judith Yates AM (2015-16)

Valuing Social Housing. The late Professor Judy Yates was an Honorary Associate in the School of Economics at the University of Sydney. Her research focused on the economics, finance and policy of housing affordability, rental housing supply, housing and finance markets, intergenerational sustainability and taxation. She served on numerous government advisory committees, on the boards of the Commonwealth Bank of Australia, the NSW Home Purchase Assistance Authority, the Australian Institute of Health and Welfare and the National Housing Company. Judy was a member of the Australian Government's National Housing Supply Council throughout its five-year term.

### Dr Owen Donald (2014-15)

Rethinking Social Housing. Owen has held several positions in the housing sector at Chair or CEO level including serving as the Victorian Director of Housing from 2003 to 2007. He served as a non-executive director for Aboriginal Housing Victoria and Housing Choices Australia, and as a consultant on policy development and program management for both the state and Australian governments. Positions have included Chair of the National Housing Supply Council (2008-13); member of the Australian Government's Urban Policy Forum (2012-13); the Victorian Ministerial Advisory Committee on Social Housing and Homelessness (2011-13); and Executive Director of the Australian Housing and Urban Research Institute (AHURI) from 2000 to 2003.

### Project Leaders

#### Dr Judy Kraatz (2014-21)

For 25 years Judy was an architect involved in both building and urban design. She led teams delivering city-wide solutions for public buildings and parklands for Brisbane City Council (2001-05) and has been involved in integrating sustainability into university curriculum, design practice and business solutions. In 2005, Judy was awarded a CRCci PhD scholarship, investigating Value Mapping for Major Economic Infrastructure Projects. The values-based approach has been foundational to this SBEnrc research which aims to provide a new way of accounting for the broader non-housing benefits of providing safe and secure housing. Judy works as a senior research fellow in the Cities Research Institute, at Griffith University.

#### Associate Professor Sacha Reid (2021-Current)

Sacha joined Griffith University to develop, with industry, the Real Estate and Property Development major within the Bachelor of Business degree. Prior to this, Sacha worked in the private sector, having established the research capacity of DTZ Australia, in Queensland. Sacha's research focuses on high-rise living and the sociological aspects of increasing densities. She is the recipient of an Australian Research Council Linkage Grant, which centred on developing professionalisation within the construction sector, and a Consumer Policy Research Centre Grant, focusing on information disclosure and 'off the plan' apartment sales. Sacha is Head of Department in the Department of Tourism, Sport and Hotel Management at Griffith University, the #1 ranked Australian university in tourism and hospitality.

## 3.0 SBEnrc Social and Affordable Housing Program

Considerable evidence now confirms that having a safe and secure place to live means that family and community life is likely to be much improved; that we are healthier and have less need for hospital and medical care; and that we can engage better in education and employment, and thus make a greater contribution to society and the economy.

How much is improved access to social and affordable housing really worth, though? This is the question which prompted the initial Rethinking Social Housing<sup>1</sup> project in 2014. The research aimed to shift the conversation from considering only the costs

to defining the benefits of housing. It established a conceptual framework which focused on determining the productivity benefits to individuals and the community of gaining access to appropriate housing. The research contributed to the sector through the development of a framework that considered the benefits to residents of social housing, to the broader economy, to governments through extra revenues, and to the environment and community. Importantly, it established the nine impact domains, which have underpinned all subsequent research.



The second project, Valuing Social Housing<sup>2</sup>, then went on to test the resulting framework in three case studies with government partners in WA, Queensland and NSW. A key challenge was to establish a suite of outcomes and indicators which helped define the broader benefits of providing homes across the nine domains – and to investigate the impact of the lack of safe and secure housing from both a quantitative and qualitative perspective. The research delivered a Strategic Evaluation Framework for building the evidence base to justify further investment in social and affordable housing, which provides information across the nine domains including 53 outcomes and more than 180 indicators. This research also introduced the Composite Return on Investment (CROI) approach for addressing the broad-based potential for return on investment when building the case for investment in social and affordable housing.

The successor Procuring Social and Affordable Housing research project<sup>3</sup> considered the strengths and weaknesses of various social procurement

approaches for social and affordable community rental housing in Australia. This was done against the backdrop of parallel investigations into the changing demographics and housing typologies in Australia, along with funding and financing models. From this, a set of Social Procurement Criteria were developed to assist those responsible for both policy development and asset and service delivery better consider likely or possible additional social benefits.

Outputs from the following Mapping the Australian Social and Affordable Housing Network<sup>4</sup> research project contributed to understanding this network, to improve productivity, effectiveness and efficiency. The maps (a snapshot in time at July 2019), findings and supporting materials help to facilitate a high level, strategic understanding of the complexities and associations across this network. This has been done to help organisations better leverage outcomes for those in need of social and more affordable housing.

<sup>1</sup> <https://sberrc.com.au/research-programs/1-51/>

<sup>2</sup> <https://sberrc.com.au/research-programs/1-51/>

<sup>3</sup> <https://sberrc.com.au/research-programs/1-51/>

<sup>4</sup> <https://sberrc.com.au/research-programs/1-51/>

### 3.0 SBEncr Social and Affordable Housing Program (cont'd)

The development of the Liveability Framework in the Liveable Social and Affordable Higher Density Housing<sup>2</sup> project provided a benefits-based focus to identifying the long-term value of providing more liveable and accessible higher density urban housing options. This is seen as critical to maximise investment and minimise future risks to our community, especially in the context of COVID-19 and climate change. This research aimed to build a better understanding of government and industry roles in driving new urban forms and improving the adoption of liveable and accessible design outcomes.

The current 2022-23 project, Developing a Social and Affordable Investment Tool<sup>3</sup>, consolidates outcomes of the suite of research projects undertaken from 2014 to 2021. The tool will provide a comprehensive and expansive approach to defining both social, environmental and economic returns on investment in a robust and defensible manner. It will address the complexity of defining the benefits to individuals, the community

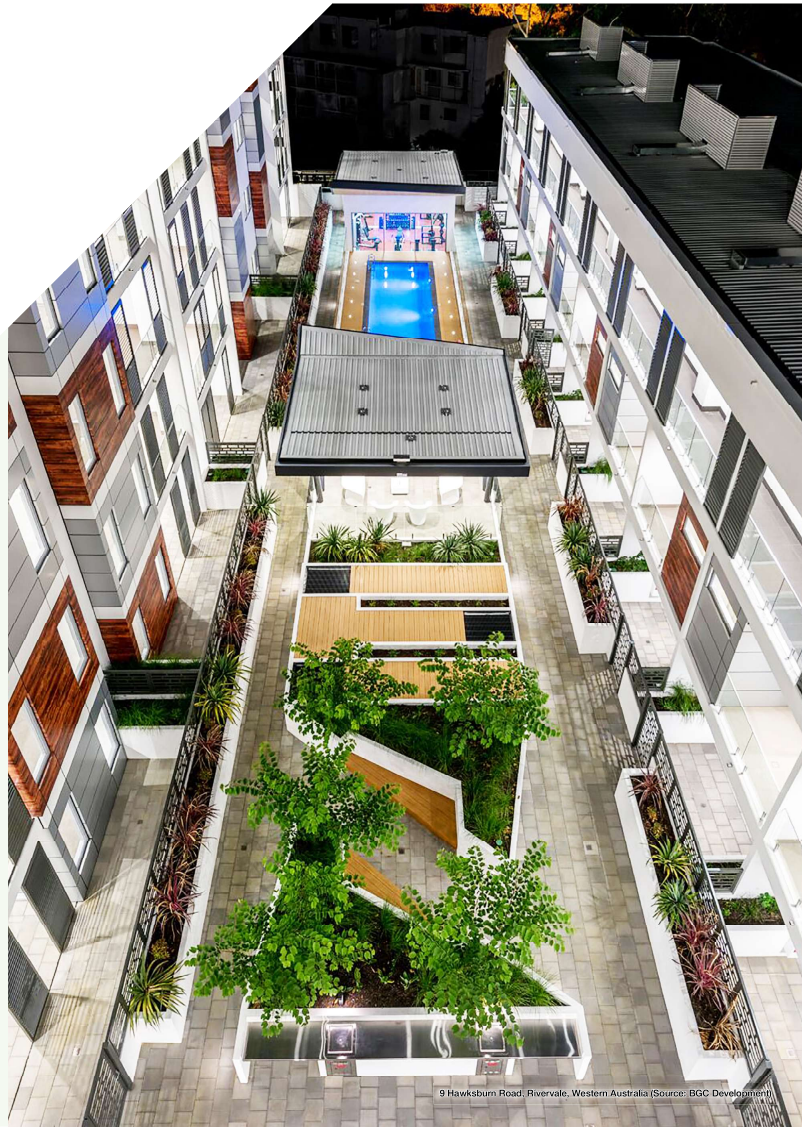
and government. The tool is intended for use by government, not-for-profits and the private sector, and will help to address the funding gap between the traditional cost-based approach and a much-needed benefits-based approach.

In 2014, the stated long-term goal of the Rethinking Social Housing project was to develop a national set of indicators to measure the broader impact of social housing and, by so doing, substantiate the case for greater investment. In the study, the team noted:

*"This research seeks to provide a broad-based rationale for social housing investment and assist governments to evaluate various forms of housing assistance. For many people, providing more social housing is obvious; but this research will show why it's good for individual and national productivity."*

In 2022, our current project is working with our much-expanded and engaged network of government, industry and not-for-profit partners across Australia to deliver on this ambition.

<sup>2</sup> <https://sberncr.com.au/research-programs/1-71/>  
<sup>3</sup> <https://sberncr.com.au/research-programs/1-81/>



9 Hawksburn Road, Rivervale, Western Australia (Source: BGC Development)

## 4.0 Industry-Driven Research: A Benefits-Based Approach

Through a collaborative, industry-led process, research topics have been identified on an 18-month cycle since 2014, to underpin the research in SBEnrc social and affordable housing.

### 1.81 Social and Affordable Housing Investment Tool (2021-23)

Developed the Social and Affordable Housing Investment Tool, building on former SBEnrc research, to better enable a benefits-based approach to investment decision-making.

### 1.71 Liveable Social and Affordable Higher Density Housing (2019-21)

Developed the Liveability Framework through case studies and stakeholder interviews, including five key components of liveability, accessibility, the value equation, the regulatory and policy environment and adoption improvement.

### 1.61 Mapping the Social and Affordable Housing Network (2018-19)

Developed maps of the WA and Queensland social and affordable housing system to contribute to an understanding of and visualising network complexity.

### 1.54 Procuring Social Affordable Housing (2016-17)

Developed social procurement criteria through building an understanding of changing demographics and housing typologies and financial systems.

### 1.41 Valuing Social Housing (2015-16)

Developed the Composite Return on Investment (CROI) approach to better account for benefits of housing to individuals, organisations and society.

### 1.31 Rethinking Social Housing (2014-15)

Developed a productivity-focused conceptual framework including development of the nine impact domains, and associated outcomes and indicators.

This SBEnrc research has drawn upon industry expertise and rigorous academic research to produce innovative and practical research findings and outputs.

Key Outputs	Research Method
Productivity-based conceptual framework	Drawing upon academic and industry literature, and expert panel inputs, a comprehensive suite of benefits was mapped. These identified benefits to individuals, industry, government, the environment and the community of access to safe and secure housing.
Nine impact domains	Following a review of academic and industry literature, a comprehensive set of outcomes and indicators were identified and the nine impact domains consolidated. These were then reviewed and finalised, with input from an expert panel of key stakeholders.
Composite Return on Investment (CROI)	Through a review of academic and industry literature, a gap in the approach to identifying the benefits of housing was identified. Expert panel discussions with key stakeholders from industry and government helped finalise the CROI approach.
Social and affordable housing network maps	Development of these maps was informed by previous research and a review of literature. Draft maps were reviewed and then finalised following engagement with industry experts via focus group discussions.
Liveability framework	Case studies in both WA and Queensland, along with stakeholder interviews built upon a review of academic and industry literature to develop the framework and associated guidelines.
Social and affordable housing investment tool	This tool consolidates research findings since 2014. Both international and Australian case studies, along with two rounds of consultation with government, industry and not-for-profit partners, will ensure its practical use across the sector.

## 4.0 Industry-Driven Research: A Benefits-Based Approach (cont'd)

### By way of example:

Along with the nine impact domains and the associated set of outcomes and indicators, the CROI approach is a key example of how the SBEnrc research findings have been fundamental in expressing a new, broader way of detailing the benefits of providing safe and secure housing.

After reviewing existing ways of detailing return on investment in 2016, the research team identified the need for a more comprehensive way of expressing benefit to the individual and society.

### Composite Return on Investment (CROI)



Drummond precinct streetscape, Ellenbrook, Western Australia  
 (Source: Now Living, BGC Group)



67 Bennett Street, East Perth, Western Australia (Source: Foundation Housing)

## 5.0 Reach: Partnerships and Collaborations

Engagement with this research team has endured and grown since 2014. Government housing agencies, and now State Treasuries, have been active partners in this research. Industry has been represented by BGC Residential and KPMG, among others, and the

not-for-profit sector by Community Housing Providers such as the National Affordable Housing Consortium (NAHC), Brisbane Housing Company, Creating Positive Futures and others.

### 5.1 Project Partners (2014-22)

Core Partners	1.31	1.41	1.54	1.61	1.71	1.81
WA Department of Communities (formerly Western Australia Housing Authority) (Gov)	✓	✓	✓	✓	✓	✓
Old Department of Communities, Housing and Digital Economy (formerly Old Department of Housing and Public Works) (Gov)		✓	✓	✓	✓	✓
NSW Land and Housing Corporation (Gov)		✓	✓			
BGC Australia (Private)			✓	✓	✓	✓
Griffith University	✓	✓	✓	✓	✓	✓
Curtin University	✓	✓	✓	✓	✓	✓
Project Partners						
NSW Department of Communities and Justice (Gov)						✓
Keystart Loans (Private/Gov)			✓			
National Affordable Housing Consortium (NAHC) (CHP)		✓				
Affiliate Partners						
Old Department of Communities, Housing and Digital Economy (formerly Old Department of Housing and Public Works) (Gov)	✓					
Old Treasury (Gov)						✓
WA Treasury (Gov)						✓
Victorian Department of Health and Human Services (Gov)			✓	✓		
Housing SA (Gov)			✓			
Logan City Council (Gov)		✓				
Creating Positive Futures (NIP)					✓	✓
National Shelter (NIP)						✓
Community Housing Industry Association (CHIA) (NIP)		✓	✓	✓		
Queenslanders with Disability Network (QDN) (NIP)					✓	✓
Y-Care (South East Qld) (NIP)	✓					
PowerHousing Australia (NIP)			✓			
NAHC (CHP)			✓	✓		
Access Housing (CHP)	✓	✓	✓	✓		
Common Ground Queensland (CHP)	✓		✓	✓	✓	✓
Brisbane Housing Company (CHP)		✓			✓	✓
Foundation Housing (CHP)					✓	
Urban Development Institute of Australia (UDIA) WA (Private)					✓	
Keystart Loans (Private/Gov)				✓	✓	
UDIA NSW (Private)			✓			
KPMG (Private)	✓	✓	✓			
Rowlinson Architects (Private)				✓		
Wladyslaw Obod Architects (Private)			✓			

Note: CHP = Community Housing Provider; NIP = Not-for-profit



## 5.0 Reach: Partnerships and Collaborations (cont'd)

### 5.2 Project Steering Group (PSG) Members

Our PSGs meet quarterly and provide an important forum for maintaining the strategic goals of the research and ensuring practical outcomes are delivered, along with advocating for and disseminating research findings across the sector.

1.81 Developing a Social and Affordable Housing Investment Tool	1.71 Liveable Social and Affordable Higher Density Housing
Ian Carter AM, PSG Chair	Sue Ash AO, PSG Chair
Keith Hampson, SBEnrc	Keith Hampson, SBEnrc
Gemma Archer, WA Dept of Communities	Paul Spadanuda, BGC Now Living
Dave Jones, WA Dept of Communities	James Edwards, BGC Development
Jeremy Hill, Old Dept of Communities, Housing and Digital Economy (QCHDE)	Nabil Yazdani, WA Department of Mines, Industry Regulation and Safety, (WAMIRS)
Suzanne Lawless, QCHDE	Dan Ellis-Jones, WAMIRS
Euan Reilley, QCHDE	Judy Kraatz, Griffith University
John Clifton, DevelopmentWA	Sacha Reid, Griffith University
Sacha Reid, Griffith Business School	Francesco Mancini, Curtin University
Judy Kraatz, Griffith University	John Venable, Curtin University
Francesco Mancini, Curtin University	Geoff Woolcock, Brisbane Housing Company
Amity James, Curtin University	Chris Smith, Foundation Housing
Ammar Shemery, SBEnrc	Paige Armstrong, QDN
Humair Ahmad, NSW Department of Communities and Justice	Luke Rowlinson, Rowlinson Architects
Paige Armstrong, QDN	Chris Green, UDIA WA
Luke Rowlinson, Creating Positive Futures	Lindsay O'Sullivan, Keystart Loans
Chris Green, UDIA WA	Sonya Keep, Common Ground Queensland
Lindsay O'Sullivan, Keystart Loans	
Tim Wheeler, Property Council of Australia	
Sarah Amos, Qld Treasury	
Herni Husni, WA Treasury	
Joe Hurley, Brisbane Housing Company	
Sonya Keep, Common Ground Queensland	



Calamvale Park, Queensland  
(Source: National Affordable Housing Consortium)

## 5.0 Reach: Partnerships and Collaborations (cont'd)

1.61 Mapping the Australian Social and Affordable Housing Network	1.54 Procuring Social and Affordable Housing
Sue Ash AO, PSG Chair	John Coles, PSG Chair (April-Dec 2017) Keystart Loans
Keith Hampson, SBEnrc	Lindsay O'Sullivan, PSG Chair (Jan-Sept 2018) Keystart Loans
Richard Spradbury, BGC Now Living	Keith Hampson, SBEnrc
Linda Parmenter, Old Dept of Housing and Public Works (QDHPW)	Carl Barrett, BGC
Jeremy Hill, QDHPW	Kim Sammel, NSW Land and Housing Corporation (LAHC)
Sarah Mewett, WA Dept of Communities	Jessica Dominguez, NSW LAHC
Veronica Pannell, WA Dept of Communities	Michelle Jackson, QDHPW
Judy Kraatz, Griffith University	Annette Richards, QDHPW
Rachel Ong, Curtin University	Melinda Woodhouse, QDHPW
Lyn Brun, Access Housing	Sarah Mewett, WA Dept of Communities
Wendy Hayhurst, CHIA	Veronica Pannell, WA Dept of Communities
Sonya Keep, Common Ground Queensland	Judy Kraatz, Griffith University
Lindsay O'Sullivan, Keystart Loans	Peter Newman, Curtin University
Mike Myers, NAHC	Sherif Mohamed, Griffith University
Luke Rowlinson, Rowlinson Architects	Andre Brits, Griffith University
Alex Dordovic, VIC Social Housing & National Disability Insurance Scheme (NDIS) Reform Group	Tina Davey, KPMG
	Peta Winzar, CHIA
	Alex Dordovic, VIC Social Housing & NDIS Reform Group
	Mike Myers, NAHC
	Lyn Brun, Access Housing
	Justin Drew, UDIA NSW
	Philip Fagan-Schmidt, Housing SA
	Scarlett Mitchell, PowerHousing Australia
	Luke Rowlinson, Wladyslaw Obod Architects
1.41 Valuing Social Housing	1.31 Rethinking Social Housing
Judith Yates, PSG Chair	Owen Donald, PSG Chair
Keith Hampson, SBEnrc	Keith Hampson, SBEnrc
Sarah Mewett, WA Dept of Housing (now WA Dept of Communities)	Sarah Mewett, WAHA
Veronica Pannell, WAHA	Alix Rhodes, WAHA
Heidi Roberts, QDHPW	Mike Myers, NAHC
James O'Brien, QDHPW	Judy Kraatz, Griffith University
Kathy Roil, LAHC	Peter Newman, Curtin University
Catherine Stuart, LAHC	Lyn Brun, Access Housing
Kim Shmuel, LAHC	Andre Brits, Logan City Council
Jessica Dominguez, LAHC	Sonya Keep, Common Ground Queensland
Mike Myers, NAHC	Tina Davey, KPMG
Judy Kraatz, Griffith University	Sherif Mohamed, Griffith University
George Earl, Griffith University	George Earl, Griffith University
Peter Newman, Curtin University	Eddy Burke, Community Housing Federation of Australia
Lyn Brun, Access Housing	
Sonya Keep, Common Ground Queensland	
Andre Brits, Logan City Council	
Tina Davey, KPMG	
Amy Maynard, Brisbane Housing Company	

## 5.0 Reach: Partnerships and Collaborations (cont'd)

### 5.3 Research Team Members

	Griffith University	Curtin University
1.81 Developing a Social and Affordable Housing Investment Tool (2021-23)	Sacha Reid (PL) Judy Kraatz Savindi Caldera	Francesco Mancini Amity James Tanja Glusac Francesca Perugia
1.71 Liveable Social and Affordable Higher Density Housing (2019-21)	Judy Kraatz (PL) Sacha Reid (PL) Savindi Caldera	Francesco Mancini John Venable Justin Owen Tanja Glusac Francesca Perugia Parisa Izadpanahi
1.61 Mapping the Australian Social and Affordable Housing Network (2018-19)	Judy Kraatz (PL) Sacha Reid (PL) Nirodha Jayawardena	Rachel Ong Viforj
1.54 Procuring Social and Affordable Housing (2016-17)	Judy Kraatz (PL) Nirodha Jayawardena Heather Shearer	Mariela Zingoni de Baro Peter Newman
1.41 Valuing Social Housing (2015-16)	Judy Kraatz (PL)	Giles Thomson Peter Newman
1.31 Rethinking Social Housing (2014-15)	Judy Kraatz (PL)	Annie Matan Johanna Mitchell Peter Newman

PL = Project Leader



5 Green Square Close, Fortitude Valley, Queensland  
(Source: Brisbane Housing Company)

## 5.0 Reach: Partnerships and Collaborations (cont'd)

### 5.4 Impact and Engagement

The impact of this research can be considered across three phases from: (i) the short-term uptake of findings through, for example, involvement in roundtables and meetings; (ii) influencing medium-term outcomes including, for example, the delivery of state action plans or housing design; and (iii) long-term impacts, as changes in thinking

impact long-term strategic and policy directions. For example, housing strategies such as the *Queensland Housing Strategy 2017-27* are often five- to 10-year, forward-looking documents, with action plans that may set shorter term goals (one to three years) for discrete portions of the strategy.

	Uptake	Influence	Impact
	Short term	Short-to-medium term	Medium-to-long term
Changes in awareness, knowledge, skills	✓	✓	✓
Increases in the number of people reached	✓	✓	✓
Workshops and training courses	✓	✓	✓
Policy changes		✓	✓
Changes in behaviour		✓	✓
Changes in organisational capacity (skills, structures)		✓	✓
Changes in community capacity			✓

Feedback on the impact and benefits of engagement with our research since 2014 has been tracked over time through half-yearly project review meetings and formal impact reporting to the SBEnrc Board since 2019. Below are examples of some of the feedback received:

#### 1.71 Liveable Social and Affordable Higher Density Housing

*"The Liveability Framework provides a logical and intuitive platform which should be considered in all social and affordable higher density housing. These are workable, practical ideas which can underpin developments of this nature. This will add value to BGC for construction and as an excellent tool for interaction with clients. We will look to developing the framework from here to improve internal processes, and for our broad client base such as the WA Department of Communities for low-cost housing."* James Edwards, Design Manager, BGC Development, August 2021

*"It has been a privilege to be the Chair of the Project Steering Group which has provided strategic guidance for this important research. I see valuable opportunities for the application of this research, with particular relevance to the COVID environment. This robust research enters community and sector deliberations at a strategic time of concern regarding affordable and social housing. All research outputs are publicly available. This Final Industry Report will add*

*to the richness of any discussions in other roles and provides an amazing resource more broadly, including those in both state and Commonwealth governments."* Sue Ash AO, PSG Chair, August 2021

*"The Liveability Framework for medium- to high-density social and affordable housing has been especially germane to BHC's longstanding interest in creating liveable communities. It was stimulating to draw on the wisdom of such experienced stakeholders in the dynamic community of practice that this project afforded. BHC looks forward to sustaining its relationship with the SBEnrc network to continue enhancing the liveability experience for all our tenants."* Geoff Woolcock, Brisbane Housing Company, September 2021

#### 1.61 Mapping the Australian Social and Affordable Housing Network

*"This research means that all stakeholders now have a common framework for undertaking policy analysis in service development. I also think that the report has been written in such a way that people using social housing will see themselves evidenced in the report and respected in the outcomes. As Chair of the Project Steering Group, I can assure users of this research that both the researchers who have undertaken the work and the PSG have worked diligently to ensure the evidence base is clear and effective. I believe the research will link previous research projects and*

## 5.0 Reach: Partnerships and Collaborations (cont'd)

become an effective tool for enhancing the social housing system. One of the less obvious benefits of this research is the methodology (hidden gem). This has underpinned good research, and if government is faced with fast change this research and method could be useful. Such analytical tools/method can short-circuit things, and industry is also saying it is useful. Recommendations will be strategically helpful and universally powerful." Sue Ash AO, PSG Chair, February 2020

"This research uses a visual method of representing quite a complex system. It's a tool which we can actually use in our conversations with partners, also when we are developing policies, services, design, and things like that to look at all the interactions that are happening and see where we are thinking of focusing our efforts and who we are dealing with." Sarah Mewett, WA Department of Communities, May 2020

"The extensive mapping that was undertaken for this research by the SBEnrc identified the complexity and the expansiveness of the social and affordable housing network across Australia and therefore will guide policy surrounding key issues not just at a state level but across Australia." Paul Spadanuda, BGC Now Living, June 2020

**1.54 Procuring Social and Affordable Housing**  
"Outstanding outcomes, very productive project team. An SBEnrc exemplar project at the Board level of what should be aspired to in terms of project outcomes, both industry and academic. Project leadership is a superior example of what can be done." Keith Hampson, CEO SBEnrc, February 2018

"External interest in research increasing, based on previous projects, and due to it being the third project in this area of research." Veronica Pannell, WAHA, August 2017

"Excellent output and depth of research." Andre Brits, Logan City Council, August 2018

### 1.41 Valuing Social Housing

"Both Judy Yates and Judy Kraatz are on the QDHPW Ministerial Housing Consultative Committee, which assists with the development of ministerial policy. At SBEnrc, we want to progress research into industry policy via industry-driven research. This is one great example of this." Keith Hampson, CEO SBEnrc, 2016

"The project has got people thinking and I have been talking to people across the nation – the conversation is started. Key goal is to inform how central agencies think about housing as a part of their suite of investments. Early signs are that central agencies are open to considering both bricks and mortar and the human dimension." Mike Myers, NAHC, 2016

"Through the Creating Positive Future's (CPF) demonstration of the benefits of the nine domains approach, they anticipate, expect and are able to deliver on future tenders that will require a growing number of indicators across the nine domains ... The nine domains validated CPF's anecdotal observations, assumptions and commitment to their housing strategy as a part of a strategic social housing tender process." Luke Rowlinson, Rowlinson Architects, 2022

### 1.31 Rethinking Social Housing

"One of the major benefits of this research is the ability to identify links across sectors e.g. health and employment benefits of social housing investment. The difficulty of doing this should not deter emphasis on this focus. Measuring success and value hasn't been mentioned in previous discussions federally. There is a lack of clarity about what has been achieved in social housing. This project valuably contributes to this discussion." Mike Myers, NAHC, March 2015



## 5.0 Reach: Partnerships and Collaborations (cont'd)

### 5.5 International Engagement

Project team members have been engaged with both the CIB<sup>7</sup> and the European Network of Housing Researchers<sup>8</sup> (ENHR).

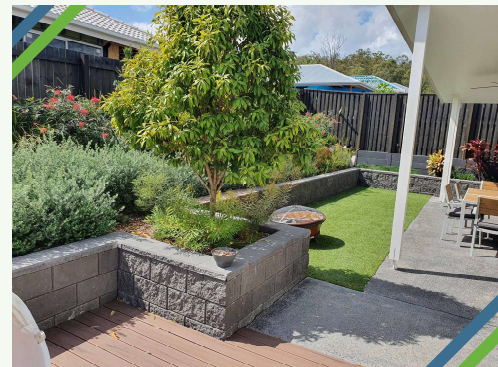
At the recent CIB World Building Congress 2022 held in June in Melbourne, three papers were jointly prepared by both academic and industry partners:

- Kraatz J, Reid S, Rowlinson L and Caldera S, Housing as critical social and economic infrastructure: A decision-making framework
- Reid S, Kraatz J, Caldera S and Woolcock G, Creating liveable and accessible social and affordable higher density housing: The case of Green Square, Brisbane
- Mancini F, Glusac T, Perugia F and Smith C, Innovating liveable and affordable higher density housing through holistic design and delivery: The case of Bennett Street, WA.

<sup>7</sup> <https://cibworld.com/>

<sup>8</sup> <https://enhr.net/>

Research updates are published in the ENHR e-newsletters on a regular basis, providing an international forum for research findings and providing access for our researchers to current international publications and research peers through this network.

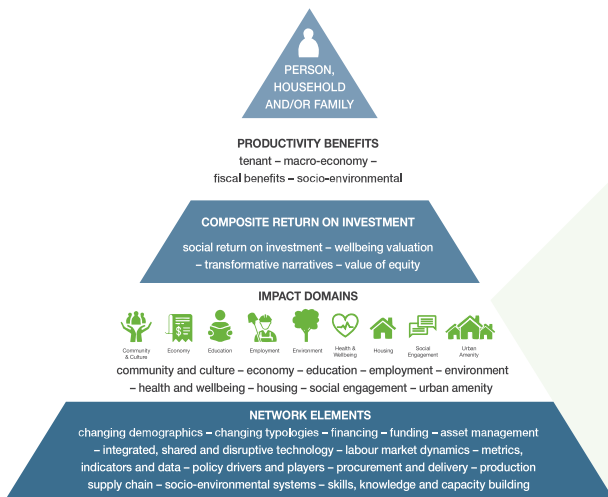


Yarrabilba, Queensland  
(Source: Creating Positive Futures)

## 6.0 The Social and Affordable Housing Research Journey

The value of the long-term collaboration among government, industry, not-for-profit and university partners in this research is evident in the current level of engagement in this research theme. This engagement has enabled not only short-term

industry-focused research outcomes, but also consolidation of findings over time into a fresh way of addressing the complexity of the social and affordable housing system.



Building on this rich and diverse knowledge base, SBEnrc partners came together in late 2021 to define the current project Developing a Social and Affordable Housing Investment Tool.<sup>9</sup> This project brings together previous research activity into a single tool, to assist in investment decision-making. The current cohort of partners, now also including representatives from both Queensland and WA Treasury and from three state housing agencies, demonstrates the level of engagement with this program of research. Importantly, the

project also highlights the opportunities which now exist to communicate intangible benefits of housing alongside the traditional cost-based approach, underpinned by a rigorous and transparent audit trail to support findings. It draws upon the nine impact domains as the key organising mechanism for defining both the quantitative and qualitative benefits of a particular social affordable housing program or project, along with key findings from each of the projects in this ongoing research theme.

<sup>9</sup> <https://sbencr.com.au/research-programs/1-51/>

## 6.0 The Social and Affordable Housing Research Journey (cont'd)

### SAHI TOOL INPUTS

#### Prior SBEnrc Research



#### Case Studies

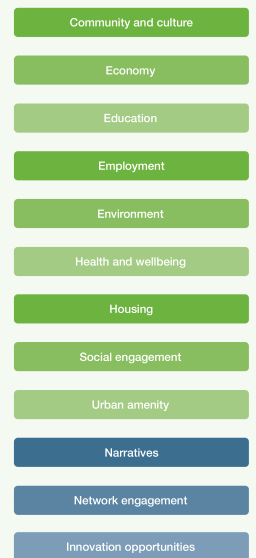


#### Stakeholder Engagement



### USING THE SAHI TOOL

#### Nine Domains and Three Context Worksheets - Detail and graphs



The need for effective action in this sector is evidenced by the continued presence of people needing to sleep rough, growing social housing waiting lists, and increased pressures on households struggling to meet housing costs.

The SBEnrc aims to continue to deliver impactful research to help those delivering policy and housing to better navigate a public housing system under increasing pressure.



Nottingham Square, Queensland  
(Source: National Affordable Housing Consortium)



**Find out more:**

Project webpages (including link to YouTube video):

*Developing a Social and Affordable Housing Investment Tool*

<https://sbenrc.com.au/research-programs/1-81/>

*Liveable Social and Affordable Higher Density Housing*

<https://sbenrc.com.au/research-programs/1-71/>

*Mapping the Australian Social and Affordable Housing Network*

<http://sbenrc.com.au/research-programs/1-61/>

*Procuring Social and Affordable Housing*

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

*Valuing Social Housing*

<https://sbenrc.com.au/research-programs/1-41/>

*Rethinking Social Housing*

<http://sbenrc.com.au/research-programs/1-31/>

**For further information:**

Associate Professor Sacha Reid

Griffith University

s.reid@griffith.edu.au

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