



QUEENSLAND COMMUNITY HOUSING PROSPECTUS

A time for growth

November 2018



SHELTER
because housing matters

QUEENSLAND'S COMMUNITY HOUSING SECTOR

TEN REASONS FOR SUCCESS

1



OUR SIGNIFICANT ROLE

Community housing plays a significant role in meeting housing need – delivering high quality housing and support to people experiencing housing stress.

2



OUR ASSETS

Community Housing Providers manage 13,601 properties across the State, including long-term, transitional and crisis accommodation (DHPW, 2017).*

3



76% GROWTH

Over the last 10 years, the sector has experienced growth with a 76% increase in portfolio size (RoGS, 2018).

4



OWN EQUITY

38% of community housing dwellings are provider owned (DHPW, 2017).*

5



INVESTMENT OPPORTUNITY

The community housing sector is well-positioned to leverage new opportunities and funding sources.

6



OUR DEVELOPMENT PIPELINE

By 2020, the community housing sector intends to deliver over 400 new homes across Queensland (Regulatory Services, DHPW, 2018).

7



GEOGRAPHIC REACH

Community Housing Providers are distributed across urban, regional and remote areas, allowing for outcomes to be locally focused.

8



AGILE AND DYNAMIC

Community Housing Providers are dynamic and self-driven and have the agility to deliver innovative housing services and new housing supply.

9



PARTNERSHIPS & COMMITMENT

Community Housing Providers continue to innovate to meet the needs of an ever-broadening client base, increasingly partnering with commercial, philanthropic and not-for-profit entities.

10



COMMUNITY BENEFIT

Community Housing Providers lead the way in customer-focused service by working collaboratively to provide wrap around support and adding value in their communities through the provision of placemaking and social enterprise initiatives.

* As at 30 June 2017.

Capitalise on the success of this rapidly growing sector.

QUEENSLAND'S COMMUNITY HOUSING POSITION

STRONG FOUNDATIONS

Queensland's Community Housing Providers are well placed to support the government's aim of building a better housing future.

Community Housing Providers operate across most areas of Queensland, including regional and remote communities.

SUPPORTING COMMUNITIES

Tenants have access to housing services that are local, flexible, well managed and well governed.

SOUND FINANCES

Unlocking over **\$2 billion** in asset values.*

* DHPW, 2018

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Q SHELTER'S

MESSAGE

FROM THE CHAIR

Queensland's community housing sector delivers services to a diverse population, including those who live in regional and remote areas of the state. Our sector is equally diverse and provides quality housing services tailored to the needs of varied communities.

Many community housing organisations were built through the efforts of citizens concerned with housing solutions. Today these organisations deliver housing services to thousands of Queenslanders. Larger providers also have the potential to leverage assets and boost the supply of social and affordable housing across the state.

Although the sector is diverse, it is united in its passion for better housing outcomes for all Queenslanders. With strong support from our valued partner, the Queensland Government, the sector is well placed to manage and grow the supply of social and affordable housing needed to build a better future.

This Prospectus is to inform our industry allies and prospective partners on who the sector is, what it does and what can be achieved by working together.

Many organisations contributed to this Prospectus and we gratefully acknowledge their time and effort.

It is our intention that this Prospectus promotes an understanding of our Sector and serves as a catalyst for the development of new partnerships towards growth and sustainability.

With growth, comes the opportunity for more people to find homes in communities where they belong and connect. Working with our sector in the development and delivery of housing can and does change lives.

Rachel Watson, Q Shelter



SHELTER
because housing matters



1

COMMUNITY HOUSING PROVIDERS

PLAY A VITAL ROLE IN QUEENSLAND'S HOUSING SYSTEM

Community housing in Queensland is a growing and dynamic industry, with providers involved in multiple services and business activities.

Community housing plays a significant role in meeting housing need and delivers high quality housing and support to people experiencing housing stress. This includes low-to-moderate income households. Providers offer flexible and integrated services that can be tailored to meet the needs of tenants and their local communities. Over the past decade, the industry has experienced growth, attained new levels of professionalism and diversified its business.

There is scope for further growth through innovative partnerships with government, business and the community.

THE PURPOSE OF THIS DOCUMENT

This Prospectus provides an overview of the community housing sector as a foundation for growth aimed at meeting significant community need.

There are new sources of revenue and investment opportunities on the horizon. This Prospectus presents the sector's vision and purpose, along with its current and emerging capabilities to stakeholders and potential partners.

OUR VISION FOR GROWTH

In the next five years, the **Queensland community housing sector will continue to grow and diversify supply**, aspiring always for client-centred outcomes in its delivery and management of community housing.

Development of new housing supply by Community Housing Providers will be **feasible and viable**, underpinned by regulation, innovation and collaboration.

The sector will **operate with mature, sophisticated finance and development models**. This includes cross-sector partnerships resulting in greater resilience and certainty and less reliance on subsidisation.

The sector will be recognised for integrating housing needs and community benefits through leading edge design and excellence in property and tenancy management.

The value of the sector as an integral part of the community will be recognised and celebrated and with **collaboration across all sectors, agencies and communities will contribute to the provision of housing** for all Queenslanders.

Community housing plays a specific role within the continuum of housing provision. The sector will build its partnership with the Queensland Government to deliver housing to those in need across the State.



2 | QUEENSLAND'S COMMUNITY HOUSING SECTOR STORY

What is Community Housing?

Community Housing Providers deliver social and affordable rental housing at subsidised rates for low-to-moderate income earners. Community Housing Providers are not-for-profit organisations or local governments.

Social housing

Social housing is affordable rental housing for people on low-to-moderate incomes with identified housing needs.



Affordable housing

Affordable housing is open to a broader range of household incomes than social housing. Properties typically have discounted market rents (by at least 20%) and are available to low-to-moderate income households (including key workers).



Housing Continuum



In 2015-16 **17.4 percent** of Queensland households paid **more than 30 percent** of their income in housing costs (ABS, 2017).

ABOUT US

Community housing plays an integral role in alleviating housing stress and achieves significant outcomes for tenants through:



Providing housing that is secure, stable and sustainable



Offering client-centred services that are responsive to the housing needs of their local communities



Providing specialist housing services to diverse groups of people with specific needs



Creating opportunities for community inclusion and place-making



Giving clear access to decision making staff within organisations



Accountability to local boards comprised of skills-based professionals



Being community owned and grown



Connecting people and networking to leverage community and client-based outcomes

WHAT THE SECTOR TOLD US...

The sector identifies growth as a priority. There is a strong impetus to grow both housing provision and services beyond traditional funding models.



"WE WANT TO GROW"



REGISTERED COMMUNITY HOUSING PROVIDERS

The community housing sector is a well-regulated industry

The national regulatory framework is robust and transparent and providers are adept at meeting multiple regulatory requirements.

The majority of Community Housing Providers are registered under either the National Regulatory System for Community Housing (NRSCH) or regulated as Crisis Accommodation Program (CAP) service providers under the *Queensland Housing Act 2003*.

The purpose of the NRSCH is to achieve quality housing provision in a national framework. This makes it easier for registered organisations to operate in more than one jurisdiction. This also encourages the scale and consistency of operations attractive to private investors. (AHURI, 2016).*

Local Government providers of community housing are regulated under the Queensland State Regulatory System for Community Housing (QSRSCH).

* Source: Profiling Australia's Affordable Housing Industry: inquiry into affordable housing industry capacity. AHURI, 2016.

NATIONAL REGULATORY SYSTEM FOR COMMUNITY HOUSING (NRSCH)

NRSCH registration activity applies to providers of community housing. Registered providers are placed on a single National Register in one of three tiers according to the scope, scale and complexity of their business activities.



**6 'TIER 1' PROVIDERS
IN QLD[^]**

Housing providers with asset procurement and development functions and/or complex tenancy and property management functions that operate at scale.



**9 'TIER 2' PROVIDERS
IN QLD**

Housing providers typically involved in moderately complex asset and tenancy management activities.



**69 'TIER 3' PROVIDERS
IN QLD**

Housing providers typically involved in small-scale tenancy and asset management activities.

[^] Three Tier 1 providers that operate within Queensland have an interstate primary jurisdiction.

ABOUT US



13,601 COMMUNITY HOUSING DWELLINGS

As at June 2017, Community Housing Providers (CHPs) managed 13,601 community housing dwellings across the State, including long-term, transitional and crisis accommodation (DHPW, 2017).



84 NRSCH PROVIDERS

In QLD there are **84 CHPs** currently registered under the NRSCH **managing 10,480 community housing dwellings**.

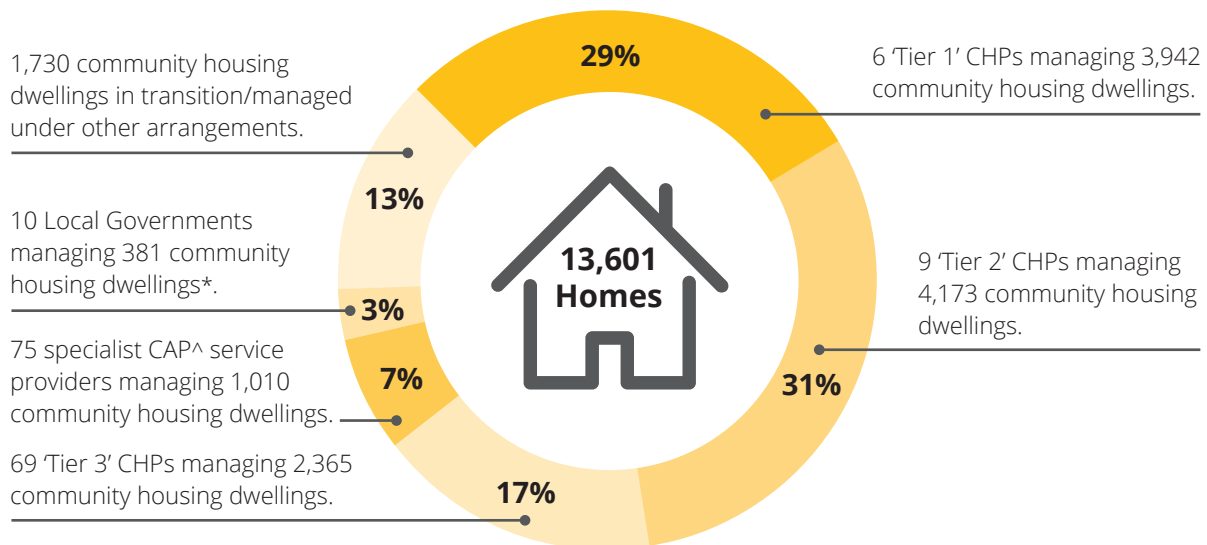
11 are Indigenous Community Housing Organisations (ICHOs) managing 365 dwellings.



LOCAL GOVERNMENT PROVIDERS

In QLD there are **12 Local Government Providers registered under the QRSCH**. 10 manage 381 community housing dwellings. Two are Aboriginal and Torres Strait Islander Councils with 1,243 properties#.

In addition to the 13,601 total community housing dwellings.



* Does not include Aboriginal and Torres Strait Islander Councils
 ^ Crisis Accommodation Program (CAP)





ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY HOUSING

Queensland has a strong Indigenous community housing sector.

There are 30 funded Indigenous housing providers across the State including 16 Aboriginal and Torres Strait Islander Councils managing around 5,000 homes.

NATIONAL RENTAL AFFORDABILITY SCHEME (NRAS)



WHAT IS NRAS?

The National Rental Affordability Scheme (NRAS) is an Australian Government affordable housing initiative, delivered in partnership with state and territory governments. NRAS homes are not social housing - they are affordable rental homes (80 per cent or less of the market value rent).

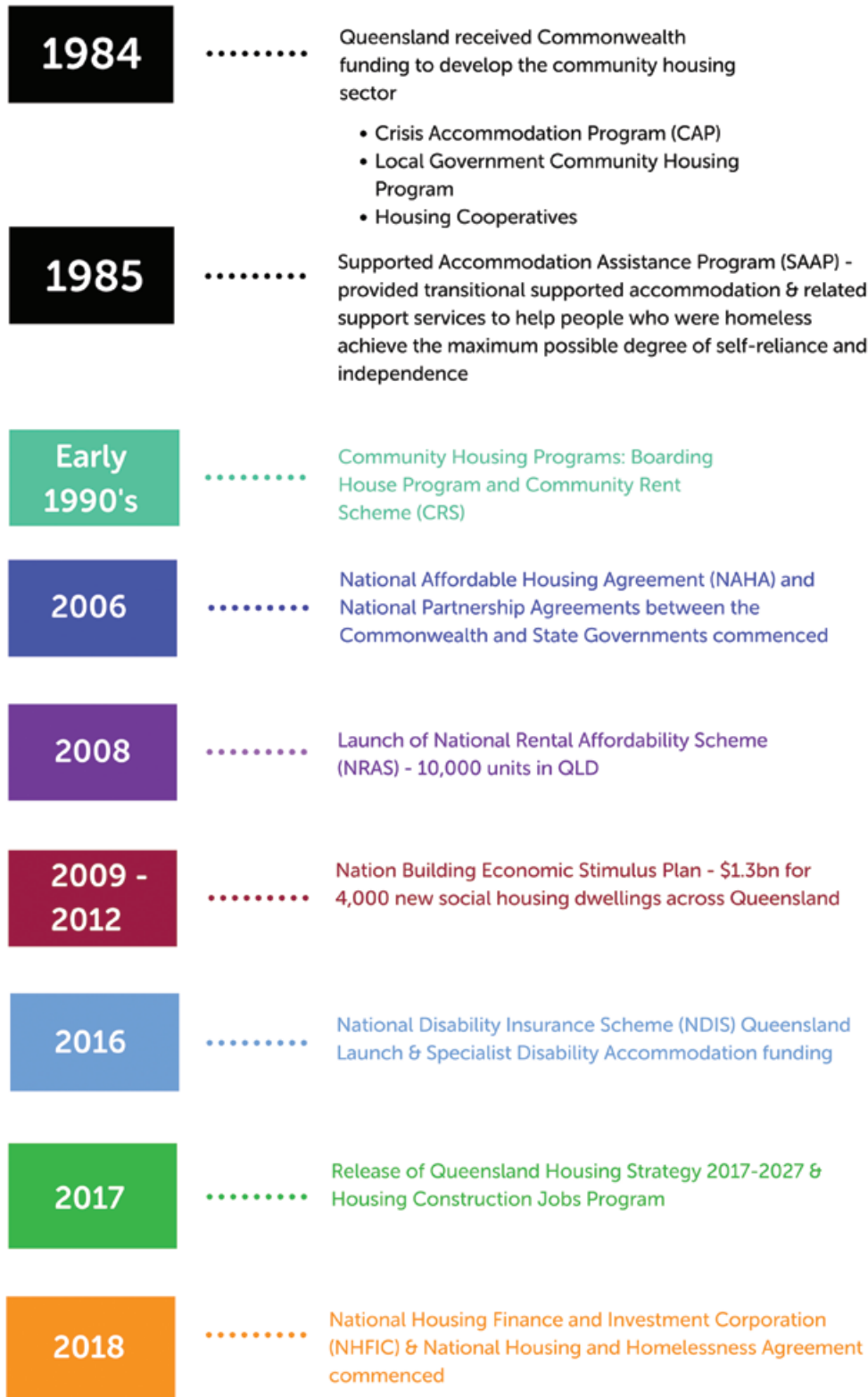
13%

OVERALL NRAS

NRSCH registered CHPs have NRAS allocations for **1,297 properties**. This represents **13% of the overall NRAS properties in Queensland**. They also manage other NRAS properties on behalf of third parties, signalling their capacity for diversification.

Our History

Over the past thirty years, both Commonwealth and state governments have supported the development of Queensland's community housing sector. Thanks to this investment, the Queensland State Government now has a strong, sustainable partner to deliver social and affordable housing for those in need.



TENANT STORIES



Eletha feels that gaining secure, affordable housing has given her the solid foundation necessary to start the next chapter of her life with her family. "I love coming home" Eletha says. (Source: Bric Housing Company Annual Report 2016-17)



Dave served in the Royal Australian Navy but was medically discharged after 10 years. A series of hurdles brought on post-traumatic stress disorder and severe bi-polar depression and Dave spent 18 traumatic months living on park benches. "It's a family here. I don't think I've ever been this happy over the last 30 odd years as I am now. When BHC first showed me the apartment I thought, 'no this is a mistake, I've got the wrong address.' It's beautiful." (Source: BHCL Website, 2018)



3

WHY INVEST

IN COMMUNITY HOUSING?

- + Community housing is a **growing sector**.
- + Community Housing Providers manage around one quarter of social housing in Queensland.*
- + The sector has delivered **quality services** to Queensland communities for over 30+ years.
- + Community Housing Providers are **regulated under a national system** ensuring viability, quality and sustainability.
- + Larger providers have the potential to leverage assets to boost the supply of social and affordable housing.
- + The community housing sector has **strong government support**.

INCREASE IN PORTFOLIO



Over the last 10 years, the Queensland community housing sector has experienced growth with a **76% increase in portfolio size** (RoGS, 2018).

13,601 PROPERTIES



As at June 2017, the **community housing sector in Queensland manages 13,601 properties** including long-term, transitional and crisis accommodation (DHPW, 2017).

99% OCCUPANCY RATE



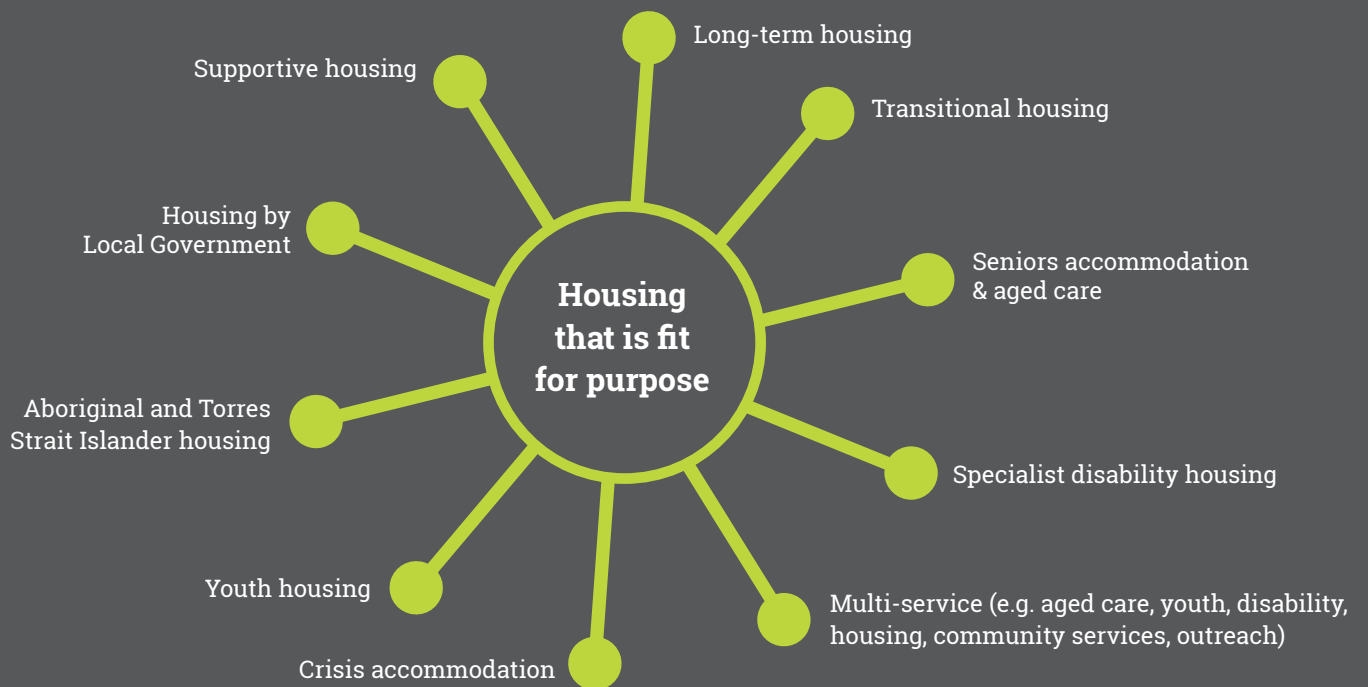
The occupancy rate for community housing at June 2017 was 99% (RoGS, 2018).

* Source: State Infrastructure Plan Part B: Program - 2017 update (Queensland Government).
Note: Includes Aboriginal and Torres Strait Islander community housing.

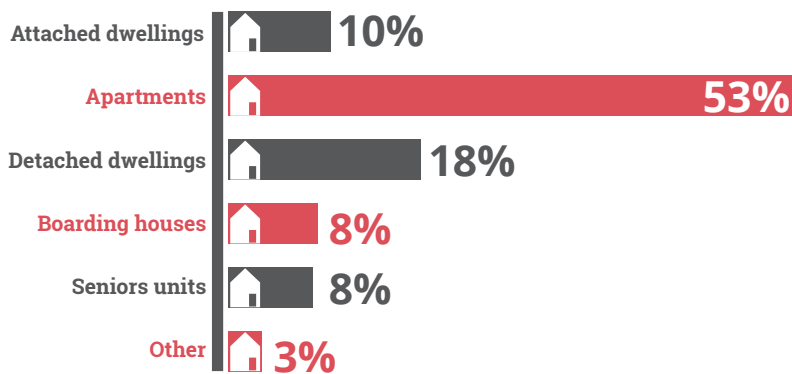
DIVERSIFIED STOCK PORTFOLIO - MORE HOUSING CHOICE

The sector provides a diverse mix of housing types to meet the needs of the community.

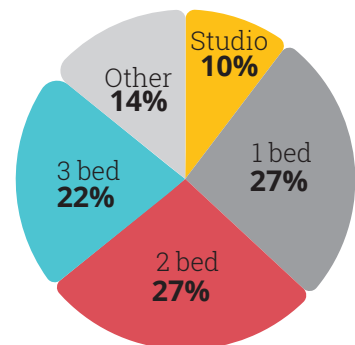
STRENGTH FROM DIVERSITY



As at June 2017...



(DHPW, 2017)



76% of the overall portfolio is made up of 1, 2 or 3-bedroom dwellings.

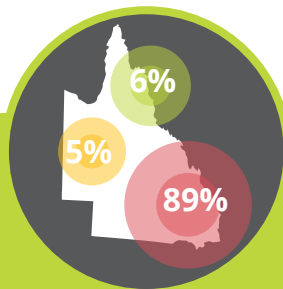
(DHPW, 2018)



GEOGRAPHIC SPREAD – OUTCOMES FOCUSED AT THE LOCAL LEVEL

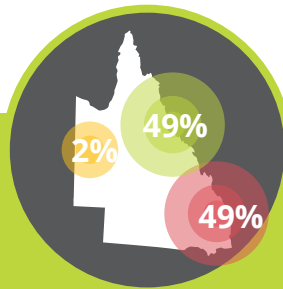
The community housing sector operates throughout Queensland with providers spread across urban, regional and remote areas allowing for outcomes to be locally focused.

NRSCH TIER 1 PROPERTIES



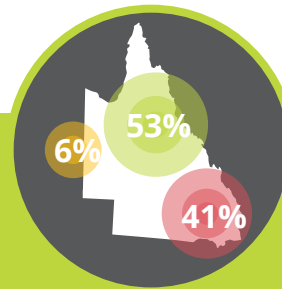
In Queensland, 89% of Tier 1 community housing properties are located in SEQ, 6% in regional areas and 5% in remote areas.

NRSCH TIER 2 PROPERTIES



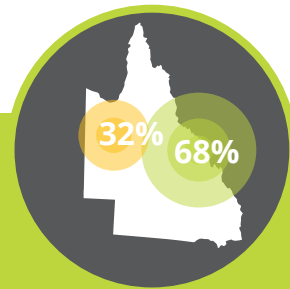
51% of Tier 2 properties in Queensland are located in regional and remote areas.

NRSCH TIER 3 PROPERTIES



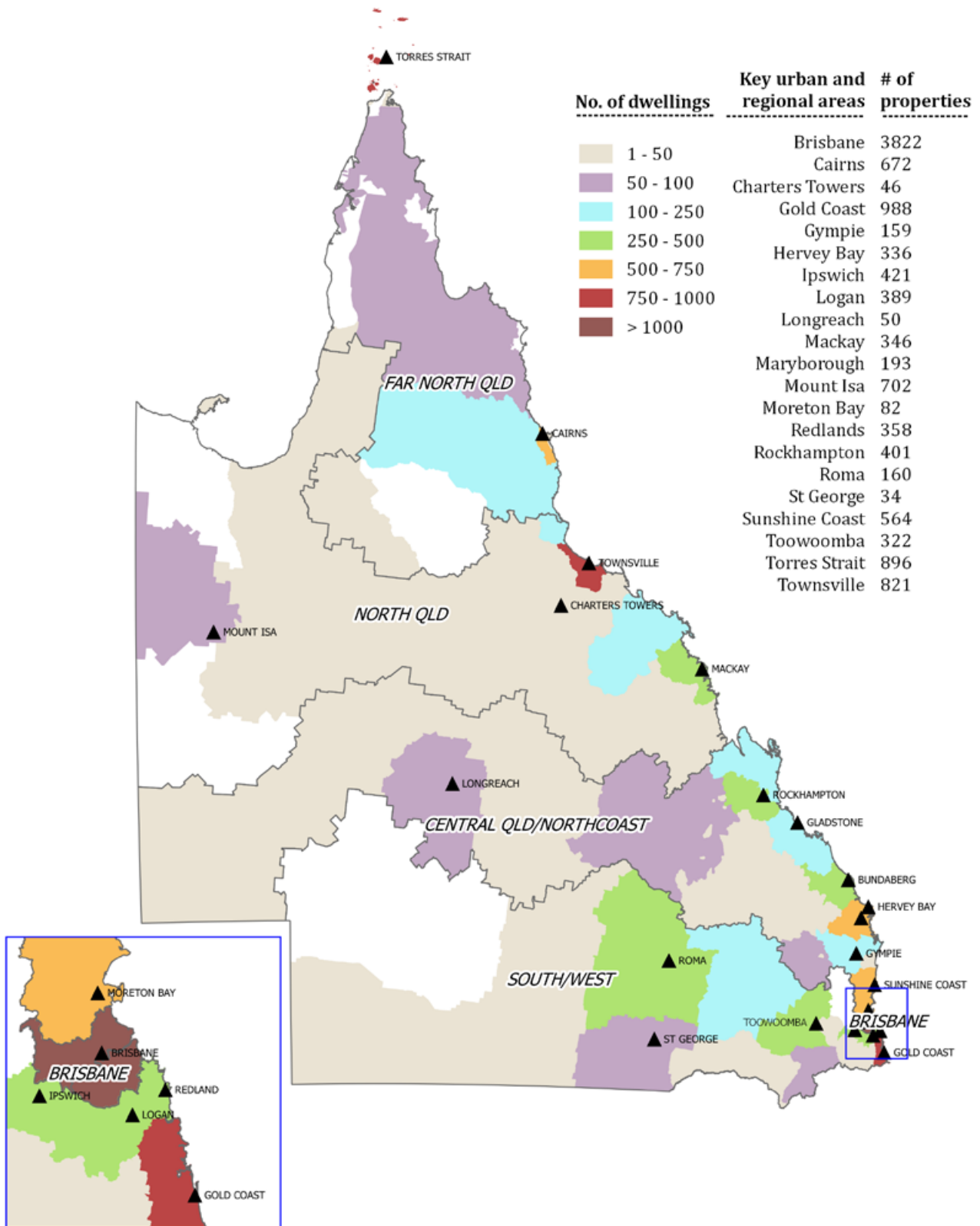
59% of Tier 3 properties in Queensland are located in regional and remote areas.

QSR SCH PROPERTIES



QSR SCH community housing properties are located across the regional and remote areas of Queensland.

COMMUNITY HOUSING DWELLINGS ACROSS QUEENSLAND



Community Housing Providers are leading organisations in their communities across Queensland.



CAPACITY FOR GROWTH

UNTAPPED RESOURCES

Community Housing Providers are dynamic and self-driven. Providers are continuing to innovate in an ever-changing environment by investing in their own organisational capacity and business acumen.

SKILLS-BASED BOARDS



CHPs have skills-based boards with people who have expertise in finance, governance, risk management, property development and legal acumen.

INVESTMENT CAPACITY



CHPs have the potential to invest in innovative housing solutions, developments and programming.

LONG-TERM INVESTMENT IN COMMUNITIES



CHPs own and manage properties for the long-term. They invest in the communities in which they operate.

**38% OF
PROPERTIES
ARE PROVIDER
OWNED**
(DHPW, 2017)

Potential to re-invest?

- + CHPs have charitable status and are exempt from GST, land tax and stamp duty.
- + Not-for-profit means any profit is invested back into the organisation.
- + CHPs can leverage their asset base and cash flows as security to attract private finance.

INDUSTRY PARTNERSHIPS & COMMITMENT

PURSUIING NEW OPPORTUNITIES

Queensland Community Housing Providers continue to innovate to meet the needs of an ever-broadening client base, increasingly partnering with commercial, philanthropic and not-for-profit entities to plan, deliver and manage housing and related services.



The community housing sector has a long-term involvement in the private rental market.

The affiliation with real estate agencies is a unique opportunity for the sector.



A number of CHPs have established a **not-for-profit real estate agency business arm.**



With support from government 1,499 properties are currently headleased from the private market (DHPW, 2017).

HIGH LEVELS OF TENANT SATISFACTION



Community Housing Providers lead the way in client-centred service. They bring considerable experience and capability in working with households to sustain their tenancies. Providers also work to engage tenants in quality improvements.

92%

of tenants are satisfied with the level of maintenance on their property (Regulatory Services, DHPW, 2018).

44%

of new households assisted in 2016-17 include a member with a disability (DHPW, 2018).

78%

of tenants are satisfied or very satisfied with their accommodation (RoGS, 2018).

91%

of new community housing tenancies in September 2018 were allocated to very high need and high needs clients (DHPW, 2018).

TENANT STORIES



Malcolm shares that Brisbane Common Ground is his first home away from home. "I lived with my adopted parents and my other four brothers up until I moved here in 2012", says Malcolm. "When I lived at home, mum did all the cooking. Here, I've learnt how to cook my own meals. I've also made some friends here." (Source: *Common Ground Queensland Annual Report 2015-16*)



Before finding stability in her new home, Jasper led a colourful life. "My new home has allowed me to start rebuilding other areas of my life. I love my little house. It allows me to live a peaceful existence. This is the most content I've been in a very long time." (Source: *Compass Annual Report 2016-17*)

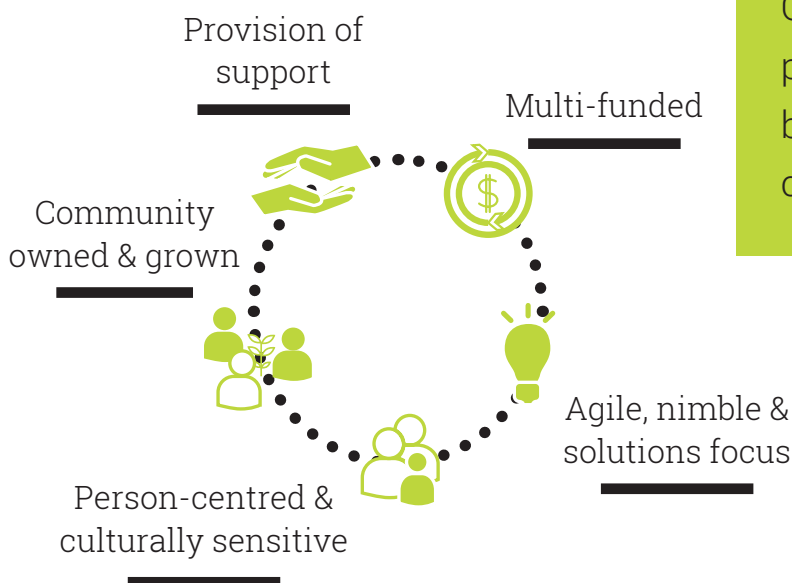
COMMUNITY BENEFIT & VALUE ADD

The community housing sector makes important and substantial contributions to the fabric of the communities in which they operate. They are often a “one-stop-shop” linking people to vital support. These flexible, non-core services are often of critical benefit to tenants and the broader community.

THE VALUE PROPOSITION OF THE SECTOR

Queensland CHPs play a key role in building stronger communities.

THE VALUE ADD OF THE SECTOR:



A FEW OF OUR DIVERSE PROVIDERS



YellowBridge
NRSCH TIER 3 PROVIDER
TOOWOOMBA AND SURROUNDS, SWQ

140 Properties

WHAT WE DO

- + Long term community housing
- + Community Rent Scheme (CRS)
- + Transitional housing
- + Indigenous Employment and Education Housing program (EEH)
- + (SHS) The Haven – 6 bed residential facility (Youth crisis/ transitional accommodation)

VALUE ADD

Provide housing, youth programs, disability support and home services to facilitate independence and inclusion.



Torres Strait Island Regional Council
QRSCH PROVIDER
TORRES STRAIT ISLANDS, FNQ

896 Properties

WHAT WE DO

- + Community housing
- + Aged care services
- + Early childhood services
- + Health and wellbeing programs
- + Building services
- + Indigenous Knowledge Centres
- + Divisional administration
- + Engineering services

VALUE ADD

Queensland's largest Indigenous provider of social housing.



Anglicare CQ
NRSCH TIER 2 PROVIDER
ROCKHAMPTON AND SURROUNDS, CQ

474 Properties

WHAT WE DO

- + Community housing
- + Homelessness & emergency relief
- + Foster care
- + Registered NDIS provider
- + Mental health services
- + Disability services
- + Youth services
- + Counselling and family support services

VALUE ADD

Provides the full spectrum of services from crisis intervention to long-term support to support people of all ages and from all backgrounds.



Youth Housing Project
NRSCH TIER 3 PROVIDER
BRISBANE, SEQ

29 Properties

WHAT WE DO

- + Supported accommodation for young people
- + Mobile support provider
- + Information, resources and referral housing
- + Community Housing Provider (CRS & SHDL)

VALUE ADD

Offers support services designed to assist homeless young people to make the transition to an independent, self-managed lifestyle through a continuum of housing programs for each stage of their journey.

WRAP AROUND SERVICES

Many Community Housing Providers work collaboratively with other support agencies to provide wrap-around services.

TENANCY SUPPORT

All providers surveyed actively refer tenants to support services.

VALUED PARTNERSHIPS

Across the sector, providers acknowledge the value of partnerships with other support agencies for tenant service needs.

Collectively, the sector delivers a diverse range of wrap around service provision.



From a tenant services manager...

I've been a tenant all my life. I know what it means to 'rent' in the private rental market. I've also worked in the community housing sector for over 20 years. I know that the experience of being a community housing tenant versus a private rental tenant is very different. Probably the main difference is that community housing providers take a human-centred approach. People come first. We know that people don't fit into boxes. We know that people sometimes struggle and we know how important it is for people

to be given the opportunity to establish a safe affordable place to call home. Because of this, we take the time to work with people to help them sustain their tenancies. Tenants are not just a number on a rent roll. This approach is the mantra of community housing (Wendy Hovard, BHCL, 2018).



SOCIAL ENTERPRISE

Social enterprises are businesses aiming to deliver integrated social and financial benefits to people and communities.

They offer people including tenants of Community Housing Providers work experience, skills for development or a stepping stone to long-term employment.



Half of the CHPs surveyed operate social enterprises as natural extensions to the core services already provided including:

- + Real estate ventures
- + Maintenance and home improvement services
- + Community centres, including cafes, etc.
- + Landscape and gardening services

One provider indicated that 70% of the organisation's revenue is derived from social enterprise.



Social enterprise is an innovative way for CHPs to complement revenue streams and support their service delivery.

TENANT ENGAGEMENT & PLACEMAKING

Community Housing Providers offer enhanced services through tenant engagement and participation. Examples include community garden projects, tenant advisory groups, newsletters, social activities and tenant surveys.

Tenant engagement activities provide Community Housing Providers with valuable insights into quality improvements. Engagement and activities also improves wellbeing and satisfaction among tenants.



Placemaking is a set of activities that incorporates design and participation in ways that improve wellbeing and belonging.

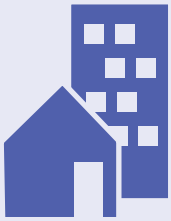
Placemaking improves street-level appeal and the public realm resulting in improved revenue and innovative opportunities for precinct and mixed-use sites.

Over one third of Queensland Community Housing Providers surveyed incorporate placemaking initiatives as part of their delivery of community housing.



4 | THE COMMUNITY HOUSING PIPELINE

OUR CHALLENGE...



+ Almost **380,000** additional homes will be needed by 2027 when Queensland's population grows to 5.7 million.*



+ By 2025, **331,400 households in QLD will be in housing need**, either unable to access market housing or experiencing rental stress.^ These households would traditionally rely on public housing and community housing to meet their needs.



* Source: Queensland Housing Strategy 2017 - 2027, Queensland Government, 2017.

^ Source: Modelling housing need in Australia to 2025. AHURI, 2017.





THE DEVELOPMENT PIPELINE

Community Housing Providers will continue to play a significant role in developing new social and affordable housing.

OVER **400** HOMES

By 2020, the community housing sector intends to deliver over 400 new homes across Queensland.*

In the next 5 years the community housing sector has an aspirational growth target of

10%

* Regulatory Services, DHPW, 2018.

.....



DIVERSIFIED PORTFOLIO OF DEVELOPMENT PROJECTS

In recent years, the community housing sector has delivered some award-winning and innovative projects.

Ernest & Maud Hoolihan Village, Deeragun (2013)

YUMBA-META HOUSING ASSOCIATION, TIER 2

Approximate investment: \$4M



Yumba-Meta purchased 2.4 hectares of land to develop a senior's community entirely designed for and with, Aboriginal and Torres Strait Islander people. The village has 16 cottages, each with a patio, yard and carport. Yumba-Meta provides a weekly bus to transport tenants to appointments and outings. The village showcases successful planning based on community input to meet physical, emotional and social wellbeing of a particular target group.



"Caggara House" Bothwell Street, Mt Gravatt East (2015)

BHCL, TIER 1

Approximate investment: \$15M



Caggara House is a unique home for tenants over the age of 55 who find their current public housing homes too big or too difficult to maintain. The project aims to ensure tenants remain active members of their communities and that larger homes are made available for families in need.



Boarding house in Mareeba (under construction)

MAREEBA COMMUNITY HOUSING COMPANY, TIER 3

Approximate investment: \$610,560



In July 2016 Mareeba Community Housing Company entered into a partnership with a local investor to manage a set of affordable units under their Not for Profit Real Estate business. The partnership's new project is the construction of a boarding house with four bedrooms in Mareeba to meet the needs of single men. The project is due for completion in October/November 2018.



Tallowwood on North (2013)

HORIZON HOUSING, TIER 1

Approximate investment: \$1.4M



One of the first projects delivered under the Liveable Cities program, Tallowwood on North is a landmark development and catalyst of urban renewal across Logan Central. Comprising six affordable units for sale and rent, the project delivers a wide array of community benefits. In 2014 Tallowwood won the Logan Urban Design Award for Architecture.



Duffield Road, Kallangur (2017)

CHURCHES OF CHRIST HOUSING SERVICES, TIER 1

Approximate investment: \$10.5M



Churches of Christ Housing Services' Kallangur development was their first non-government funded affordable living project. The Duffield Road development delivers 50 quality, affordable, energy efficient, architecturally designed townhouses with a mix of one, two and three bedrooms. Ten of the 50 townhouses have been built to gold level accessibility standards.



KEY STRATEGIC OPPORTUNITIES TO SUPPORT GROWTH

Community housing will require significant private investment and partnership over the next decade to meet supply and demand challenges. There are a number of investment vehicles and opportunities available to Community Housing Providers to deliver housing and meet community needs.



DEBT FINANCING

- + Long-term debt finance can help CHPs develop and renew community housing dwellings and new housing supply.



JOINT VENTURES

- + Joint ventures can involve direct financial contributions by all parties, or other contributions such as 'gifting' land.



HEADLEASING

- + The community housing sector has made extensive use of headleasing arrangements with private investors. Headleasing can take various forms. It can involve leasing new or existing stock from the private sector.



INVESTMENT & PARTNERSHIP OPPORTUNITIES

STRATEGIC RESPONSE

With a strong strategic response to growth, the Queensland community housing sector is committed to leveraging new opportunities.





QUEENSLAND HOUSING STRATEGY

The Queensland Housing Strategy 2017-2027 is a 10-year framework driving key reforms and targeted investment across the full breadth of the housing continuum.

- + \$1.8 billion over 10 years which includes \$1.6 billion for the Housing Construction Jobs Program.
- + 4,522 social homes and 1,034 affordable homes.
- + 450 full-time jobs a year for over 10 years.



QUEENSLAND HOUSING CONSTRUCTION JOBS PROGRAM

The Housing Construction Jobs Program encourages partnerships with the private sector and Community Housing Providers to deliver jobs, drive economic growth at a local level and ensure better community outcomes.

- + It provides an opportunity to leverage investment to deliver more for Queensland.
- + Investment is directed across the following key regions; Brisbane, Cairns, Central Queensland, Gold Coast, Ipswich, Logan/Redlands, Moreton Bay, Sunshine Coast, Toowoomba, Townsville and Wide Bay Burnett.
- + It will deliver additional social and affordable housing dwellings across the state (including more than 1,700 new dwellings in the first three years and in excess of 5,000 dwellings over the course of the 10-year Strategy).



NATIONAL HOUSING FINANCE & INVESTMENT CORPORATION (NHFIC)/ BOND AGGREGATOR

The National Housing Finance and Investment Corporation (NHFIC) is an independent corporate Commonwealth entity dedicated to improving housing outcomes.

- + The NHFIC operates an affordable housing bond aggregator to provide cheaper and longer-term finance for CHPs by aggregating their borrowing requirements and issuing bonds into the wholesale market.
- + The benefits of accessing finance more efficiently will allow CHPs to expand the supply of affordable housing.
- + The NHFIC will also operate a \$1 billion National Housing Infrastructure Facility (NHIF) to provide concessional loans, grants and equity investment to facilitate the critical infrastructure needed to accelerate new housing supply, particularly affordable housing. This includes electricity, water and sewerage, telecommunications and transportation.



NATIONAL DISABILITY INSURANCE SCHEME

The National Disability Insurance Scheme (NDIS) is rolling out across Queensland from July 2016 to June 2019.

- + In July 2016, the NDIS introduced funding with the aim of allowing 28,000 Australians with disability to move into accessible and affordable housing: Specialist Disability Accommodation (SDA).
- + The NDIS has an annual recurrent budget of \$700m for SDA.
- + Given that CHPs are already providers/managers of complex housing, a possible way to develop an SDA market is to leverage the existing CHP market, including compliance frameworks.*
- + In Queensland there is an estimated shortfall of 2,315 SDA places.^

* Source: NDIS Specialist Disability Accommodation - Pathway to a mature market, PWC and Summer Foundation, 2017.

^ Source: Specialist Disability Accommodation: Market Insights, SGS Economics & Planning, 2018.

5 | TAKE ADVANTAGE OF A RAPIDLY GROWING SECTOR

COMMITTED TO GROWTH

The community housing sector is committed to growth in the long term. Growth will be driven by attracting new business and taking advantage of the financial opportunities coming to the sector which will provide the platform for further investment.

The appetite for growth and development is strong and partnership opportunities exist.

To discuss opportunities further, contact Q Shelter on (07) 3831 5900 or info@qshelter.asn.au

SECTOR

PROSPECTUS

The Queensland Community Housing Prospectus (the Prospectus) has been prepared by Q Shelter in partnership with Community Housing Providers (CHPs) and the Queensland Department of Housing and Public Works (DHPW). Information in this Prospectus has been gathered through a range of data sources including data and information provided by DHPW and the National Regulatory System Community Housing (NRSCH), a data survey of 18 CHPs, interviews with 19 CHPs and an expert industry workshop.



Data Sources

*Australian Bureau of Statistics (ABS), 2017
Report on Government Services (RoGS), 2018
Q Shelter CHP survey, May 2018
National Provider Register, NRSCH, Sept 2018*

*Department of Housing and Public Works (DHPW),
Data from internal property management system,
Unpublished, Queensland Government, 2017 and 2018
Regulatory Services, DHPW, 2018*



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