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Social Housing Indicator Framework Final Report

For NSW Federation of Housing Associations Inc.

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The Centre for Social Impact

www.csi.edu.au

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ABBREVIATIONS

ABS	Australian Bureau of Statistics
CSI	Centre for Social Impact
CHP	Community Housing Provider
DFSI	Department of Finance, Services and Innovation Council
FACS	Family and Community Services
FACSAR	Family and Community Services Analysis and Research
HILDA	Housing, Income and Labour Dynamics Australia survey
HSOF	Human Services Outcomes Framework
NFP	not-for-profit
NRAS	National Rental Affordability Scheme
SIC	Social Innovation Council

EXECUTIVE SUMMARY

Outcomes measurement involves the identification and selection of outcomes, and the collection of indicators against those outcomes. The use of an indicator framework can provide organisations with the signposts they need along the measurement journey, focusing on the outcomes and indicators that should be measured and tracked over time – those that are meaningful and important to the organisation specifically and the sector more generally (Seivwright et al., 2016).

Outcomes measurement is embedded within the process of evaluation, monitoring and research. Together they can help to answer questions like “are community members better off?” and “did the program make a difference?” or “did the program achieve its goals?” The answers to these questions provide insight into the effectiveness of a program, group of programs, or an organisation. In the context of Community Housing, they may also be used in relation to outcomes based contracting. Currently it appears that Community Housing Providers will be able to choose the outcomes against which they report, but it could be that a more standardised approach is implemented by government into the future.

This project identifies and assesses indicators and measures for a high-quality outcomes measurement framework for the community housing sector. It identifies indicators that can demonstrate whether intended outcomes are being achieved across organisations and communities.

The project was funded by Family and Community Services through the Industry Development Strategy, and supported by the NSW Federation of Housing Associations. It builds on and aligns with the FACS Human Services Outcomes Framework (HSOF) and the social housing outcomes framework. It also provides a foundation for ongoing development and refinement of social indicators for the sector, to demonstrate the sectors societal contribution and changes arising from the development and provision of social and affordable housing, its efficiency, and economic productivity.

The indicators and measures were identified for the outcomes within FACS’ Outcome model for social housing. These included:

- Good quality housing
- Housing affordability
- Housing stability
- Availability of social housing
- Housing condition
- People in social housing feel safe
- Less crowding
- Transition to employment
- Neighbourhood quality
- Improved ability to leverage opportunities
- Improved economic outcomes
- Belief in self hope and hope for the future

The report is accompanied by an indicator list that contains a list of indicators and measures for these outcomes. It also includes metadata about the indicators.

1. OVERVIEW

Indicators are useful tools for measuring and demonstrating change. They can help you to describe and understand an underlying condition, to monitor whether changes have occurred, and inform decision making, improvement and accountability (Bennett et al., 2016).

Community housing plays a significant role in meeting housing needs by delivering high quality, affordable housing and support to people experiencing housing stress; managing social and affordable housing, and crisis accommodation; and providing housing assistance products that support people in the private rental market (Bennett et al., 2015).

The release of the NSW Government's strategy on social housing, *Future Directions for social housing in NSW*, sets out the vision for social housing to 2025. The strategy is underpinned by three priority areas: more social housing; more opportunities, support and incentives to avoid and/or leave social housing; a better social housing experience.

In parallel to *Future Directions*, The Department of Finance, Services and Innovation (DFS), the Social Innovation Council (SIC) and Family and Community Services (FACS) have developed the NSW Human Services Outcomes Framework (HSOF); see Figure 1.

The NSW Human Services Outcomes Framework (HSOF) identifies seven high-level wellbeing outcome domains for people in NSW, these include: Home, Safety, Education and Skills, Economic, Health, Social and Community, and Empowerment. From this, agencies will develop indicators for their individual programs, activities and contracts (FACS, 2016).

FACS has commenced this process for social housing and has developed a social housing outcomes framework to guide the development of standard outcomes and measures to track the wellbeing of people receiving social housing assistance; see Figure 2. This consists of:

- Objectives and measures across outcome domains
- Impact pathways to achieving the outcomes based on evidence
- Data collection approach associated with measures

The introduction of the *Future Directions*, the HSOF, and social housing outcomes framework signifies a shift for the community housing and homelessness sectors to focus on outcomes for individuals receiving services and to incorporate monitoring and measurement into their operations.

This project develops a list of indicators, aligned with the HSOF and outcomes model for social housing, for Community Housing Providers (CHPs) and other service providers can utilise in their day-to-day activities, strategy and reporting.

The benefits of a sector-wide indicator framework are multiple and include:

- Providing a foundation to develop a consistent approach to measurement and evaluation, as well as common tools, guides and instruments to support this. This includes developing a shared language across the sector around outcomes, indicators, measures and concepts.
- Reducing the burden on organisations to identify technically sound ways to measure and demonstrate outcomes, through the collation of standardised measures and tools that have been through a technical assessment to ensure their validity and reliability, as well as their specificity and comparability (described further in section 2).

An indicator bank should also be used alongside other strategies and tools, such as being clear about organisation and program purpose and establishing a theory of change, that can help to

identify the outcomes and indicators to be measured. Once indicators have been selected additional activities also need to be undertaken including: collecting relevant data, reporting the information, using the data alongside other evaluation and research methods, for example to understand **why** outcomes have occurred, in what circumstances and for whom.

For example, if it is part of a CHP's mission to provide safe housing, it is important for them to monitor whether they are actually achieving this, and they can do so by collecting data against the indicators identified here to measure safe housing. Depending on the results of the data, it may be important to collect additional data to understand the results of the indicators.

Figure 1 NSW Human Services Outcomes Framework (FACS, 2016)

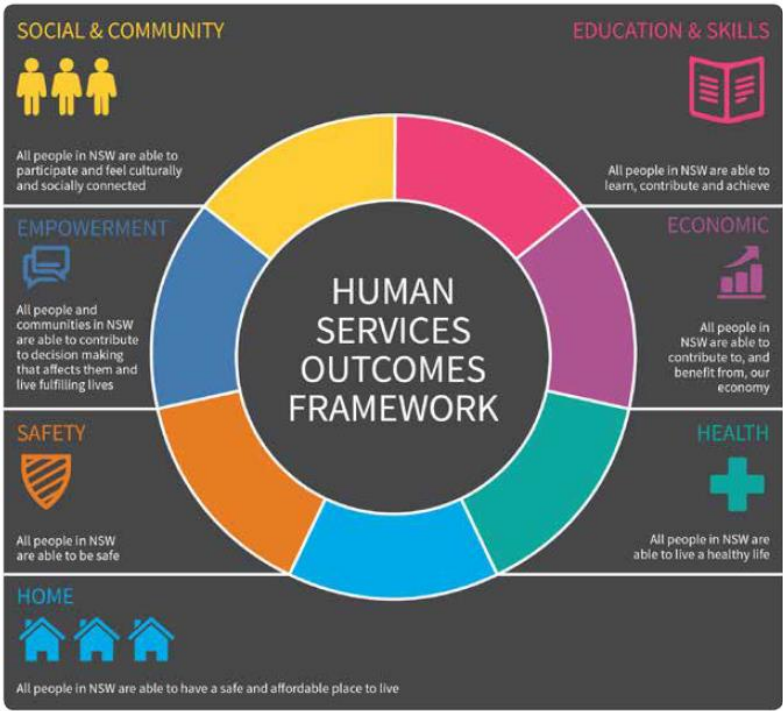
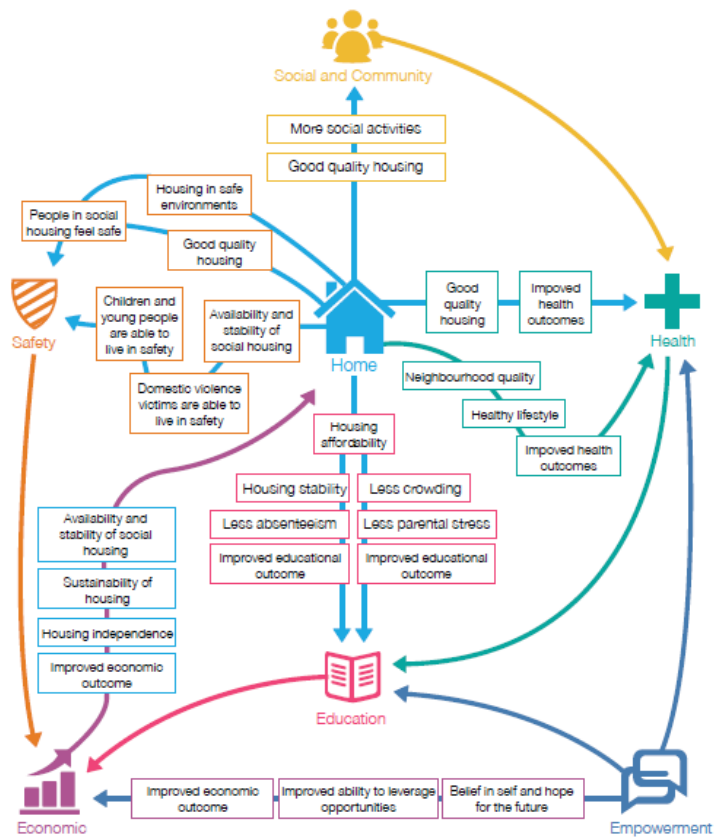


Figure 2 Outcome model for social housing (FACS, 2016)



1.1. Project purpose

The NSW Federation of Housing Associations identified a need and gap to support CHPs to identify and assess indicators that are appropriate to their vision and mission, activities and tenants' needs. This project is part of a broader stream of research at CSI to develop a shared outcomes framework with indicators and measures for the housing and homelessness sector. The project builds on early consultation conducted by CSI to explore shared outcomes measurement for housing and homelessness.¹

This project, funded by Family and Community Services (FACS) through the Industry Development Strategy, and supported by the NSW Federation of Housing Associations, aimed to assist the NSW Federation of Housing Associations and FACS to identify, assess and select appropriate indicators and measures for the community housing sector.

It builds upon and aligns with the FACS Human Services Outcomes Framework (HSOF) and the social housing outcomes framework. The work will provide the foundation for ongoing development and refinement of social indicators for the sector. For this reason, it does not provide an exhaustive list of indicators across all domains or outcomes.

Establishing a shared outcomes framework that is high-quality, relevant and useful requires identifying indicators that can best demonstrate whether the outcomes are being achieved, and ensuring that the indicators that are selected are valid, relevant, useful and applicable across organisations and communities.

1.2. Project Objectives

The project has two key objectives:

1. Identify and assess indicators aligned with the FACS Human Services Outcomes Framework
2. Deliver an outcomes framework with key priority indicators

Specifically, the project outputs are:

- A framework report that includes indicators and measures that Community Housing Providers can use where appropriate
- A list of validated, reliable and comparable measures of outcomes that can be collected by the sector, including through the Community Housing tenant survey or collected from other sources.

1.3. About this report and supporting documentation

This report is intended to be a practical guide for anyone working across the Community Housing Sector who is responsible for monitoring, evaluating and demonstrating progress. Using this guide and the associated resources, you should be able to identify, assess, and select indicators that are aligned to your organisation's objectives and stakeholders and tenants' needs.

It should be used in conjunction with HSOF and the social housing outcomes framework.

The social housing outcomes measurement resources comprise:

- Social housing indicator guide (this report)

¹ Bennett, S., Muir, K., Marjolin, A. & Jenkins, B. (2014). Feasibility Study – Assessing the Impact of Community Housing. The Centre for Social Impact.

- Social housing indicator list
- NSW Human Services Outcomes Framework
- Social housing outcomes framework

2. DEVELOPING THE INDICATOR FRAMEWORK - METHODOLOGY

This project was undertaken in three stages described in more detail later in this section:

- Project commencement
- Stakeholder consultation
- Identification of indicators and measures

2.1. Project commencement

The project was guided by a governance group that included members of NSW Federation of Housing Associations, NSW Family and Community Services, Homelessness NSW, Community Housing providers and Specialist Homelessness Services. At the outset of the project the governance group provided guidance on key elements of the project design and implementation. Specifically, they assisted in:

- Reviewing and prioritizing outcomes from within the FACS Human Services Outcomes Framework
- Establishing logistics for the stakeholder consultation and engagement.

The role of the governance group also included providing feedback on the draft report.

During the commencement phase, the research team also began a literature review to scope and define the outcomes in the FACS Human Services Framework.

2.2. Stakeholder consultation

The stakeholder consultation involved a workshop in Sydney with 16 representatives from Community Housing providers and NSW Family and Community Services.

The workshop involved an overview of the project, small group discussions of a long list of outcomes, which involved identifying the outcomes participants were interested in exploring, thinking about which outcomes are a priority for the work their organisation does and what cohort specific outcomes may be related to their area of work. Following this, Community Housing providers participated in a dot-mocracy where they used coloured stickers to prioritise outcomes as critical to their work, high priority, medium priority and low priority.

The results of the dot-mocracy were used to prioritise outcomes into:

- Core outcomes – outcomes that were clearly housing related (e.g. good quality housing)
- Transitional outcomes – outcomes that participants identified as important to their future work, such as improved economic outcomes.
- Low priority outcomes.

Following this a world café² activity was conducted to explore a number of core and transitional outcomes in more detail. Each table explored a different outcome area, with participants having the opportunity to sit at all tables. Questions explored at each table were:

² The World Café approach involves small groups/tables addressing questions about a specific topic. Each table is hosted by a facilitator who keeps notes and tracks process, rather than being an active discussant. After a given period groups move to the next table while the host remains at the same table. The facilitator provides a brief overview of the previous discussion and the next group build on this rather than starting the discussion from scratch.

- What is the outcome trying to achieve?
 - How would you define the outcome?
 - What are the different elements?
 - Can you define the elements?
- What needs to happen for you to deliver this outcome?
 - What needs to happen for your organisation?
 - What are the levers within your organisation?
 - What else contributes to this outcome?

The findings from the consultation were used to prioritise and flesh out outcomes. Following this, a further literature review was conducted to consolidate the definitions of the prioritised outcomes. These are described further in chapter 4.

2.3. Identification of indicators and measures

Once prioritised outcomes were identified, the research sought to identify indicators and measures and assess these against CSI's indicator selection criteria.

This stage included desk research and a rapid strategic literature review to identify indicators and measures. It leveraged CSI's existing work on indicator development including for Australia's Social Pulse.

Once a long list of indicators and measures were identified, indicators were assessed using CSI's indicator assessment criteria, which focus on how technically sound indicators are. In particular, we review whether indicators are:

- **Specific:** whether there is an appropriate level of clarity and detail in what the indicator is trying to measure, its key terms and variables
- **Validated:** whether there is evidence to support the indicator measuring what it intends to measure. For example, whether the indicator has been tested in a controlled study or validated through consensus among practitioners and/or experts.
- **Reliable:** whether the indicator produces consistent results
- **Comparable:** whether the indicator is comparable across spatial areas, groups, and against existing benchmarks or target levels.

More information about this approach can be found in Bennett (2016). Our assessment did not include assessing the contextual relevance of indicators, as this was beyond the scope of the project. Contextual assessment criteria include whether an indicator is **important, accessible, acceptable, appropriate, usable, and feasible**.

2.4. Limitations

A key limitation of outcomes measurement and indicator assessment and selection, is the limited evidence base to support the technical assessment of indicators and measures for certain outcomes. Gaps in the evidence include limited literature to support the validity and reliability of measures; identifying their reliability for certain cohorts and groups; information on scoring; and appropriate techniques for analysis and reporting.

Another limitation in the context of social housing, identified in the consultation phase, is that particular outcomes may be in direct conflict with each other. For example, sustainable housing

and improved economic outcomes such as employment may be challenging as the social housing system has an income eligibility threshold that potentially means that increased employment could result in a loss of housing or at least increase in housing costs. In such cases, it is important for CHPs to consider their organizational and program purpose and context.

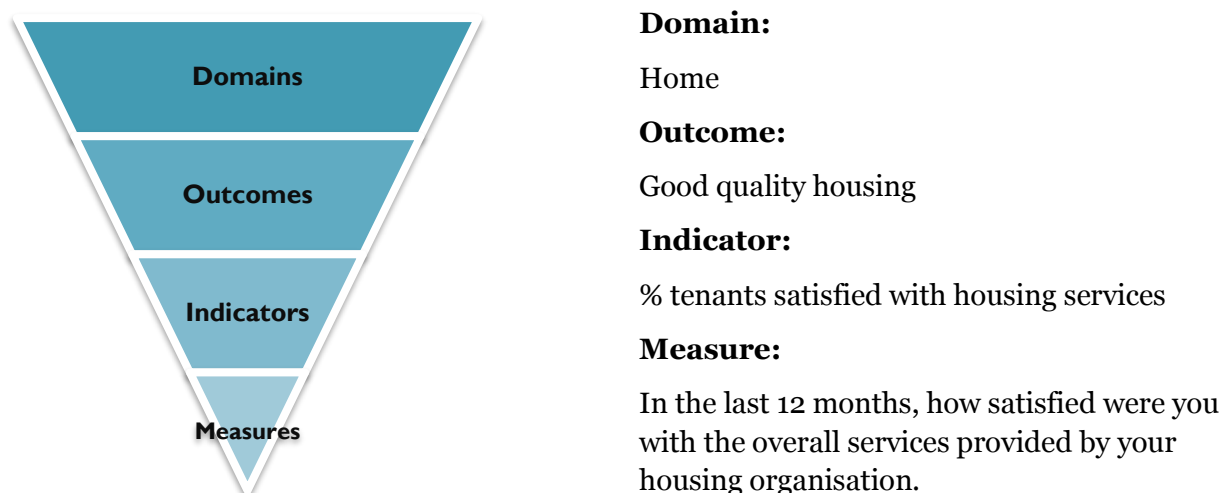
3. OVERVIEW OF THE FRAMEWORK

The indicator framework builds on and aligns with the HSOF and the social housing outcomes framework. The HSOF establishes the high-level outcome domain areas, and the social housing outcomes framework provides preliminary outcomes and impact pathways to achieve the outcomes. The indicator framework advances these resources by establishing the indicators and measures for outcomes within the outcomes framework.

3.1. Structure of the indicator framework

It has been conceptualised around a hierarchical structure of domains, outcomes, indicators and measures. An example of the structure of the outcome and indicator framework is provided below in Figure 3.

Figure 3 Structure of the indicator framework, Home domain example



Domains are overarching thematic groups that include a range of outcomes related to the domains' concept. They are at the highest level within the framework. The seven outcome domains within the HSOF include:

- Home: All people in NSW are able to have a safe and affordable place to live.
- Health: People in NSW are able to live a healthy life.
- Social and community: All people in NSW are able to participate and feel culturally and socially connected.
- Education and skills: All people in NSW are able to learn, contribute and achieve.
- Economic: All people in NSW are able to contribute to, and benefit from, our economy.
- Safety: All people in NSW are able to be safe.
- Empowerment: All people in NSW are able to contribute to decision making that affects them and live fulfilling lives.

Outcomes are the specific results and effects sought by activities. Outcomes can include the changes in attitudes, behaviour and knowledge, and can be expressed at the individual, family, community, organisation or system level. They are at the middle level within the framework.

Within the outcomes model for social housing, the initial outcomes were identified by FACS through a desktop review of the literature and evidence (FACS, 2016). Through the consultation, these outcomes were prioritised and grouped into current and trajectory outcomes, see Table 1.

Current outcomes refer to outcomes that are currently expected within the current service system. Trajectory outcomes were identified during consultation as outcomes that are important for Community Housing tenants, but that are not a standard part of core business within the current service system, for example improvements in a tenant's wellbeing or feeling of empowerment. Given their importance for the future trajectory of tenants, however, Community Housing providers are increasingly working to address these outcomes for their tenants, and this is likely to increase into the future.

Table 1 Current and Trajectory outcomes

Current outcomes

Good quality housing
Housing affordability
Housing stability
Availability of social housing
Housing condition
People in social housing feel safe

Trajectory outcomes

Less crowding
Transition to employment
Neighbourhood quality
Improved ability to leverage opportunities
Improved economic outcomes
Belief in self hope and hope for the future

Over time, additional outcomes may be identified and incorporated within the social housing outcomes model through additional research and consultation with the sector and beneficiaries.

Indicators are the measurable markers that demonstrate an outcome (Bennett et al., 2016). For example, for improved health outcomes, an indicator could be increase in client's self-assessed physical health, or good quality housing outcome, an indicator could be the client's satisfaction with the housing services.

Table 2 Indicator examples

Domain	Outcome	Indicator
Home	Good quality housing	% tenants satisfied with housing services % tenants satisfied with dwelling
Safety	People in social housing feel safe	% of tenants satisfied with how safe they feel % clients reporting safety at home
Empowerment	Belief in self hope and hope for the future	Mean tenant self-efficacy score Mean tenant self-esteem score

Measures are the direct instruments that ascertain the unit of something. For this indicator framework, measures are predominantly the questions asked of people engaging with social housing. Using the improved health outcome example, the self-assessment of physical health

could be measured using the Short Form (36) Health Survey which has 36 questions to measure a person's health status, or for the satisfaction with housing services, the question could be "In the last 12 months, how satisfied were you with the overall services provided by your housing organisation."

Table 3 Measures examples

Domain	Outcome	Indicator	Measures
Home	Good quality housing	% tenants satisfied with housing services % tenants satisfied with dwelling	AIHW National Social Housing Survey
Safety	People in social housing feel safe	% of tenants satisfied with how safe they feel	Personal Wellbeing Index
Empowerment	Belief in self hope and hope for the future	Mean tenant self-efficacy score Mean tenant self-esteem score	New General self-efficacy score Rosenberg Self-Esteem Scale

There are also several issues to be aware of when considering indicators:

1. There may be multiple measures for a single indicator. For example, there are many ways to measure distance: centimeters, inches or lightyears.
2. The context or environment influences what indicators may be appropriate and interpreted. For example, the cost to collect the data or the interaction with the person under observation.
3. There may be different ways to interpret an indicator. For example, the Body Mass Index indicator of healthy weight can be interpreted differently depending on the age, ethnicity or Indigenous status of the person.

4. USING THE INDICATOR LIST

This section is a step-by-step guide for how to navigate the housing indicator list. The purpose of the guide is to introduce the key concepts and basic functionality of the social housing indicator list. This guide provides instruction regarding:

1. Before you start
2. The indicator list elements
3. Searching the indicator list
4. Assessing indicators and measures

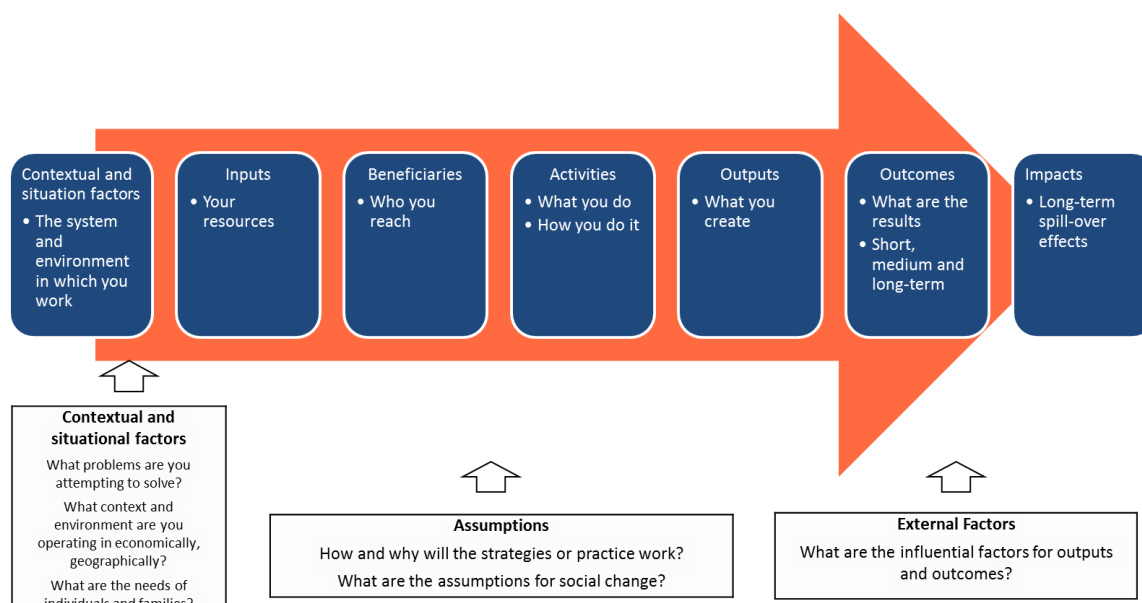
This is not a comprehensive guide on program theory, indicators and measures, nor is it designed to provide specific support or guidance for any service provider on what outcomes, indicators and measures to use. This guide should be used alongside other resources offered for the HSOF and outcome model for social housing. In particular, we recommend reading:

- [The Compass: your guide to social impact measurement](#)
- [Indicator toolkit Orienting your journey: an approach for indicator assessment and selection](#)

4.1. Before you start

Before searching the social housing indicator list, we recommend that you have a program theory in place to help you to identify relevant domains and outcomes. Program theories provide a model of how and why an activity or organisation will work and achieve its intended results. There are many different approaches, for instance program logics, logic models, theories of change, log frames, outcome hierarchies, and impact pathways. They are often depicted visually and map the linkages between inputs, activities, outputs, outcomes, impact, and the contextual factors, strategies, and assumptions. Figure 4 below provides an illustration of the elements of a program theory.

Figure 4 Elements of a program theory



A well-developed program theory can help guide what indicators you should measure and their relationship with your program activity or strategies. Once you have developed a program theory

or have identified the outcomes you are interested in, the next step is to search for the outcomes, indicators and measures.

4.2. The indicator list elements

The social housing indicator list is a resource that contains a list of indicators and measures for a range of outcomes. This includes metadata information on the indicator, its name, the impact pathway, the outcome that it aligns with and how it is constructed (the question, scale and scoring). The indicator list does not contain indicator data.

The indicator list has two worksheets:

1. Instructions for use
2. Indicator list

The instructions for use sheet provides a summary of the metadata included in the indicator list. Table 4 describes the metadata included in the indicator list.

The indicator list sheet contains the list of information on each indicator.

Table 4 Indicator list metadata

Element	Description
Domain	Domains are overarching thematic groups that include a range of outcomes related to the domains' concept.
Outcomes	Outcomes are the specific results and effects sought by activities.
Outcome elements	Outcome elements are the component parts of an outcome
Indicator	Indicators are the measurable markers that demonstrate an outcome.
Disaggregation	Additional ways the indicator can be disaggregated or reported. For example, descriptive statistics for the range, variation and standard deviation of scores; breakdown of scores by tenant characteristics such as age, sex, Indigenous status.
Measures / question(s)	Measures are the direct instruments that ascertain the unit of something.
Scale and scoring	The scale and scoring used for the measure or tool.
Life course / cohort	Information if the indicator or measure has been validated or tested for a specific cohort or life course stage.
Reference source	What is the reference source for the indicator or measure

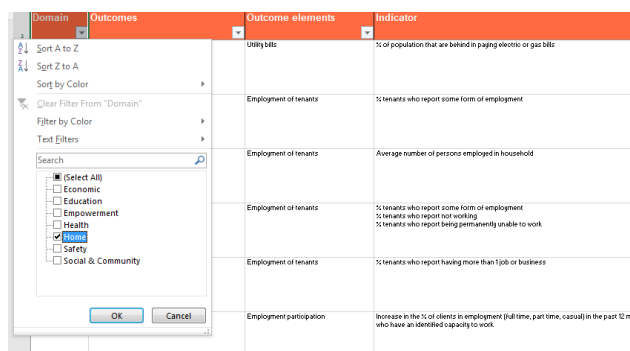
4.3. Searching the indicator list

Once you have determined what outcomes you are interested in, the next step is to determine what indicator to use. In excel you can search the indicator list by using Excel's search or filter functions. To filter using excel:

1. In the Indicator list worksheet, click the drop-down arrow for the column you want to filter. For example, domain or outcome.

Domain	Outcomes	Outcome elements	Indicator	Disaggregation	Measures/Question(s)	Measures/question scale/scoring
Economic	Housing affordability	Utility bills	% of population that are behind in paying electric or gas bills	Proportion of survey respondents that have experienced difficulty in paying bills Proportion of survey respondents that have experienced difficulty in paying bills	In the last 12 months, how many times have [you/members of this household] experienced difficulty in paying bills?	Once, twice, 3-5 times, 6-9 times, 10-19 times, 20 times
Economic	Transition to employment	Employment of tenants	% tenants who report some form of employment		Thinking about those aged 15 years and over in your household, are you or any members of your household...	Two columns with checkboxes that allow participant or others in the household Employed full-time (30 hours per week or more), temp per week, unemployed - not currently employed but in study, in part-time study, unable to work (e.g. long-term labour force (e.g. home duties and not looking for work), unable to work
Economic	Transition to employment	Employment of tenants	Average number of persons employed in household		In total, how many people in this household (aged 15 and over) are employed?	Spent to record number of people
Economic	Transition to employment	Employment of tenants	% tenants who report some form of employment % tenants who report not working % tenants who report being permanently unable to work		Last week, did you do any work at all in a job, business or farm?	Yes, no, permanently unable to work, permanently no
Economic	Transition to employment	Employment of tenants	% tenants who report having more than 1 job or business		Did you have more than 1 job or business last week?	Yes/no

2. The filter menu will appear. Enter a search term into the search box, or tick or un-tick the fields you are interested in. Click OK, when you have selected the terms you want to search



3. The Indicator list will now be filtered according to the search or tick-box selection made in step 2.

Domain	Outcomes	Outcome elements	Indicator	Disaggregation	Measures/Question(s)	Measures/question scale/scoring
Home	Benefits of social housing	Be able to continue living in this area	Proportion of respondents that Be able to continue living in this area		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Be able to continue living in this area	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Be able to manage rent / money better	Proportion of respondents that Be able to manage rent / money better		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Be able to manage rent / money better	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Benefits of social housing	Other (please specify)		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Other (please specify)	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Enjoy better health	Proportion of respondents that Enjoy better health		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Enjoy better health	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Feel more able to cope with life events	Proportion of respondents that Feel more able to cope with life events		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Feel more able to cope with life events	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Feel more able to improve job situation (e.g. get a better job or a second income)	Proportion of respondents that Feel more able to improve job situation (e.g. get a better job or a second income)		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Feel more able to improve job situation (e.g. get a better job or a second income)	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable
Home	Benefits of social housing	Feel more able to start or continue education / training	Proportion of respondents that Feel more able to start or continue education / training		For you, what are the benefits of living in social housing? Note: Social housing refers to public housing or community housing Feel more able to start or continue education / training	Please cross one box for each row Yes, it is a benefit; No, it is not a benefit; Not applicable

4.4. Assessing indicators and measures

Once you have identified the indicators and measures that are aligned with your identified outcomes, CSI recommends that the next step is to assess the indicators and measures against the contextual criteria.

Contextual criteria are concerned with the situation in which the indicator will be used including the importance, appropriateness and feasibility of an indicator. These include:

- **Important:** the extent to which the indicator is important and relevant to the stakeholders and audiences that may use it
- **Accessible:** the extent to which the indicator is accessible to its audience and stakeholders. For example, whether it is simple to understand and interpret
- **Acceptable:** the extent to which the indicator is acceptable to those who will respond to it
- **Appropriate:** the extent to which the indicator is appropriate for the context or situation in which it will be applied
- **Useable:** the extent to which stakeholders and audiences can use and interpret the indicator
- **Feasible:** the extent to which it is feasible to use the indicator. This may cover the practicality of collecting the data (cost/time/expertise) or the availability of existing data

You do not have to consider all the criteria when assessing indicators. You can choose how to apply the criteria that work for your context and situation. The criteria will help you to think about your approach and context when collecting data.

These criteria and their different elements will help you develop your approach to monitoring and evaluation. For example, in what context will you be looking to collect information and data, is it feasible or appropriate to collect indicators from certain groups? Do you have the resources and the expertise to answer different questions? Are the indicators appropriate for those who will answer them or for those who will use them?

Plan an approach that suits your resources and data collection approach. If you have limited resources, be realistic and reflect on what is going to be useful, rather than planning a complicated approach.

5. SOCIAL HOUSING OUTCOMES

This section presents an overview of the prioritised outcomes, how each outcome is defined. The prioritised outcomes are:

Current outcomes

Good quality housing
Housing affordability
Housing stability
Availability of social housing
Housing condition
People in social housing feel safe

Trajectory outcomes

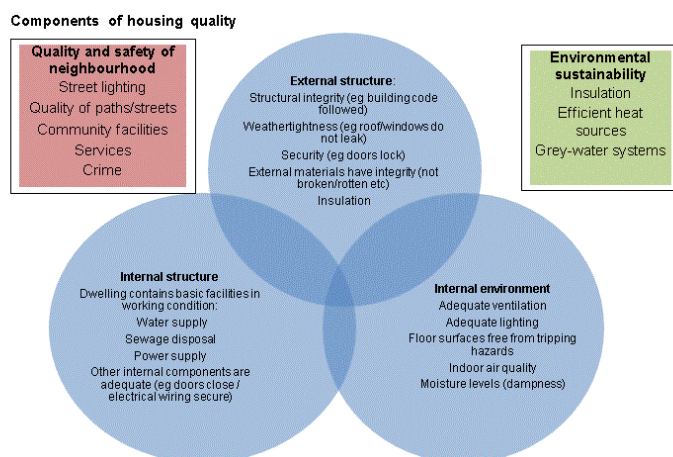
Less crowding
Transition to employment
Neighbourhood quality
Improved ability to leverage opportunities
Improved economic outcomes
Belief in self hope and hope for the future

5.1. Good quality housing

Defining and measuring good quality housing encompasses both external and internal factors. Internal factors are those related to the quality of the dwelling a person lives in, including its external and internal structures and the internal environment (e.g. levels of damp). Many of the internal factors relate to health outcomes for those living in the dwelling (Baker et al., 2013). Generally, these factors are assessed objectively with reference to the dwelling itself, however, a number of models include subjective assessments of satisfaction (ABS, 2000; AIHW, 2015; Clark, 2009; Evans et al., 2003; Uehara, 1994). External factors related to good quality housing are things that are less specific to the dwelling, such as quality and safety of the neighbourhood where the dwelling is located and the dwelling's environmental sustainability.

A broad spectrum of indicators exists across the literature as outlined in the table below. Statistics New Zealand (2005) largely amalgamates these elements into a workable model by categorising them into various external and internal components; see Figure 5

Figure 5: Components of housing quality



Source: Statistics NZ 2005

In Australia, current quality assessment per the National Social Housing Survey is two-fold:

1. Dwelling condition: for a dwelling to qualify as being of “acceptable standard” it must have a minimum of 4 working facilities (e.g. for washing people/clothes/bedding, storage) and maximum of 2 major structural problems (e.g. dampness, major cracks, roof defects)
2. Customer satisfaction (AIHW, 2015).

Technology, in relation to telephone services and internet access was not generally cited as an element of housing quality, with one exception (Clark, 2009).

Substantial consensus across literature supports the following as elements of good quality housing:

Table 5: Elements of good quality housing

Element	Source
Dwelling utilisation: number of rooms per person Measured in Australia by Canadian National Occupancy Standard Note: Clark (2009) suggests measure assessed via perception	Clark 2009; OECD 2015; Uehara 1994
Basic facilities: cooking facilities – oven, refrigerator, stove hygiene – indoor toilet, water faucets, shower, garbage pick-up, sewerage disposal, washing machine	ABS (Australian Housing Survey) 2000; AIHW 2015; Clark 2009; FACS 2014; Golant & LaGreca 1994; Keall et al. 2010; OECD 2015; Statistics NZ 2005
Heating, energy efficiency & air quality substantial evidence base for link between poor heating and adverse health consequences	ABS (Australian Housing Survey) 2000; Baker et al. 2013; Bonnefoy 2007; Evans et al. 2003; Keall et al. 2010; Statistics NZ 2005
Structural soundness walls, stairs, floors and roofs	ABS (Australian Housing Survey) 2000; FACS 2014; Keall et al. 2010; Statistics NZ 2005; Uehara 1994
Safety door & window locks neighbourhood quality & safety smoke detector	Clark 2009; Keall et al. 2010; Statistics NZ 2005; Uehara 1994
Physical layout related to privacy and security	FACS 2014; Keall et al. 2010
Lighting & noise	Clark 2009; Keall et al. 2010; Statistics NZ 2005

5.2. Housing affordability

Housing affordability is

“concerned with securing some given standard of housing (or different standards) at a price or rent which does not impose, in the eyes of some third party (usually government), an unreasonable burden on household incomes” (MacLennan & Williams, 1990: 9 cited in Gabriel et al., 2005: 6).

There is currently no consensus regarding the definition of housing affordability. However, the definition presented above articulates what is consistent in the discourse which is some comparative analysis between household income and housing costs (whatever form this may take). The definition also highlights that measurement of housing affordability requires a pre-determined benchmark of affordability. Who establishes this benchmark and how it is determined remains contentious.

It is also worth noting that housing affordability is considered different to ‘affordable housing’. The latter is used to refer to forms of supported housing e.g. public or social housing (Gabriel et al., 2005). There are also strong links between housing affordability and housing stability (Cunningham & McDonald, 2012), which is detailed here as a separate outcome area.

Current model: the ratio approach

In Australia, the current standard of measurement of housing affordability is a ratio-based measurement focused on ‘purchase affordability’ (as opposed to rental affordability or repayment affordability) (Gan & Hill, 2008; Phillips, 2011). Most commonly used is the Commonwealth Bank/Housing Industry Association Housing Affordability Index expressed as the following ratio:

Average household disposable income : Necessary income for mortgage repayments by first home buyer

Source: Housing Industry Association

Where housing costs exceed 30% of the household’s disposable income, that housing is deemed as “unfavourable affordability” (HIA, ND; Phillips, 2011; Productivity Commission, 2017; Gabriel et al., 2005). A limitation of this benchmark is an overestimation of housing stress because it will capture those households that choose to spend a greater proportion of income on housing costs, and can comfortably do so. This is partly rectified by the “30/40 rule” which limits the income bracket to those in the bottom 40% of all income earners (Borrowman et al., 2015).

Other indices include the Deposit Power/Real Estate Institute of Australia Housing Affordability Index and the BIS Shrapnel Home Loan Affordability Index (see Worthington, 2012).

Table 6: Elements of housing affordability

Element	Notes	Source
Locational factors	To be included in evaluating what is the actual housing costs. May include service and transportation access.	Gabriel et al. 2005
Repayment affordability	Greater focus on actual burden on existing household of mortgage repayments	Gan & Hill 2008; Productivity Commission 2017
Diversity in household types and characteristics	<p>The most common ratio-based approach does little to account for diverse household types with diverse expenditure. More nuanced measurement may take into account the following:</p> <ul style="list-style-type: none"> • family type – children, sole parents • employment • health – illness, disability <p>Note: this has greater implications for a residual measure</p>	Borrowman et al. 2015; Urban Research Centre 2008

Alternative model: the residual approach

Whilst the ratio approach focuses on a universal benchmark of affordability, the residual approach measures affordability according to whether after meeting all housing costs, a household can then meet non-housing costs (Gabriel et al., 2005). This non-housing expenditure is determined pursuant to non-housing needs via budget standards dependent on household type (Urban Research Centre, 2008). The key limitation of this approach is its level of complexity (Gabriel et al., 2005).

There are two key models used in Australia:

1. Henderson Poverty Line (Commission of Inquiry into Poverty) – used to calculate income necessary for minimum standard of living
2. UNSW Social Policy and Research Centre budget standard – similar method of calculation of necessary household expenditure based on need (Gabriel et al., 2005)

5.3. Housing stability

Housing stability is

“the extent to which an individual’s customary access to housing of reasonable quality is secure” (Frederick et al., 2014: 965).

The focus of this definition on permanence and tenure aligns with the understanding of ‘housing stability’ drawn from the FACS report on social housing outcomes and its mapping of the nexus between stability and other domains of wellbeing. Alternate definitions place greater emphasis on affordability which overlaps significantly with ‘housing affordability’ as a distinct outcome area.

Table 3: Elements of housing stability

Element	Notes	Source
Housing tenure	Measured in various ways: <ul style="list-style-type: none"> • rate of moves in years/months • rate of evictions • length in current residence Example: residential stability defined as 90 day period in housing (Roy et al. 2016)	Frederick et al. 2014; Woodhall-Melnik et al. 2016 Roy et al. 2016 The Road Home Report 2008 Phibbs 2005 Cunningham & McDonald 2012
Financial status	Capacity to pay rent or mortgage without difficulty → Linked strongly with housing affordability outcome	Kushel et al. 2006 Cunningham & McDonald 2012
Self-perception	Self-assessed report on feelings of stability Example: For women who have experienced interpersonal violence, feelings of safety and consistency were valued highly	Bevitt et al. 2015 Frederick et al. 2014 Woodhall-Melnik et al. 2016 Young 2002

Multi-faceted measures of housing stability capture the multi-dimensional factors that contribute to housing instability (Frederick et al., 2014; Rollins et al., 2012; Woodhall-Melnik et al., 2016; Cox et al., 2016). The model below is such an approach.

Frederick et al.'s (2014) model – dimensions of housing stability and instability:

1. Housing type – temporary or not, any risk posed by roommates, availability of housing supports
2. Recent housing history and current housing tenure – scope of 6 months
3. Time spent in current accommodation
4. Financial status
5. Employment/education status
6. Harmful use of drugs and alcohol
7. Standing within justice system – levels of incarceration
8. Subjective assessments – housing satisfaction & life stability

The elements in this model are consistent with other literature, particularly with regard to the material aspects of stability (see above table). See also Rollins et al. (2012).

Alternatively, a simple, single measure of tenure may be used, such as the capacity to remain in accommodation for minimum of 3 months (Bevitt et al., 2015). In the National Social Housing Survey there is no explicit reference to 'housing stability', however length of time in residence is measured in years with 2 years or less being the minimum value (AIHW, 2015).

5.4. Availability of social housing

Social housing availability (as identified in FACS, 2016) is the supply of social housing stock relative to its demand (Tenants Union of Victoria, 2015; Groenhart et al., 2014; Commonwealth of Australia, 2015; AIHW, 2010). Where demand is greater than supply, an availability problem likely exists.

- Supply is measured by the total number of social housing dwellings available (it may also be divided according to social housing type) (Groenhart et al., 2014; Tenants Union of Victoria, 2015; AIHW, 2010)
- Demand can be measured in two ways:
 1. Number of households requesting placement i.e. those on the waiting list + number of households already placed in social housing

2. Number of households in private rental market experiencing housing stress i.e. more than 30% of income for housing costs (see Housing Affordability) + number of households already placed in social housing (Tenants Union of Victoria, 2015; Groenhart et al., 2014)

The latter measure of demand is more comprehensive since waitlists do not accurately capture the number of households in need. For example, some households never apply for social housing despite need for reasons such as: stigma, misinformation, complexity of the process (Tenants Union of Victoria, 2015; Wiesel et al., 2012).

A broader definition

A broader definition of social housing availability takes a more contextual approach and includes consideration of the dwelling's accessibility and appropriateness. These elements include:

- Length of waiting time – temporal indicator of availability as responsive to actual need (Wiesel et al., 2012; Commonwealth of Australia, 2015; FACS, 2015).
Note: in FACS' (2016) report, timeliness is a distinct outcome paired with availability
- Appropriateness of dwelling offered – are the available dwellings appropriate? (Wiesel et al., 2012) e.g. whether there is an appropriate number of bedrooms for household size, or whether the dwelling is accessible for a person with a disability.
- Whether the dwelling is legally available for tenancy e.g. not undergoing upgrade, maintenance or pending sale (AIHW, 2010).

For measurement of housing availability for low-income households in a general sense refer to the Rental Affordability Snapshot (Anglicare Australia, 2016).

5.5. People feel safe in social housing

FACS' (2016) impact pathway links good quality housing and a safe environment to positive perceptions of safety for those living in social housing.

Housing specific measures of safety are largely focused on the physical and social features of the dwelling and surrounding neighbourhood. The physical dimension is most often defined in relation to safety from physical harm or injury and can include household locks for security, installation of fire detectors and structural soundness.

The Healthy Housing Index (Keall et al., 2006) is an example of a risk assessment tool that explicitly evaluates the nexus between quality housing (see above) and physical safety. The 'safety' module evaluates on a pass/fail basis the following components (Gillespie-Bennett et al., 2013: 6):

- All power outlets/ light switches safe, functional and in a good state of repair
- Safety from falls (E.g. handrails for stairs/outside steps and safe floor coverings)
- Structural soundness of house
- Safe access to house
- Adequate lighting
- Water heating set to safe temperature
- Ranch-sliders and low level windows to have safety visibility strips
- Secure storage for potential poisons
- Pool fencing
- Basic security from intruders (locking doors/windows).

The social dimension considers the impact of social ties and crime (both actual and perceived) in the neighbourhood on social housing tenants' feelings of safety (Clampet-Lundquist, 2010; Jesus et al., 2010). See also neighbourhood quality below.

The literature on feeling safe in relation to housing also focuses on the meaning and measures of safety for particularly vulnerable groups of people, such as women and children experiencing domestic violence (Spinney et al., 2013). What safety means in the context of such groups is described in Table 4.

Table 4: Safety for specific groups of people

Cohort	Safety means	Source
Women and children experiencing domestic and family violence (DFV)	Reports that housing instability negatively influences feelings of safety Quality of housing and location – e.g. proximity to perpetrator Financial insecurity and lack of access to affordable housing increased vulnerability to abuse and exploitation	NSW Women Refuge Movement UWS Urban Research Centre 2009
Aboriginal people	Cultural safety? “Housing policy that promotes Indigenous homemaking practices, and thereby recognizes the deep cultural links between health and home” (Christensen 2016: 84) Overcrowding?	Christensen 2016 (Canadian study)

5.6. *Less crowding*

The Canadian National Occupancy Standard (CNOS) is currently used in Australia to measure over-crowding (ABS; see National Social Housing Survey).

CNOS measures the bedroom requirements of a household based on the number, age, sex and relationships of household members. It specifies that:

- there should be no more than two persons per bedroom
- children less than 5 years of age of different sexes may reasonably share a bedroom
- children less than 18 years of age and of the same sex may reasonably share a bedroom
- single household members aged 18 years and over should have a separate bedroom
- a lone person household may reasonably occupy a bed sitter.

Households that require one or more additional bedrooms to meet the standard are considered to be overcrowded (AIHW, 2005).

An alternative measure is the Proxy Occupancy Standard (AIHW, 2014).

5.7. *Neighbourhood quality*

Neighbourhood quality can be measured via subjective and objective assessment across a wide spectrum of elements (Clark, 2009; Jones-Rounds et al., 2014; Austin et al., 2002; Mast, 2010). Largely, these elements can be categorised into 3 areas as suggested by Sirgy and Cornwell (2002):

1. Physical features
2. Social features
3. Economic features

The table below collates various elements identified in the literature under the three categories designated by Sirgy and Cornwell (2002), however, it is important to note their model is assessed purely subjectively vis-à-vis a satisfaction rating. Sirgy and Cornwell (2002: 79-82) have drawn from a number of sources in identifying key elements, including a wide berth of academic literature and the US Bureau of Census' Annual Housing Survey.

Table 3: Elements of neighbourhood quality

Area	Element	Source
Physical features	Maintenance of homes and yards	Sirgy & Cornwell 2002
	Neighbourhood landscape <ul style="list-style-type: none"> Can include litter, pollution & graffiti 	Sirgy & Cornwell 2002 Bonnefoy 2007; Jones-Rounds et al. 2014; Austin et al. 2002
	Open/green spaces	
	Street lighting	Sirgy & Cornwell 2002
	Crowding and noise level, e.g. traffic vibrations Sleep disturbance	Sirgy & Cornwell 2002 Jones-Rounds et al. 2014; Austin et al. 2002
	Proximate to facilities needed <ul style="list-style-type: none"> Employment Access to fresh food public transport childcare services education health care services Police, fire protection	Sirgy & Cornwell 2002 Hunter New England Population Health 2012; Lowe et al. 2013; Jones-Rounds et al. 2014; AIHW 2015
Social features	Social interactions with neighbours Social cohesion and participation	Sirgy & Cornwell 2002 HNEPH 2012; Lowe et al. 2013
	Satisfaction with people living in neighbourhood Can be assessed via trustworthiness	Sirgy & Cornwell 2002 Austin et al. 2002
	Ties to people in neighbourhood	Sirgy & Cornwell 2002
	Crime	Sirgy & Cornwell 2002 Lowe et al. 2013; Mast 2010
	Race relations	Sirgy & Cornwell 2002
	Outdoor play space recreational space for children, teenagers and elderly	Sirgy & Cornwell 2002 Jones-Rounds et al. 2014
	Sense of privacy at home	Sirgy & Cornwell 2002
Economic features	Home value	Sirgy & Cornwell 2002
	Cost of living in community	Sirgy & Cornwell 2002
	Socio-economic status of neighbourhood	Sirgy & Cornwell 2002 Austin et al. 2002
	Neighbourhood improvement	Sirgy & Cornwell 2002

Note: In 'physical features', 'quality of environment' was omitted for lack of definition.

The elements within the economic features category are not as widely cited in the material reviewed, however both home value and cost of living fall within housing affordability as a distinct prioritised outcome area.

5.8. Improved economic outcomes

“The key concepts relating to economic wellbeing of people, families or households are the economic resources they have available to support their material living conditions, and their control over these resources and conditions.” (ABS, 2015)

The three central components to assessing economic wellbeing are income, consumption (e.g. food, clothing, education) and wealth (reserved monetary resources) (ABS, 2015). Economic circumstances of households are currently measured through assessment of household income and reliance on government assistance, particularly in ABS surveys (see Housing Income and Expenditure Survey).

There is no evidence of a direct link between housing and improved economic outcomes (Productivity Commission, 2015; FACS, 2016). However, the pathway mapped by FACS envisages social housing tenants’ increased access to paid employment as improving their economic circumstances and thus potentially transitioning out of social housing. In this way, the relationship of this outcome to housing will depend on the achievement of other outcome areas.

Further, exiting social housing is not necessarily indicative of improved economic outcomes as a multitude of pull factors play a role in exits e.g. formation of a new relationship (Wiesel et al., 2014).

5.9. Transition to employment

A key component of improved economic outcomes is the transition to employment for social housing tenants, however, it is acknowledged that the nexus between housing and employment is indirect in nature (FACS, 2016). As noted above, employment is understood to improve economic circumstance and thus potentially enable the transition out of social housing. As discussed by Cigdem-Bayram et al. (2017), in combination with potential welfare dependence, this group faces severe disadvantage and enduring, multidimensional barriers to employment.

Part of the discourse is dedicated to examining the incentives and disincentives to participate in paid employment present for people in the social housing system.

The elements outlined in the Table 4 are oft-cited themes that appear in the discourse when discussing transition to employment for social housing tenants.

Table 4: Elements of transition to employment

Element	Notes	Source
Work disincentives	Structural factors: government policy (benefits, tax), the market Behavioural factors: individuals' skills, capacities, attitudes and motivation	Hulse & Randolph 2004 Productivity Commission 2015 Groenhart 2015 Cigdem-Bayram et al. 2017
Individual characteristics/Human capital	Education and training (or lack of) Physical and mental health – disability Motivation	Turney et al. 2006
Neighbourhood	Some discussion of potential links between neighbourhood (i.e. SES) and labour force participation (see Turney et al. 2006) Potential to impact and limit type of employment that is accessible	Turney et al. 2006 Groenhart 2015

5.10. Improved ability to leverage opportunities

FACS (2016) situates the outcome of improved ability to leverage opportunities as flowing out of social housing tenants' increasing access to "individual psychological resources" e.g. self-esteem. It is placed within the economic domain e.g. opportunities for employment; however, it is phrased in broad terms meaning it is likely applicable to other domains e.g. education.

Sen's capability approach offers a way of conceptualising improved ability to leverage opportunities as an outcome area (see short summary of key concepts in 'belief in self and hope for future' section). The approach focuses on realistic and person-specific beings and doings, i.e. "what people are actually able to be and do" (Robeyns, 2006, 2016; Wells, ND). Specifically, in looking at social housing tenants' ability to leverage opportunities, a capabilities analysis would consider the opportunities available to tenants and their freedom to achieve such (Robeyns, 2006, 2016). Whilst FACS maps this outcome in relation to the economic domain, the capability approach can capture opportunities in diverse domains as it's starting point are those opportunities available to the individual person rather than globalised goals (Robeyns, 2016; Wells, ND). In the context of social housing this means it is not just a matter of "what housing can people access (as different types of housing may suit some groups more than others) but what functions are they capable of attaining when they live in this housing" (Nicholls, 2010).

As it is a philosophical theory, operationalisation of the capability approach is more contentious. There are some examples of instruments developed using this approach e.g. in relation to mental health (Simon et al., 2013) and life satisfaction (Anand et al., 2009; note: not peer reviewed).

For more on capabilities, see also Edgell & McQuaid (2016) and Dagsvik (2013).

5.11. Belief in self and hope for future

The concept of self-efficacy is a useful way of understanding and unpacking belief in self as an outcome for social housing tenants. Self-efficacy is "people's beliefs in their capabilities to produce given attainments" (Bandura, 2006: 307). A high level of general self-efficacy allows individuals to cope with negative events and relates strongly to how one understands the level of control they have over outcomes in their life (Chen et al., 2001; Bandura, 1977, 2006).

In relation to hope for the future, it is generally understood that individuals with higher hope are more resilient and better able to sustain their agency and pathways (using the language of Snyder).

“Hope is a positive motivational state that is based on an inter-actively derived sense of successful (a) agency (goal-directed energy), and (b) pathways (planning to meet goals).” (Snyder et al., 1991)

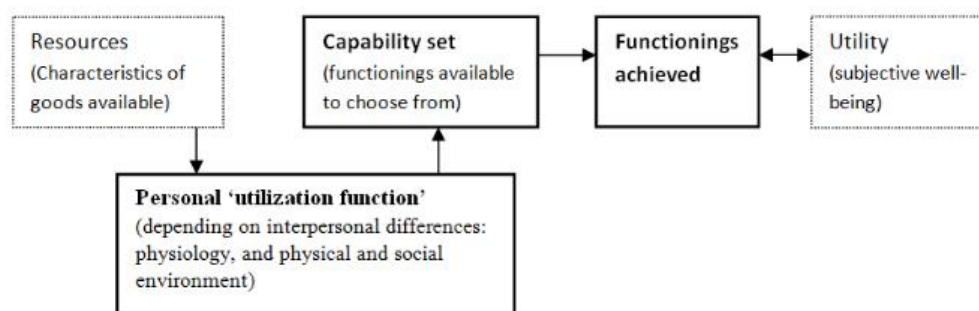
Individuals with low levels of hope, on the other hand, have less capability to do such and appraise situations with less of a positive outlook (Snyder et al., 1991).

Capability approach

Sen’s capability framework straddles both belief in self and hope for future by focusing on what people can actually be and do. Functionings are “beings and doings”, states people can be in or activities to achieve e.g. travelling. Capabilities refer to a set of functionings one can choose from and thus reflect the opportunities and freedoms available (Robeyns, 2016).

Figure 6 below illustrates how resources are filtered through personal functions (which may include social, physical and environmental factors e.g. health), which in turn will impact those opportunities available to them (Wells, ND; Robeyns, 2006, 2016).

Figure 6: Capability approach



Source: Wells ND.

5.12. Improved health outcomes

“Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity” (World Health Organisation, cited in Reeve et al., 2016)

A significant literature base exists linking housing and health outcomes; for a good summary see Phibbs and Young (2005: 4-11). Elements of this outcome include (Reeve et al., 2016):

- physical health – capacity for physical activities, bodily pain, disability
- mental health – psychological distress, mental illness
- lifestyle – smoking, illicit drug use and alcohol consumption

There is a strong correlation between homelessness and poor health outcomes, and in turn provision of housing has generally been shown to improve health (Wood et al., 2016). For

example, those in sustained tenancies (1 year or more) were found to access emergency services or mental health providers, stay in hospital overnight etc., less than before that tenancy period (Wood et al., 2016: 50-52).

Good quality housing (e.g. free from mould etc.) is also linked to health outcomes, however, FACS (2016) defines these as separate outcome areas.

5.13. Housing independence

In the social housing discourse, the term ‘housing independence’ is largely synonymous with exiting the social housing system (FACS, 2014; FACS, 2016; Wiesel et al., 2014). It is usually used to denote the transition from social housing to the private market, whether that is a private rental or ownership.

Whilst no direct link can be drawn between employment and independence from social housing (FACS, 2016; Wiesel et al., 2014), the literature focuses heavily on employment and education as relevant factors in assessing independence (Australian Government Department of Families, Housing, Community Services and Indigenous Affairs, 2011; FACS, 2014; NSW Government, 2016)

Current initiatives in NSW to encourage housing independence conceptualise long-term or lifetime accommodation in social housing as undesirable (FACS, 2014). However, Wiesel et al. (2015) argue that understanding social housing as a “trap” fails to capture the nuanced and systemic factors present in tenants exiting, or not exiting social housing (also see Tenants’ Union of NSW, 2015; NSW Federation of Housing Associations, 2015).

Further, independence in relation to housing has varying meaning and operationalisation for differing cohorts (FACS, 2015), as suggested in Table 4.

Table 4: Housing independence for specific groups of people

Cohort	Housing independence means	Source
People with a disability or mental illness	Capacity to live in social housing is independence	FACS 2015; Mental Health Commission 2015
Indigenous and Torres Strait Islander people	Culturally sensitive and appropriate housing options “the concept of opportunity extends to providing housing options that enable them to live in line with their culture, beliefs and familial and social structures” Note: as in opportunity for independence	FACS 2015; Slookee 2015
Older people	Access to transportation to connect with social networks Access to health services Access to shopping	FACS 2015
Children transitioning out of Out of Home Care (OOHC)	Secure post care accommodation Education and employment Developing day-to-day living skills e.g. management of money Support services Reconnection/re-establishment of appropriate family relationships	FaHCSIA 2011

5.14. *Appropriate housing*

Appropriate housing refers to the capacity of a dwelling to meet the needs of the household.

The Policy Research Working Group (2006 cited in Milligan et al., 2007) proposes the following elements to assessing appropriateness. Housing is appropriate if it:

- Is appropriate for that household in terms of size, quality, accessibility and location of housing;
- Is integrated within a reasonably diverse local community;
- Does not incur unreasonable costs relating to maintenance, utilities and transport; (and)
- Provides security of tenure and cost for a reasonable period (Milligan et al., 2007).

In relation to what needs housing should be responsive to, Milligan et al. (2007: 3) suggests considering household characteristics including size and type, cultural needs, locational needs and “occupant circumstances”, i.e. need for stability or certain services (Wiesel et al., 2012).

Similar elements are present in the NSW Affordable Housing Guidelines definition (FACS, 2013: 4), however this conceptualisation is in relation to affordable housing programs.

A similar model is proposed by the Centre for Affordable Housing which suggests 5 indicators of appropriateness:

1. Reasonable standard and quality
2. Matched to size of household
3. Location to services, employment and community facilities used by household members
4. Cost efficient to maintain
5. Energy and water efficient

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