

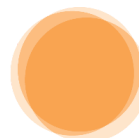


# Housing Seeker Snapshot

December 2021

**Housing Hub**

Find the home that's right for you



SUMMER  
FOUNDATION

# Housing Hub

## Housing Seeker Snapshot

Second edition – December 2021  
First published – May 2021

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*The Housing Hub is an initiative of the Summer Foundation.*

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### CITATION GUIDE

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### ACKNOWLEDGEMENTS

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### DISCLAIMERS

The Housing Hub and the Summer Foundation have prepared this report in good faith based on information available to us at the date of publication. Information has been obtained from sources that we believe to be reliable and up to date, but we have not verified its accuracy or completeness. The Housing Hub and the Summer Foundation do not make any warranty, express or implied, regarding any information in the report, including warranties as to the accuracy, completeness or fitness for purpose of the information. The Housing Hub and the Summer Foundation are not liable to any person for any damage or loss that has occurred, or may occur, in relation to that person taking or not taking action in respect of any representation, statement, opinion or advice referred to in this report.

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# Introduction

Welcome to the second snapshot of housing seeker data from the Housing Hub.

A new version of the Housing Hub website was launched in August 2020. This updated version of the website was developed through co-design with housing seekers, housing providers and supporters of people with disability. The result is a feature-rich website with a user experience that is comparable to commercial offerings in the mainstream real estate market.

A key component of the website is the ability for housing seekers to set up a housing seeker profile. When creating a profile, housing seekers are asked a series of questions about where and with whom they would like to live, and what type of property features they are looking for. Housing seekers can then be alerted when new properties that match their preferences and needs are added to the website. It is also possible to quickly and easily search available housing on the Housing Hub website via location, property type, support needs and property features without creating a profile. Together, searches and profiles created on the Housing Hub website can provide valuable data on housing seekers' preferences and needs.

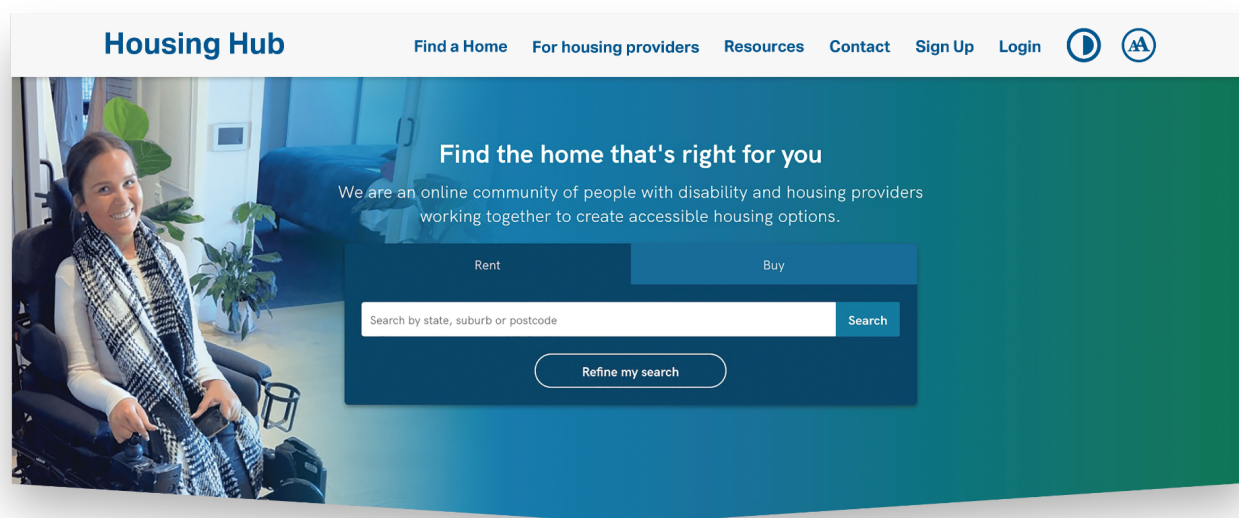
In this six-monthly seeker snapshot report, the Housing Hub is releasing data from housing seekers in a summarised way to inform the market. This is important given that housing providers have reported a lack of access to data on the market. By releasing this information, the Housing Hub aims to give both seekers and providers insights into the accessible housing market, to ensure that the wants and needs of housing seekers are driving future supply.

This report extends upon the first edition of the seeker snapshot report (Rathbone et al., 2021) by showing up-to-date housing seeker data for the six months from May to November 2021.

## About the Housing Hub

The Housing Hub is an online community of people with disability and housing providers working together to create accessible housing options.

The Housing Hub website is free to use for housing seekers, supporters and providers.



Housing seekers can search through the listings, or create a housing seeker profile by answering a few questions about where they want to live, what type of home they are looking for, what features are required and who they would like to live with. The Housing Hub will then show the seeker the listed properties that are a good match for their profile. Each listing shown includes a 'suitability score', which tells the housing seeker how well the property matches their preferences. When creating a profile, housing seekers can also elect to be automatically notified when a property is listed that is a good match for their housing seeker profile.

Ivanhoe

RentSDA

Quiet home in the suburbs

Reasonable Rent Contribution as set by the NDIA

2 Bedroom

2 Bathrooms

1 Cars

House Fully Accessible Bedroom Only

Number of residents: 2

Posted 1 minutes ago

Edited 1 minutes ago

Suitability Score

86%

My Preferences

Find a Home

For housing providers

Resources

Contact

Photos (7)

Floorplan

Download application form

Download brochure

Print Listing

Suitability Score

86%

View score breakdown

My Preferences

**Quiet home in the suburbs**

Ivanhoe, VIC, 3079

Reasonable Rent Contribution as set by the NDIA [More info](#)

\*Plus 100% of Commonwealth Rent Assistance

\*Plus 100% of the SDA funding in your NDIS plan

This property will accept MTA funding instead of SDA funding for up to 90 days

[Read more](#)

SDA Information

## Terms used

Seekers	(Housing) seekers are people who are using the Housing Hub searching for housing. Seekers are usually people with disability looking for accessible housing options.
Providers	(Housing) providers are the organisations or individuals who are offering accessible housing for rent or sale on the Housing Hub.
Supporters	Supporters are the people who work with people with disability to support their housing search. Supporters include family members, support coordinators and allied health professionals.
SDA	Specialist Disability Accommodation (SDA) is housing for people with an extreme functional impairment and/or very high support needs. SDA is funded under the National Disability Insurance Scheme (NDIS). SDA has design features that maximise the residents' independence.
Profiles	(Housing seeker) profiles are a set of data that housing seekers may choose to provide to the Housing Hub. This is data about seekers' housing needs and preferences. This data enables the Housing Hub to suggest properties to the seeker that meet their needs and preferences.



**Housing Seeker**



**Housing Provider**



**Support Team**

# Data

As well as its primary function of connecting housing seekers with homes that suit their wants and needs, the Housing Hub has been built to also collate data that will assist the market in developing new housing that aligns with what people with disability are looking for.

A number of data sources have been used to develop this report, as described below. Throughout the report, the following data labels will show which data source is being used.

## Profile data

Housing seekers can use the Housing Hub to set up a housing seeker profile. This is completely voluntary and the site can be used without creating a profile. If housing seekers choose to create a profile on the Housing Hub, it is made clear that their information will be used in a de-identified way to inform the market about what seekers want. This profile data can be used to understand the characteristics of housing seekers, as well as their housing needs and preferences.

Many people who complete a profile on the Housing Hub will come into contact with the Housing Hub team. This may be via an event run by the Housing Hub, responding to emails received about property alerts, calling the Housing Hub's SDA Housing Advice Line or by the Housing Hub calling to offer support. Collectively, this activity helps ensure that housing seeker profiles are developed with some capacity building support for the people with disability who are creating those profiles. Capacity building support is important for people to move ahead with their housing journeys, as the market has changed considerably over the last 5 years and many housing seekers do not know what housing options are now available.

Once a person has created a profile on the Housing Hub, they can update their preferences, needs, and personal information at any time. The current report only draws from profiles that have been updated within the previous six months (between 16 May 2021 and 16 November 2021) to reflect the most up-to-date seeker data. This resulted in de-identified data from a total of 1,410 housing seeker profiles being included in the current report. It is important to note that all fields are optional when creating a profile except for 'name' and 'email address'. As such, the analyses using profile data in this report may not show data for all 1,410 housing seeker profiles.

## Search data

Housing seekers can search for properties on the Housing Hub without creating a housing seeker profile. When people use the Housing Hub and its search filters to look for properties, the Housing Hub collects de-identified data showing what people are searching for. To conduct a search, housing seekers need to select whether they are looking to rent or buy a property. Entering a location and specific housing preferences will narrow the search, however, these search filters are optional.

Similar to the profile data, search data for the current report was limited to all searches conducted between 16 May 2021 and 16 November 2021. A total of 84,662 searches were conducted during this six month period, with an average of 14,110 searches per month. This has increased from an average of 11,000 searches per month in the previous Housing Seeker Snapshot, indicating an increased usage of the Housing Hub website.

## NDIA data

The National Disability Insurance Agency (NDIA) collects and reports on data relating to accessible housing. This data is about NDIS participants who are eligible for SDA (ie, housing seekers). It is also about properties that are built and designed to be provided as SDA housing. This data is available on the [NDIS website](#) and is released quarterly.

Where this data is relevant to be viewed alongside the Housing Hub data, it is shown in this report. The current seeker snapshot refers to NDIA data from the most recently released quarterly report (Quarter 1 of the 2021-22 financial year; as of 30 September 2021).



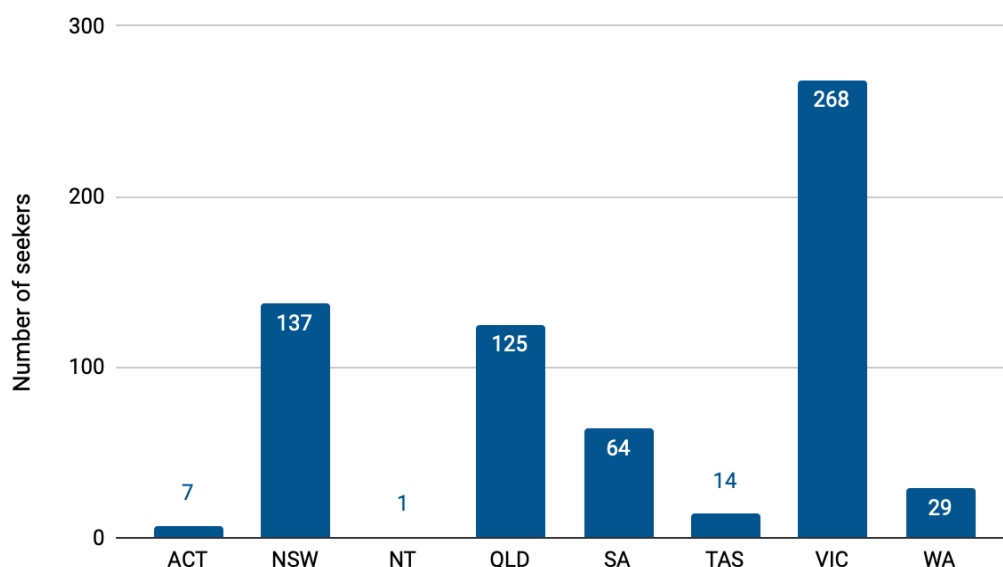
# Characteristics of housing seekers

Seekers who create a housing seeker profile on the Housing Hub tell us a little about themselves. This profile data is shown below.

## Location of seekers

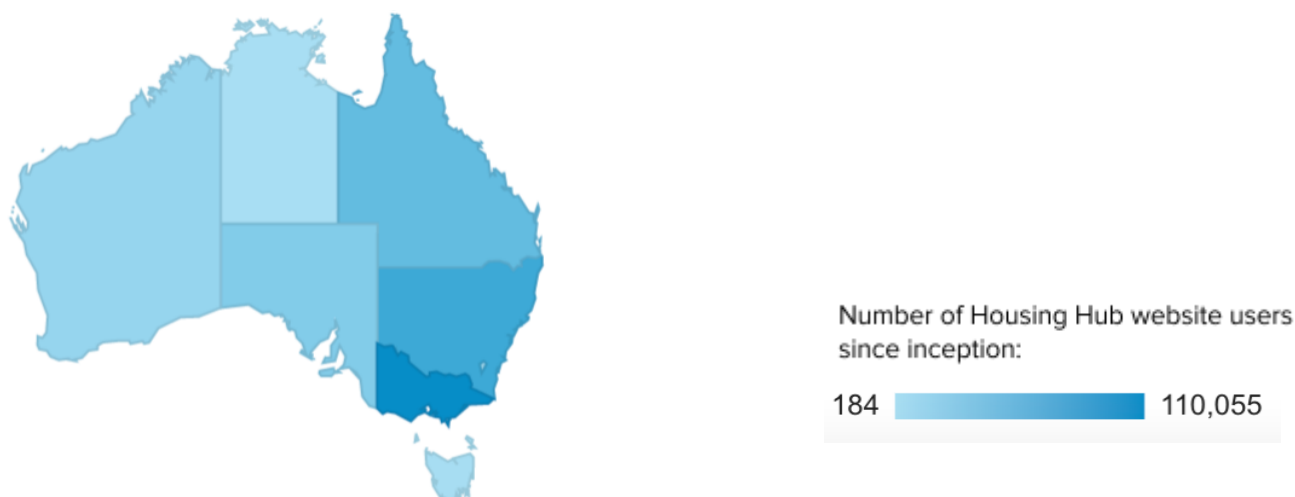
The majority of housing seekers reported that they are currently living in Victoria (42%), followed by New South Wales (21%), Queensland (19%), and South Australia (10%) – see Figure 1. This geographic distribution is very similar to the first seeker snapshot, in which most housing seekers were also located in the eastern states.

Figure 1. Current location of seekers by state (profile data)



Housing Hub website usage data can also be used as a proxy of the location of housing seekers. As can be seen in Figure 2, Victoria, New South Wales and Queensland had the highest usage rates, which aligns with the above geographic distribution of seekers with Housing Hub profiles. Over 309,000 people have used the website since it was launched.

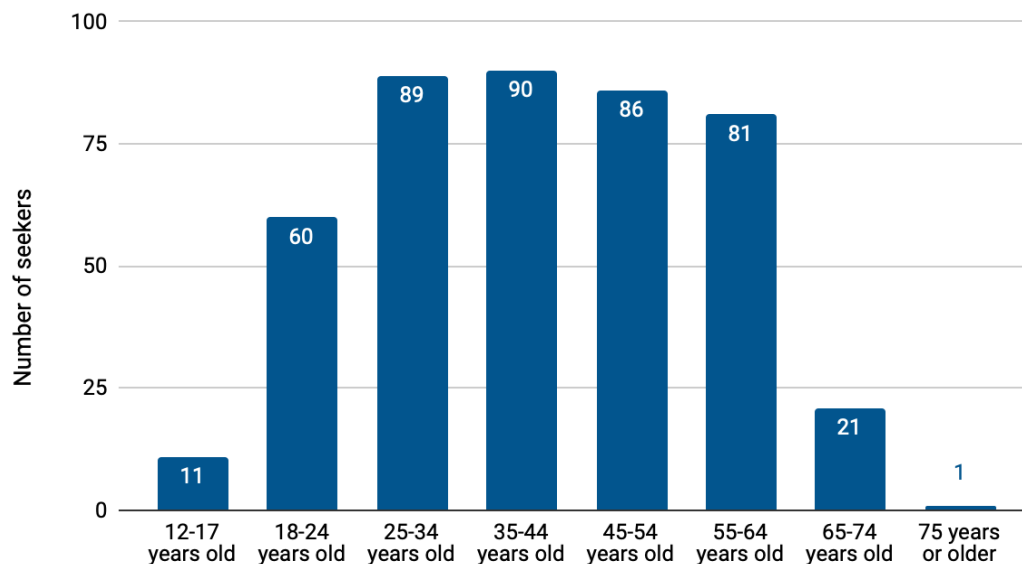
Figure 2. Housing Hub website usage



## Age of seekers

As can be seen in Figure 3, there was a relatively even age distribution of housing seekers across the ages of 25 to 64 years, together making up 79% of housing seeker profile data. This age distribution was more evenly spread compared to the previous seeker snapshot, partly due to an increase in housing seekers aged 55-64 years. This indicates that demand for appropriate housing for people with disability spans across a wide range of age groups.

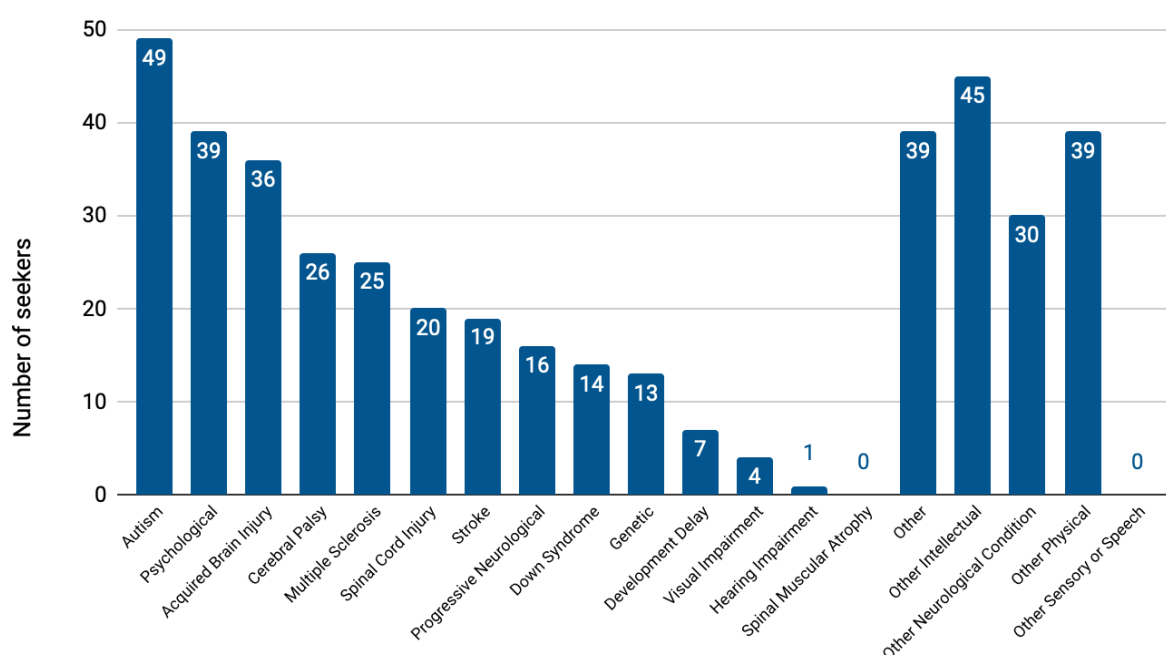
Figure 3. Age range of seekers (profile data)



## Disability type

Consistent with the previous seeker snapshot report, the most frequently reported primary disability of housing seekers was Autism (12%). This was followed by disabilities categorised as Other Intellectual (11%), Psychological (9%), Other Physical (9%), and Other (9%) – see Figure 4.

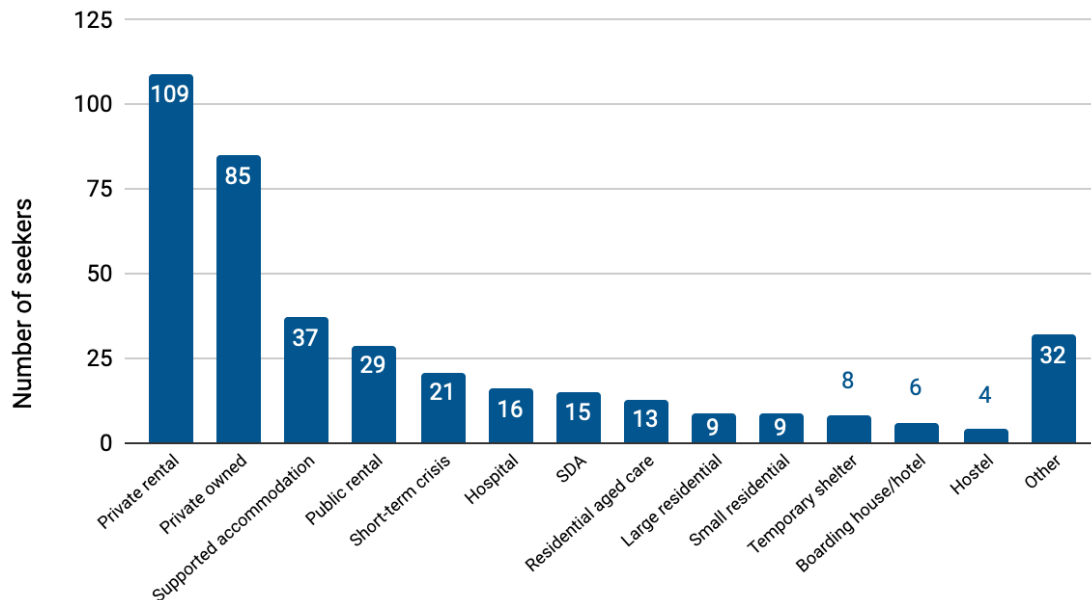
Figure 4. Primary disability of seekers (profile data)



## Current housing situation

Half of housing seekers indicated that they are currently living in private homes, with the most commonly reported category being private rental (28%), followed by privately owned homes (22%) – see Figure 5. This is consistent with the housing arrangements reported in the previous seeker snapshot, although the gap between the number of seekers living in private rental and privately owned dwellings increased slightly in the current report.

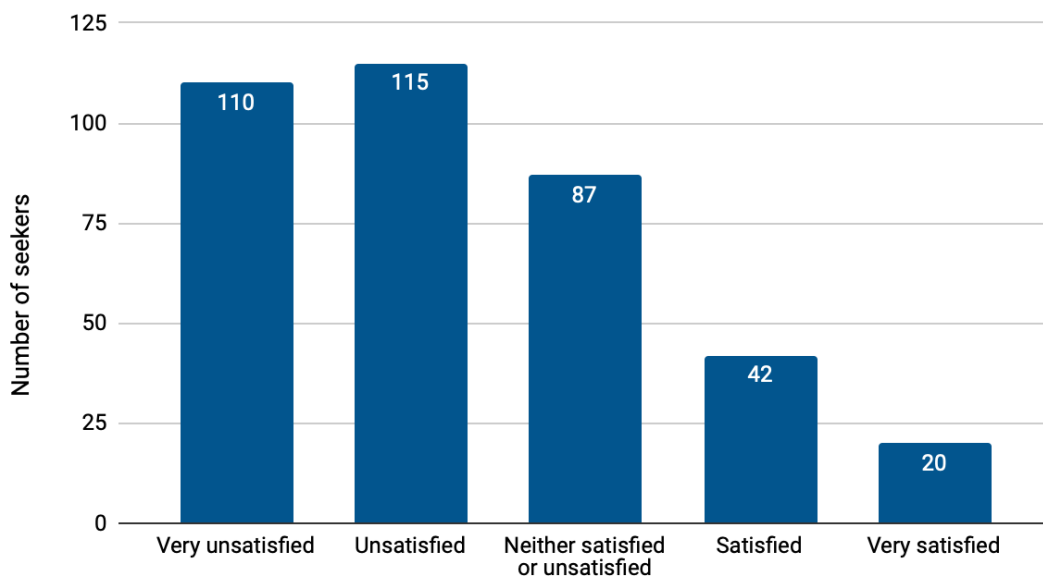
Figure 5. Current housing arrangement of seekers (profile data)



*Note: Small residential dwellings are defined as housing for less than 20 people; large residential dwellings are for more than 20 people.*

Similar to the data reported in the previous seeker report, more than half of housing seekers (60%) indicated being unsatisfied or very unsatisfied with their current living situation. Less than a quarter of seekers (16%) were satisfied or very satisfied – see Figure 6. This highlights an ongoing demand for more appropriate housing options for people with disability.

Figure 6. Current housing satisfaction of seekers (profile data)



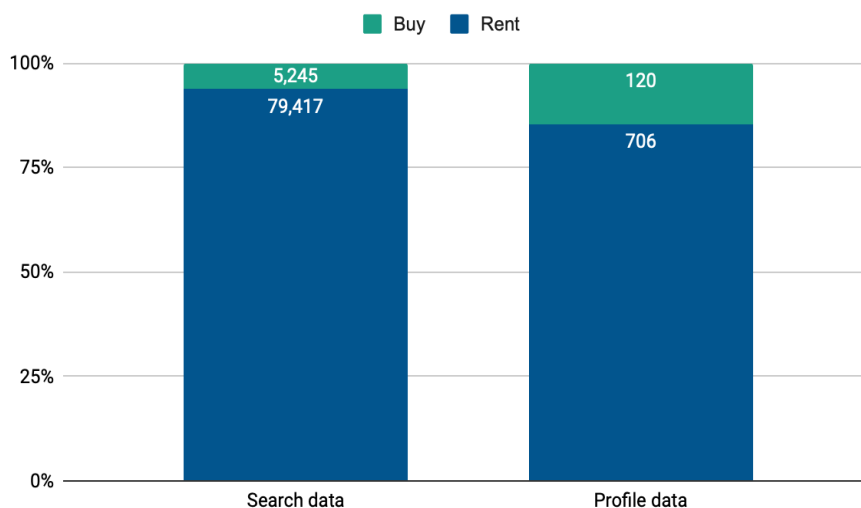
# Needs and preferences of housing seekers

The following data on the needs and preferences of housing seekers draws upon both Housing Hub seeker profiles and Housing Hub website searches where available. The volume of searches is significantly greater than the number of profiles, so profile data and search data are compared using percentages. Percentages are also used to compare profile and search data from the Housing Hub website to NDIA data for Figure 13.

## Needs and preferences for housing arrangements

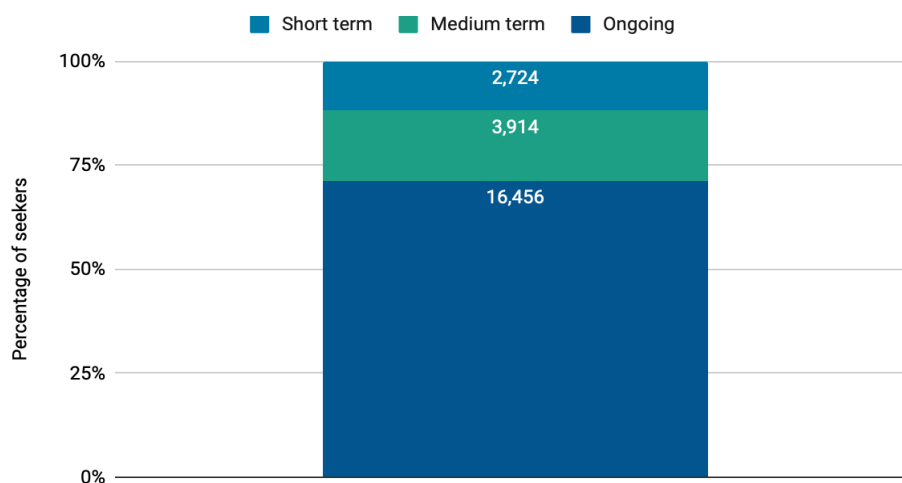
Both profile data and search data indicate that over 85% of seekers were looking for rental properties (see Figure 7). This is consistent with the data reported in the previous seeker snapshot, showing that the majority of seekers continue to indicate a need to rent.

Figure 7. Seekers' preference to rent or buy



Almost three-quarters of searches (71%) on the Housing Hub website were for ongoing lease, suggesting that a majority of housing seekers are looking for long-term housing options – see Figure 8.

Figure 8. Seekers' preference for rental term (search data)

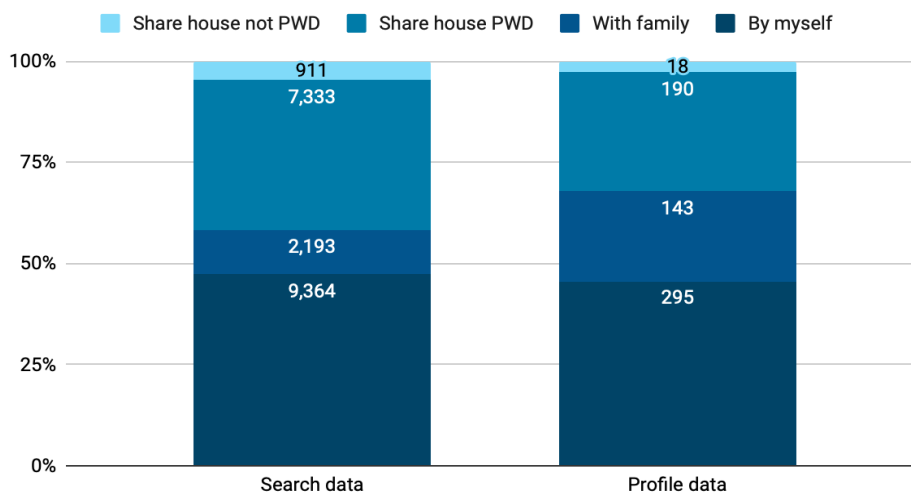


*Note: Seekers were able to select multiple responses.*

As can be seen in Figure 9, seekers' preferences of who to live with differed slightly between profile data and search data. Compared to housing seeker profiles, a larger proportion of searches indicated a preference to share a house with other people with disability (37% of search data versus 29% of profile data). Conversely, a smaller proportion of searches compared to profiles indicated a preference for living with family members (11% of search data versus 22% of profile data).

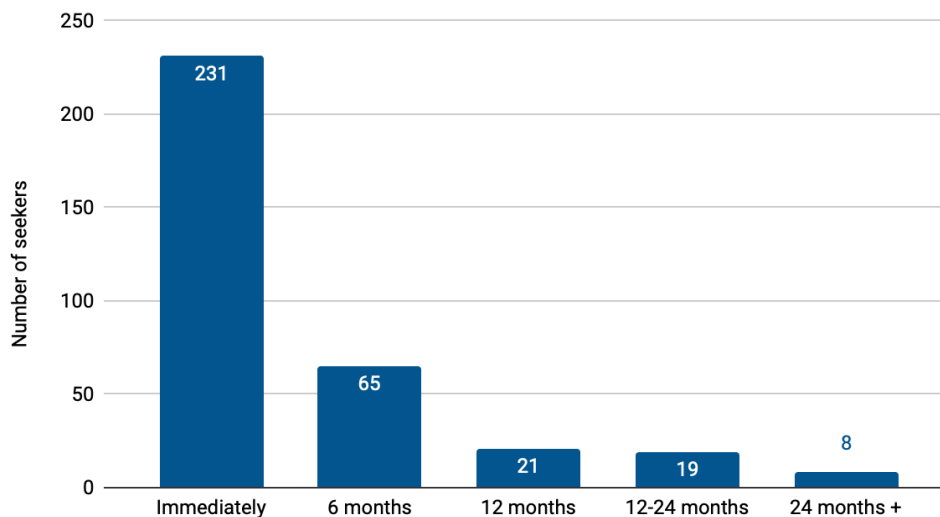
Despite these differences, both search and profile data showed that almost half of all seekers would like to live on their own (47% of search data and 46% of profile data). This is similar to the results of the previous Housing Seeker Snapshot, thus showing a consistent preference of people with disability to live independently. However, as highlighted in the previous report, housing providers working with the Housing Hub have reported a trend in the decision making by the NDIA to move away from approving SDA funding for independent living. The Housing Hub team has witnessed the same trend in its tenancy matching work. This suggests that the housing needs and preferences of people with disability are not aligned to current SDA funding decision making processes.

Figure 9. Seekers' preference of who to live with



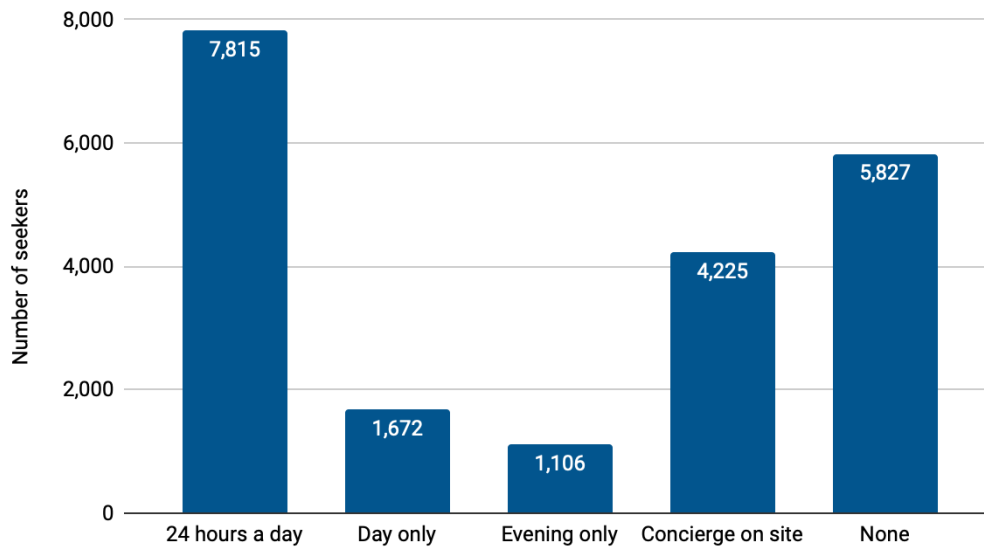
Similar to the previous seeker snapshot, profile data indicated that 67% of seekers would like to move immediately – see Figure 10. This was followed by a much smaller proportion of seekers (19%) wishing to move in 6 months. These findings indicate continued demand for accessible housing options that are available for people with disability to move in as soon as possible.

Figure 10. Seekers' preference for when to move (profile data)



Search data from the Housing Hub website showed that more than one-third of housing seekers (38%) need support 24 hours a day – see Figure 11. This was followed by 28% of seekers indicating that they do not require support because they will be bringing their own support into the home. There were no seekers who reported requiring no support at all.

Figure 11. Seekers' support needs (search data)



*Note: Seekers who selected "None" indicated that they will be bringing their own support. Seekers were able to select multiple responses.*



## Preferences for SDA properties

There was a fairly even split between seekers who indicated being eligible for SDA and those who reported not being eligible. Specifically, 55% of searches on the Housing Hub and 52% of seeker profiles indicated SDA eligibility – see Figure 12.

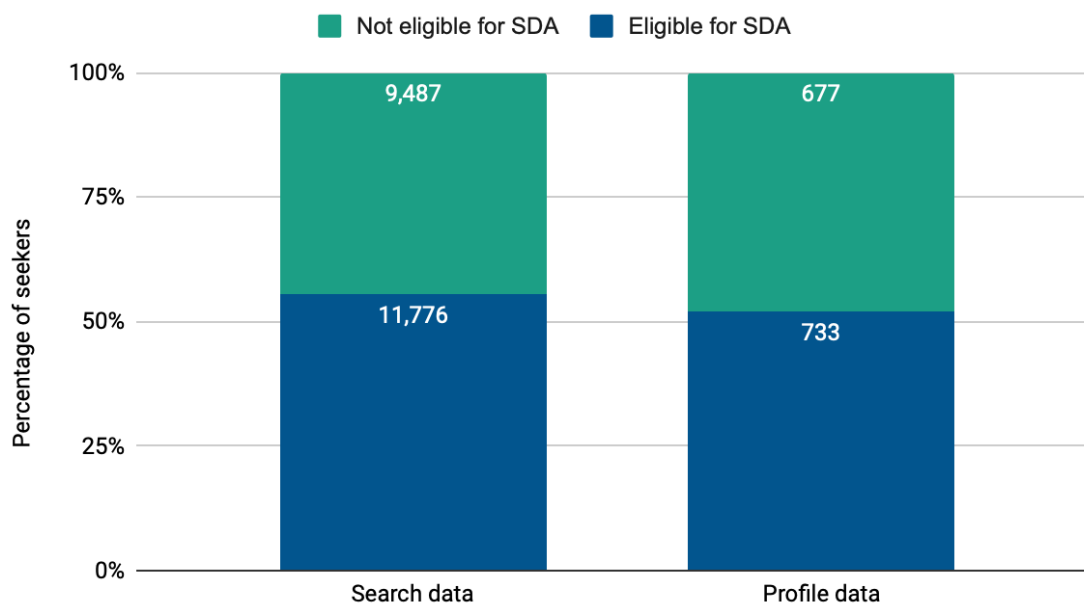
As highlighted in the previous Housing Seeker Snapshot, the large proportion of Housing Hub seekers with SDA eligibility is notable, given that only 6% of NDIS participants are expected to be eligible for SDA funding (Winkler et al, 2020). The Housing Hub team developed a campaign in September 2020 to increase the knowledge of people with disability around various housing options, with a particular focus on reaching people who may be eligible for SDA funding. Together with the previous seeker snapshot, the findings of this report indicate that this approach may have been effective in increasing awareness of SDA eligibility and encouraging eligible seekers to use the Housing Hub as a search platform.

However, it is important to note that recently released NDIA data indicates that 3,857 NDIS participants were looking for SDA dwellings as at 30 September 2021 (NDIA, 2021). The 733 SDA-eligible Housing Hub profiles represent only 19% of these 3,857 NDIS participants, suggesting that more work may be required to build the capacity of SDA eligible participants to engage with available search platforms when looking for SDA properties.



*A High Physical Support SDA apartment (image courtesy of Summer Housing)*

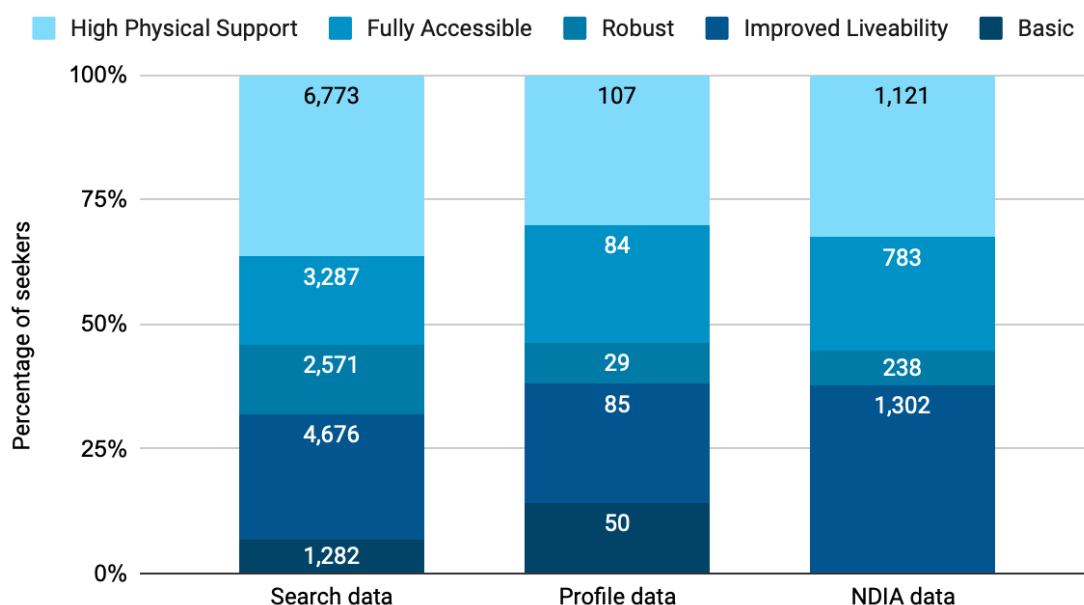
Figure 12. Seekers' eligibility for SDA



SDA properties are available in five different design categories. Housing seekers who know that they are SDA eligible are likely to search for the appropriate design category, as each category includes different design features.

Figure 13 shows seekers' needs for SDA design categories according to Housing Hub search, housing seeker profile and NDIA data. Note that the NDIA data does not report any participants with SDA in their plans searching for SDA properties in the Basic design category. While the NDIA data shows that most seekers are looking for Improved Liveability properties (38% in NDIA data), Housing Hub profile and search data indicate that High Physical Support is the most commonly sought design category (30% of profile data, and 44% of search data). The need for specific design categories according to the NDIA data is otherwise fairly similar to Housing Hub data, particularly with Housing Hub profiles.

Figure 13. Seekers' need for SDA design categories

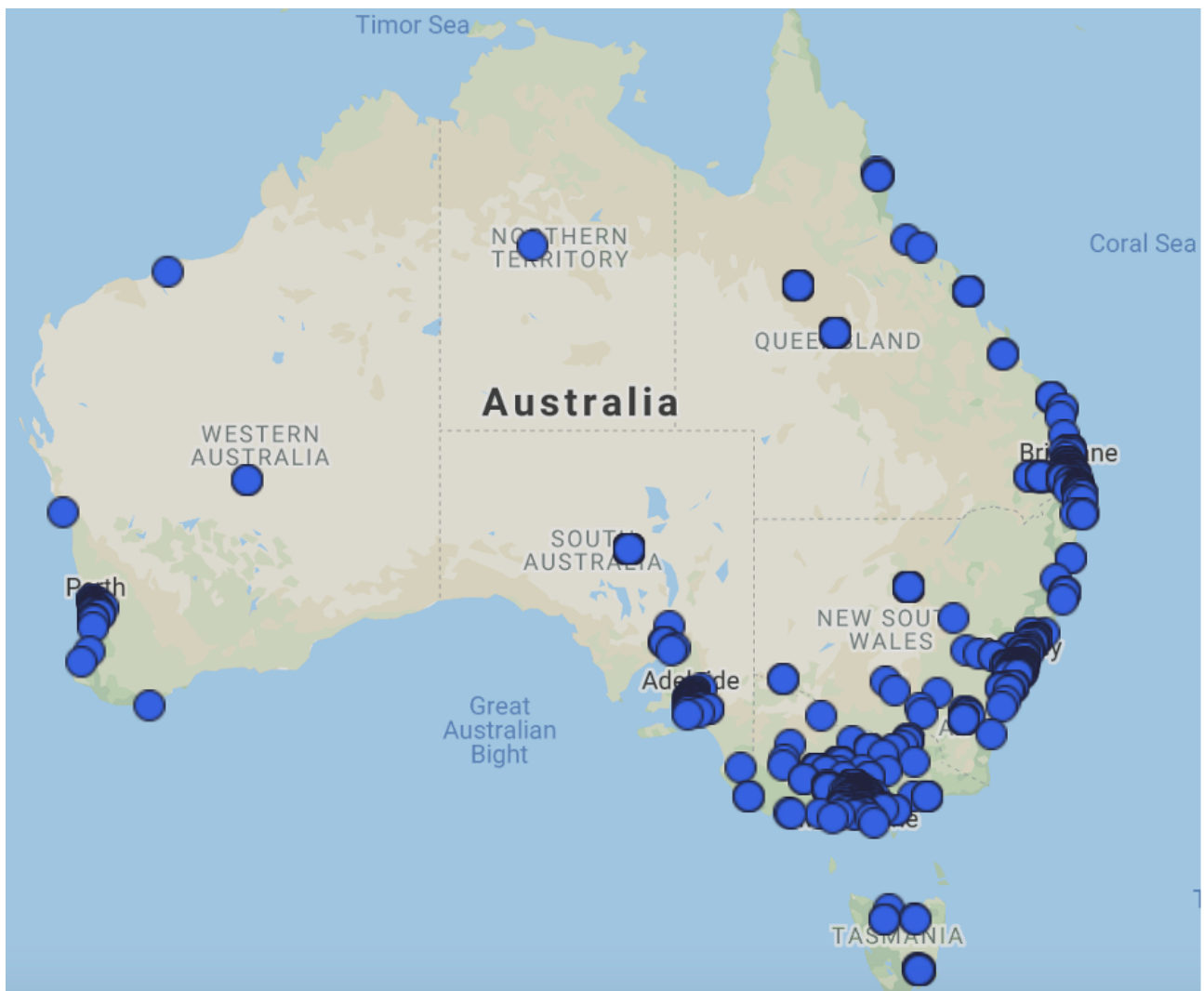


Note: Seekers were able to select multiple responses when conducting a search on the Housing Hub website.

## Preferred location

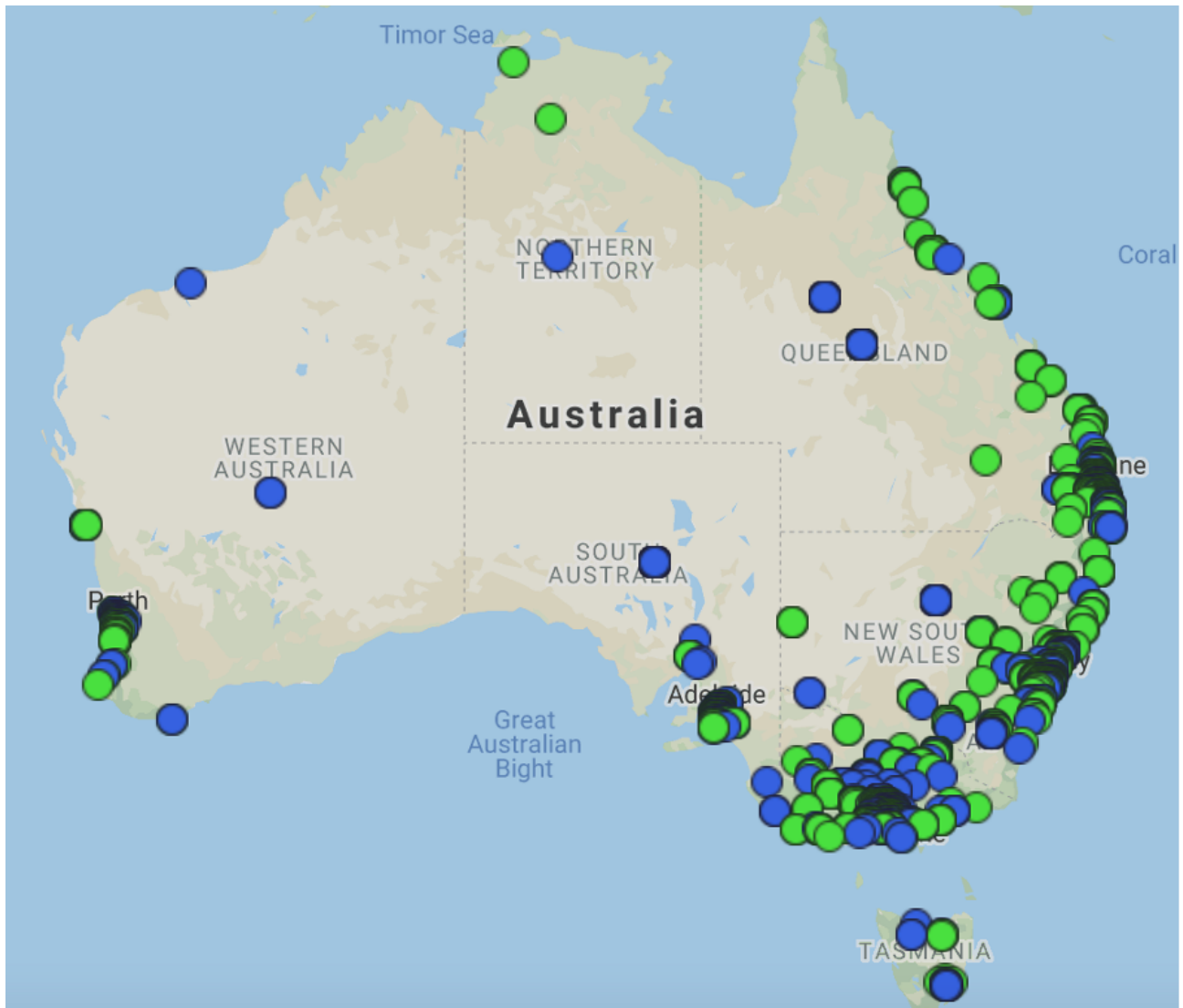
Seekers with Housing Hub profiles are asked to indicate where they would like to live, so that they can be alerted when suitable properties are added to the Housing Hub in those locations. The map below (Figure 14) shows the locations identified by housing seekers across Australia. Consistent with the geographic data shown above in Figures 1 and 2, the majority of seekers with Housing Hub profiles are looking for properties in the eastern states, particularly in Victoria. The map also indicates that seekers' preferred locations are concentrated in capital cities, though there is also an evident need in many regional areas.

Figure 14. Seekers' preferred living locations (profile data)



While this report does not focus on supply, the following map (Figure 15) has been created to show the above seeker location preferences (blue circles) alongside the locations of published Housing Hub listings (green circles). Similar to the previous Housing Seeker Snapshot, the locations of seekers are largely consistent with Housing Hub listings. However, more work is required to match the housing demand in regional areas of Australia.

Figure 15. Seekers' preferred living locations and Housing Hub listing locations



*Note: Map shows 1,370 locations where seekers would like to live (blue circles), and 1,876 locations of Housing Hub listings (green circles).*

## Property features

When creating a profile on the Housing Hub, seekers can select which housing features they would like their new home to have. This data provides some insight into the property features that seekers value. The 15 most popular features are shown below, with 1 being the most popular feature:

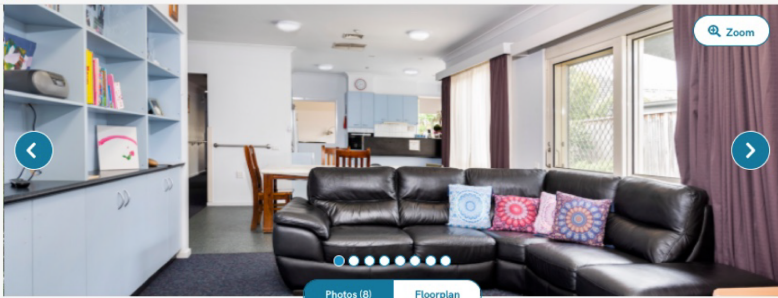
1. Cooling
2. Heating
3. Outdoor area
4. Built-in wardrobes
5. Wheelchair accessibility
6. Accessible features
7. Broadband internet available
8. Parking
9. Dishwasher
10. Pets allowed
11. Ensuite
12. Private bathroom
13. Strong walls/doors/glass/soundproofing
14. Fire sprinklers
15. Lift in building

The same features were identified in the previous Housing Seeker Snapshot, though the ranking of some features has changed slightly. This provides further support for the value of these features in housing for people with disability, and demonstrates that housing providers should consider highlighting these features in their property listings.

### Housing Hub

[Find a Home](#) [For housing providers](#) [Resources](#) [Contact](#)

[Go back](#) [Property for rent](#)



[Photos \(8\)](#) [Floorplan](#)

[For Rent](#) [SDA](#) [Share](#) [Star](#)

### Suburban living

Essendon, VIC, 3040

Reasonable Rent Contribution as set by the NDIA [More info](#)

2 Bedroom 2 Bathroom 1 Car park

Bedroom Only Available 23/04/2021

### Property Features

Includes the following features

Doorway Widths > 1000mm

Wheelchair Accessible

Accessible Features

Ceiling Hoist

Outdoor Area

Ensuite

Built-in Wardrobes

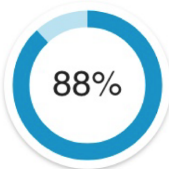
Energy Efficiency Rating: Medium

Heating

Cooling

[Download application form](#)  
[Download brochure](#)  
[Print Listing](#)

### Suitability Score



88%

[View score breakdown](#)  
[My Preferences](#)

# What does the data say?

This second edition of the Housing Hub's Housing Seeker Snapshot extends insights into the housing needs and preferences of people with disability in Australia, particularly across the eastern states.

The findings of this snapshot were largely consistent with those of the previous edition, indicating stable trends in seekers' preferences and needs. Housing Hub seekers continue to indicate dissatisfaction with their current housing situation, suggesting a high demand for appropriate housing options that match the wants and needs of people with disability.

This report revealed the following characteristics, preferences and needs of housing seekers:

- The majority of Housing Hub seekers were located in Victoria, New South Wales, Queensland, and South Australia.
- Most seekers would like to keep living in the eastern states, predominantly in capital cities.
- Housing Hub seekers spanned across a wide range of ages and disability types, with the most commonly reported primary disability being Autism.
- Most seekers indicated that they are currently living in privately owned or privately rented properties.
- A large proportion of seekers were dissatisfied with their current housing situation.
- Seekers were strongly focused on renting rather than buying a property, with the majority of housing seekers looking for rental properties with ongoing lease.
- Almost half of all Housing Hub seekers would like to live alone.
- Two-thirds of seekers reported that they wish to move immediately.
- While 38% of housing seekers indicated that they need 24-hour support at the property, 28% of seekers did not require external support as they intend to bring their own support.
- Slightly more than half of Housing Hub seekers were eligible for SDA. The most commonly sought SDA design categories were Improved Liveability and High Physical Support.
- The 5 housing design features that housing seekers most frequently selected when setting up a seeker profile were (1) cooling, (2) heating, (3) outdoor area, (4) built-in wardrobe, and (5) wheelchair accessibility.

The findings of this Housing Seeker Snapshot provide insight into the housing preferences and needs of people with disability. The Housing Hub and Summer Foundation hope that these findings help guide the market and housing providers in developing appropriate properties that match demand.

## References

NDIA. (2021). *Report to disability ministers for Q1 of Y9* [Data set].

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# Housing Hub services for housing providers

Generalised data resulting from housing seeker profiles on the Housing Hub can help build an understanding of the demand for accessible housing. With insights into what types of housing (and housing features) are desired in certain locations, providers can build to address demand with greater certainty. The Housing Hub regularly releases data insights to the market at no cost; while more detailed analyses are available to housing providers for a fee. For example, a data report on types of housing and features desired by seekers in a given Local Government Area can be developed on request.

For a fee, housing providers and vendors can promote a listing as a 'Featured Property'. Featured properties appear on the homepage of the Housing Hub website, and are promoted via the Housing Hub's social media channels and via email to our subscriber list of more than 8,000 people.


The Housing Hub also offers a tenant matching service for SDA Providers on a fee-for-service basis. The team identifies prospective tenants who may be a good fit for the SDA design category and features of the property, then supports prospective tenants to secure SDA funding and, if they wish to, apply for a vacancy at the property.

The Housing Hub's Lived Experience Facilitators are people with disability who currently live in SDA or other accessible housing, or are currently working towards a housing outcome that is right for them. Our team of Lived Experience Facilitators run regular information and capacity building events for people with disability, families and supporters. For a fee, the team can also provide expert support to housing providers and vendors who wish to learn more about the cohort of people they are developing for, co-design or get input into their future builds, get insights into the preferences of prospective tenants, or build the capacity of their workforce.

For more information on the Housing Hub's suite of services for housing providers and vendors, email: [support@housinghub.org.au](mailto:support@housinghub.org.au)


## Featured Homes

**North Eastern Melbourne** ☆




**Bundoora VIC**  
3 3 2 | Villa

**Sydney Sutherland** ☆



**Kirrawee NSW**  
1 1 1 | Apartment

**Adelaide Central Hills** ☆



**Unley SA**  
3 2 2 | House

# The Summer Foundation's role in the SDA Market

The following content aims to provide clarity on any perceived conflicts of interest between the Housing Hub team, Summer Foundation policy and research projects, and Summer Housing.

## Summer Foundation

The Summer Foundation is a not for profit, established in 2006, that is committed to resolving the issue of young people living in aged care. The Summer Foundation commissioned two housing demonstration projects for younger people with disability living in, or at risk of admission to, nursing homes. The first project featured two apartments in Abbotsford, Victoria in 2013. The success of this first project was replicated with 10 more apartments in the Hunter region of NSW in 2016. The co-located apartment model was developed to enable people with high support needs (including young people in residential aged care and younger people at risk of entering residential aged care) to be able to live in their own apartment but be co-located to enable the cost-effective provision of support.

People with disability also need ways to effectively connect with housing that may be right for them. Recognising this deficit in the accessible housing market, the Summer Foundation created the Housing Hub website and an associated [Tenancy Matching Service](#) in 2017. The Housing Hub website is an online platform that supports housing seekers and housing providers to connect, and is free for both housing seekers and housing providers. Housing providers can choose to pay for premium listings and bespoke data reports. The Housing Hub has over 1,240 housing providers as customers listing both SDA and non-SDA properties.

The Summer Foundation is not an SDA provider or a registered NDIS provider, and does not own any SDA funded apartments. The Summer Foundation's Tenancy Matching Service currently works with five SDA providers to identify potential tenants for new SDA projects in the pipeline. Those providers are Summer Housing, Enliven Housing, Guardian Living, The Independent Living Company and Insitu Housing. So far the Summer Foundation has supported over 569 NDIS participants to receive a housing offer in new SDA, including 94 younger people in residential aged care. The Tenancy Matching Service is a social enterprise that operates on a cost recovery basis as part of the Summer Foundation's Housing Hub initiative.

There are more than 15 different disability organisations providing shared support to tenants living in SDA apartments across Australia. The Summer Foundation is not an NDIS provider and does not have any influence on the selection of disability support providers in SDA funded apartments.

The Summer Foundation's position is that we want to see a whole range of dwelling types and housing options so that NDIS participants have a real choice. We do not have a vested interest in any particular dwelling type and promote the benefits of a diverse market with flexible support arrangements, tailored to the needs of individuals.