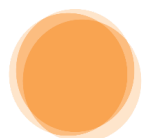




Housing Seeker Snapshot

June 2022



SUMMER
FOUNDATION

Housing Hub

Find the home that's right for you

Housing Hub

Housing Seeker Snapshot

Third edition – June 2022

Second edition – December 2021

First published – May 2021

Housing Hub

hello@housinghub.org.au

www.housinghub.org.au/contact

The Housing Hub is an initiative of the Summer Foundation.

Summer Foundation Ltd

ABN 90 117 719 516

PO Box 208, Blackburn 3180 VIC Australia

Telephone: +613 9894 7006

Fax: +613 8456 6325

info@summerfoundation.org.au

www.summerfoundation.org.au



© 2022 by the Housing Hub and Summer Foundation Ltd. A copy of this report is made available under a Creative Commons Attribution 4.0 Licence (international). Please note that photographs used to illustrate this report remain the property of their respective copyright owners and are not shared as part of this Creative Commons Licence.

CITATION GUIDE

Wellecke, C.^{1,2}, Robertson, J.¹, Rathbone, A.,^{1,3} Winkler, D.^{1,2}, Aimers, N.^{1,2} (2022, June). *Housing Seeker Snapshot*. Melbourne, Australia: Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

¹ Summer Foundation Limited. Melbourne, Australia

² Living with Disability Research Centre, School of Allied Health, Human Services & Sport, La Trobe University

³ Housing Hub. Melbourne, Australia

ACKNOWLEDGEMENTS

We would like to thank the many Housing Hub seekers who contributed to this report with their housing needs and preference data, for their time and valuable insights. We also appreciate the assistance of Daniel Longworth and Vince Patton for editorial and design support.

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.

Contents

Introduction	1
About the Housing Hub	2
Terms used	3
Data	4
Profile data	4
Search data	5
NDIA data	5
Characteristics of housing seekers	6
Location of seekers	6
Age of seekers	7
Disability type	8
Current housing situation	9
Needs and preferences of housing seekers	11
Needs and preferences for housing arrangements	11
Preferences for SDA properties	15
Preferred location	17
Property features	19
What does the data say?	20
Housing Hub services for housing providers	22
The Summer Foundation's role in the SDA Market	23

Introduction

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

The seeker snapshots provide detailed and up-to-date information about the characteristics, needs, and preferences of seekers who are looking for accessible housing options on the Housing Hub. By releasing this information, the Housing Hub hopes to enhance the accessible housing market's access to consumer data. Without access to detailed information on the demand for accessible housing, providers run the risk of developing housing that does not align with the needs of the market.

A lack of access to demand data has been reported to pose a key challenge and market barrier for housing providers,¹ leaving providers feeling uncertain about their investments and housing developments. As such, collecting and releasing information on housing seekers is critical to guide housing providers operating in the accessible housing market.

The new version of the Housing Hub website, launched in August 2020, sits upon a data model that continually collects information from housing seekers. This data is collected when seekers set up a housing seeker profile on the Housing Hub – 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 seeker data is also collected when seekers conduct searches on the Housing Hub website without creating a profile – housing seekers can quickly and easily search available housing on the Housing Hub website via location, property type, support needs and property features (see page 2 for further information about the Housing Hub).

Together, searches and profiles created on the Housing Hub website result in a significant volume of demand data from housing seekers. In the previous month alone, there have been over 14,000 searches conducted on the Housing Hub website and more than 260 seekers have updated their seeker profiles. As it is also one of the most commonly used resources for housing providers when sourcing tenants², the Housing Hub is a valuable source of information regarding seekers in the accessible housing market. Indeed, recent survey data indicates that housing providers commonly use Housing Hub market data reports to understand the needs and preferences of people with disability and inform their pipeline.³

This report shows up-to-date data on the characteristics, needs, and preferences of housing seekers on the Housing Hub. The report extends upon the first 2 editions of the seeker snapshot reports⁴ by including the latest housing seeker data for the previous 6 months, from November 2021 to May 2022.

¹ Aimers, N., Rathbone, A., Winkler, D., Wellecke, C., & Mulherin, P. (2022). *CHPs and disability housing: An exploration of SDA*. Housing Hub and Summer Foundation. <https://apo.org.au/node/317170>; Aimers, N., Wellecke, C., Winkler, D., Rathbone, A., & Mulherin, P. (2021, November). *Specialist Disability Accommodation – Supply in Australia*. Housing Hub and Summer Foundation. <https://apo.org.au/node/314855>; Winkler, D., Aimers, N., Rathbone, A., Douglas, J., Wellecke, C., Goodwin, I., & Mulherin, P. (2021). *Specialist Disability Accommodation Provider Experience Survey*. Housing Hub and Summer Foundation. <https://apo.org.au/node/316937>

² Aimers et al. (2021, November). *Specialist Disability Accommodation – Supply in Australia*. Housing Hub and Summer Foundation.

³ Ibid.

⁴ Wellecke, C., Aimers, N., Rathbone, A., Winkler, D. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers?cs=reports-and-publications&ct=Publications%20%20reports>; Rathbone, A., Aimers, N., Winkler, D. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers?cs=reports-and-publications&ct=Publications%20%20reports>

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 – www.housinghub.org.au – lists properties for rent or sale that may be suitable for people with disability. With over 8,500 properties listed since the website was launched and more than 2,000 properties currently listed, the Housing Hub features all design categories of Specialist Disability Accommodation (SDA), as well as many other types of accessible housing.

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 then shows the seeker listed properties that are a good match for their profile. Each listing includes a ‘Suitability Score’, which tells the seeker just how good a match the property is to 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 profile. All of these functions are available to housing seekers free of cost.

Generalised data resulting from housing seeker profiles on the Housing Hub provides insights into the demand for accessible housing across Australia. With around 17,000 users and 85,000 page views every month – and around 500 enquiries generated to property owners per month – the insights generated are significant. Sharing de-identified data gleaned from these interactions with the housing market enables the needs and preferences of people with disability to shape future development.

Resources

The Housing Hub website also contains libraries of resources for housing seekers, supporters and housing providers – including videos, guides, and templates.

To explore, go to: www.housinghub.org.au/resources



Terms used

Seekers	(Housing) seekers are people who are using the Housing Hub to search 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 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 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 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 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 so that people can exercise informed choice in their housing journeys, as the market has changed considerably over the last 5 years and many housing seekers do not know about the range of housing options 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 6 months (between 23 November 2021 and 23 May 2022), to reflect the most up-to-date seeker data. This resulted in de-identified data from a total of 1,359 housing seeker profiles being included in the report. It is important to note that all fields are optional when creating a profile except for 'name' and 'email address'. As such, analyses using profile data in this report may not show data for all 1,359 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 23 November 2021 and 23 May 2022. A total of 61,524 searches were conducted during this 6 month period – an average of 10,254 searches per month. The number of searches for this period is less than in the last Housing Hub seeker snapshot (84,662) due to differences in data collection.⁵ The previous snapshot investigated all housing searches that had been conducted on the Housing Hub, whereas the current snapshot only investigated searches that specified a location. Another reason for the lower number of searches is seasonality – there is reduced use of the Housing Hub website each year in December and January.

NDIA data

The National Disability Insurance Agency (NDIA) collects and reports on data relating to all NDIS participants, including NDIS participants who are eligible for SDA (that is, housing seekers), as well as data 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 3 of the 2021-22 financial year; as of 31 March 2022).⁶

⁵ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

⁶ NDIA (2022). *NDIS quarterly report to disability ministers: Q3 2021-2022*. National Disability Insurance Agency. <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

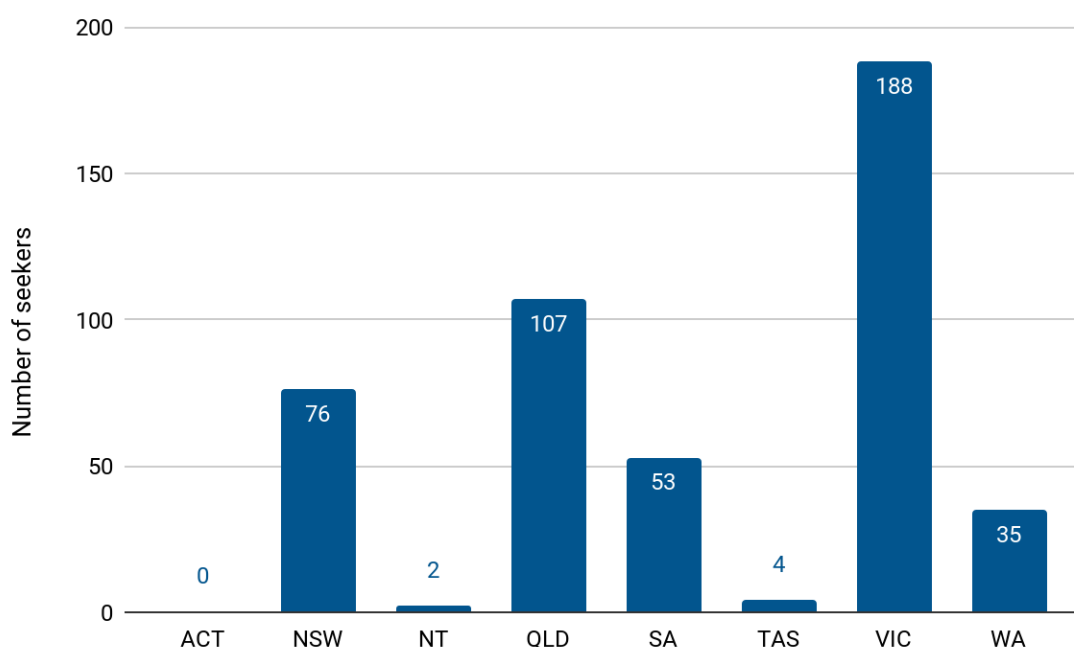
Characteristics of housing seekers

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

Almost half of the housing seekers reported being located in Victoria (40%), followed by Queensland (23%), New South Wales (16%), and South Australia (11%) – see Figure 1. This is very similar to the previous seeker snapshot reports, where the majority of housing hub seekers were also located along the east coast.⁷ However, for the first time since releasing the seeker snapshots, the number of seekers in Queensland exceeded those in New South Wales.

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

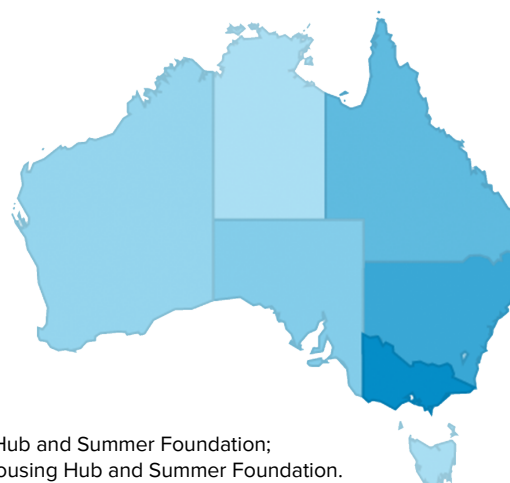


Usage data of the Housing Hub website can also be used to show the location of housing seekers using the website – see Figure 2. This data aligns with the above east coast pattern; whereby Victoria, New South Wales, and Queensland have the highest usage rates.

Figure 2. Housing Hub website usage

Number of Housing Hub website uses since inception:

228 135,955

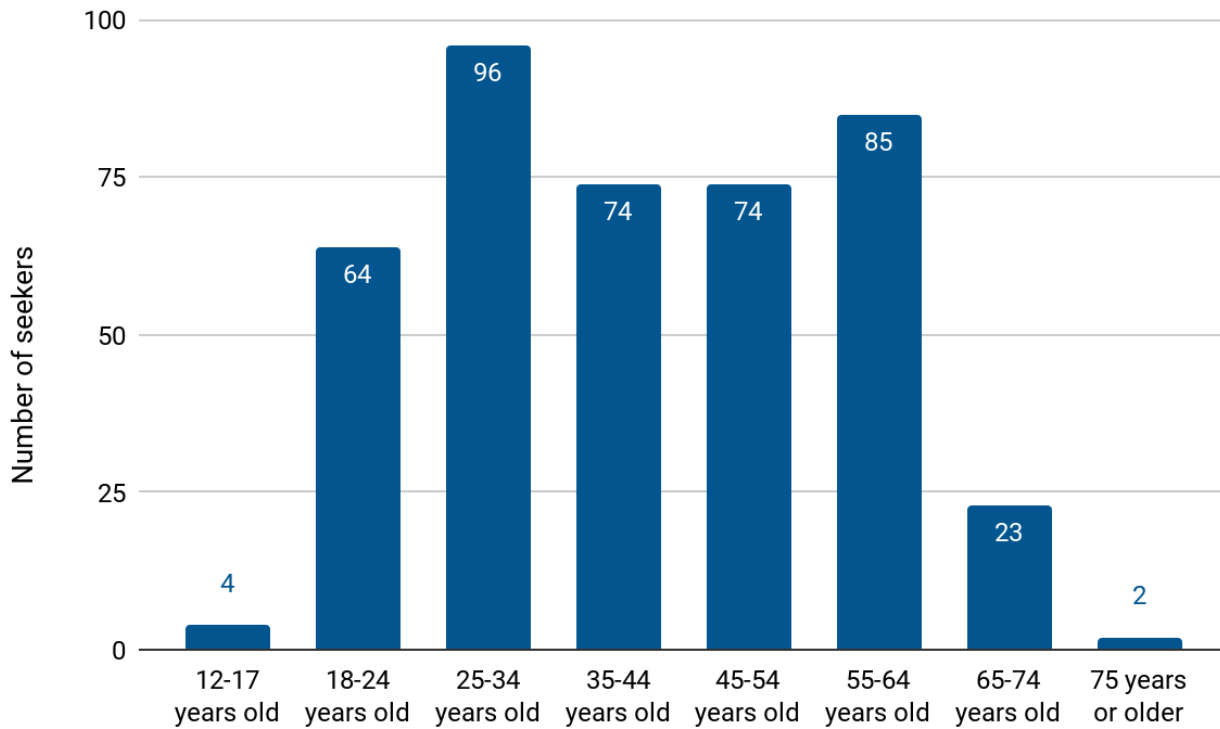


⁷ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

Age of seekers

Almost all Housing Hub seekers were aged between 18 to 64 years (94%) – see Figure 3. Within this age band, the most common age groups were ‘25-34 years old’ (23%) and ‘55-64 years old’ (20%). This was followed by a relatively even distribution between seekers aged 35-44 years (18%), 45-54 years (18%) and 18-24 years (15%).

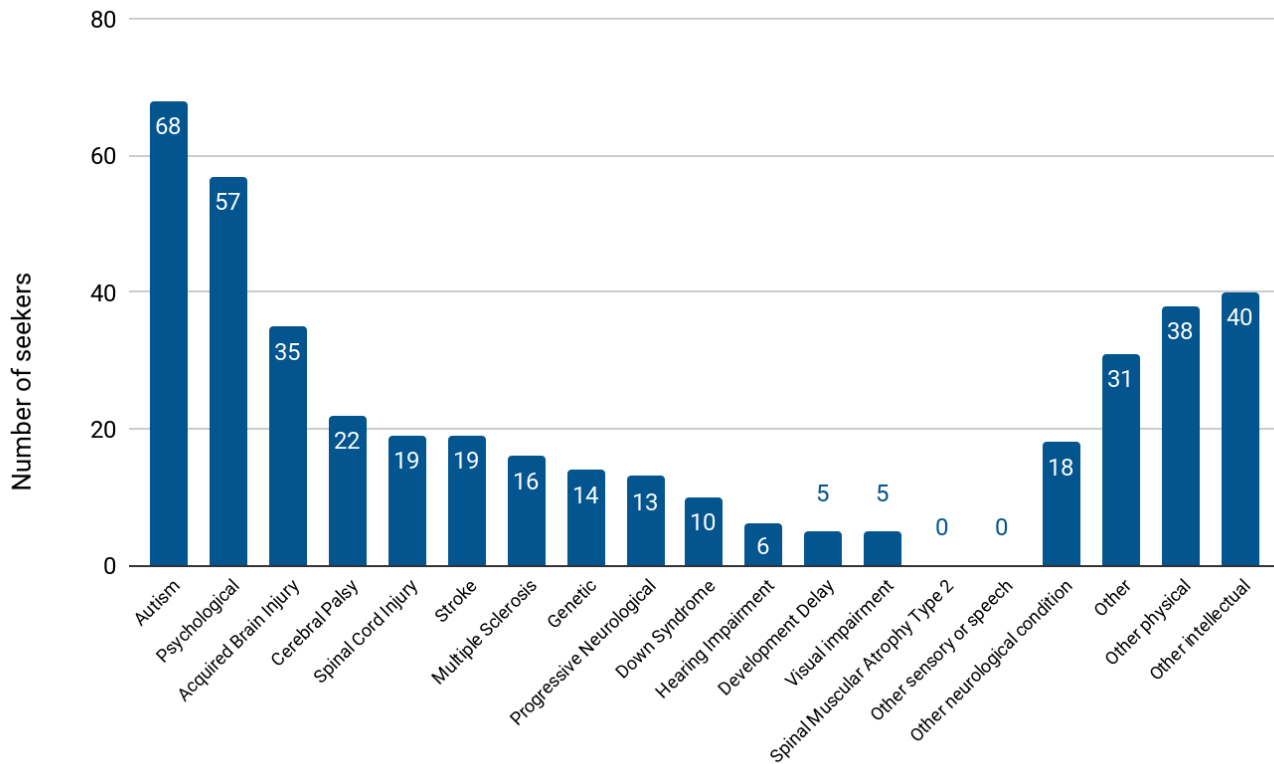
Figure 3. Age range of seekers (profile data)



Disability type

Consistent with the previous editions of the seeker snapshot report,⁸ the most common primary disability type reported by seekers was Autism (16%). This was followed by disabilities categorised as Psychological (14%), Other Intellectual (10%), Other Physical (9%) and Acquired Brain Injury (8%) – see Figure 4.

Figure 4. Primary disability type of seekers (profile data)

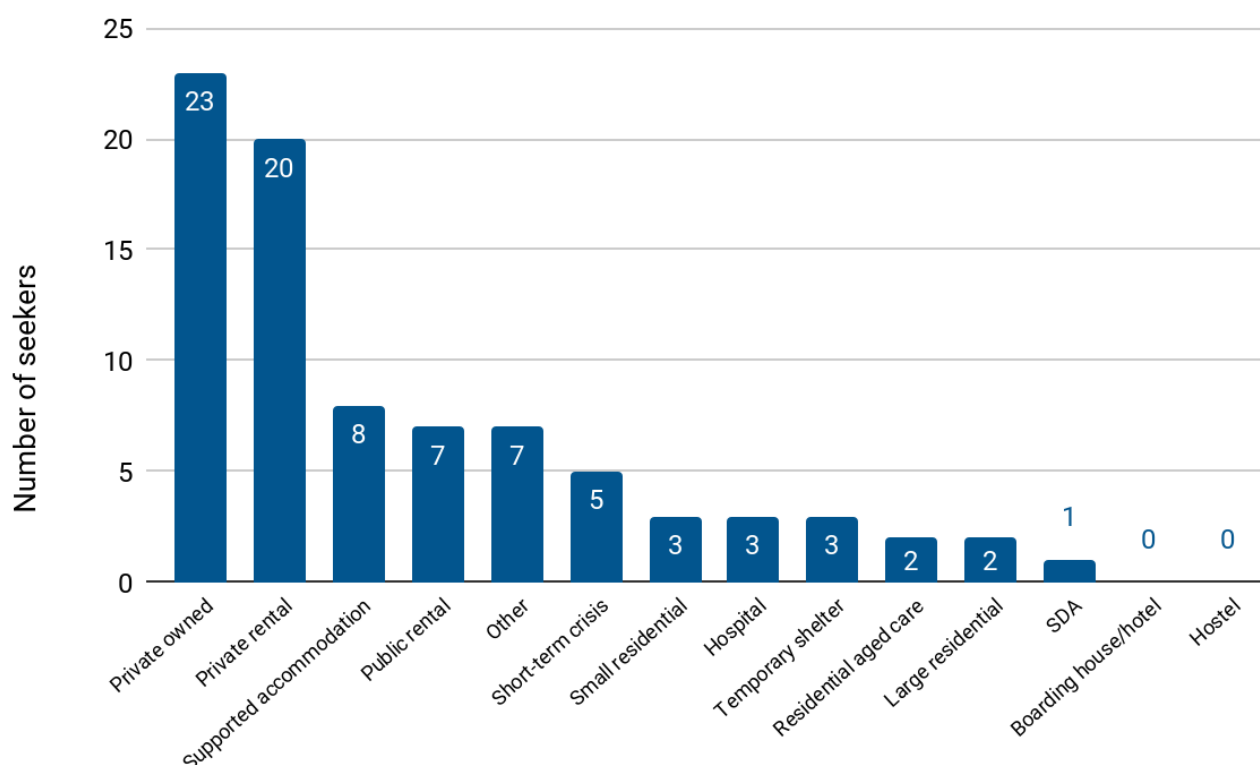


⁸ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

Current housing situation

More than half of the seekers reported they are currently living in private homes (51%), making this the predominant housing situation among Housing Hub seekers – see Figure 5. This is consistent with findings of the previous seeker snapshots.⁹ For the first time, however, housing seekers more commonly owned (27%) than privately rented (24%) their homes. Also for the first time, no seekers reported living in boarding houses or hostels.

Figure 5. Current housing situation 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.

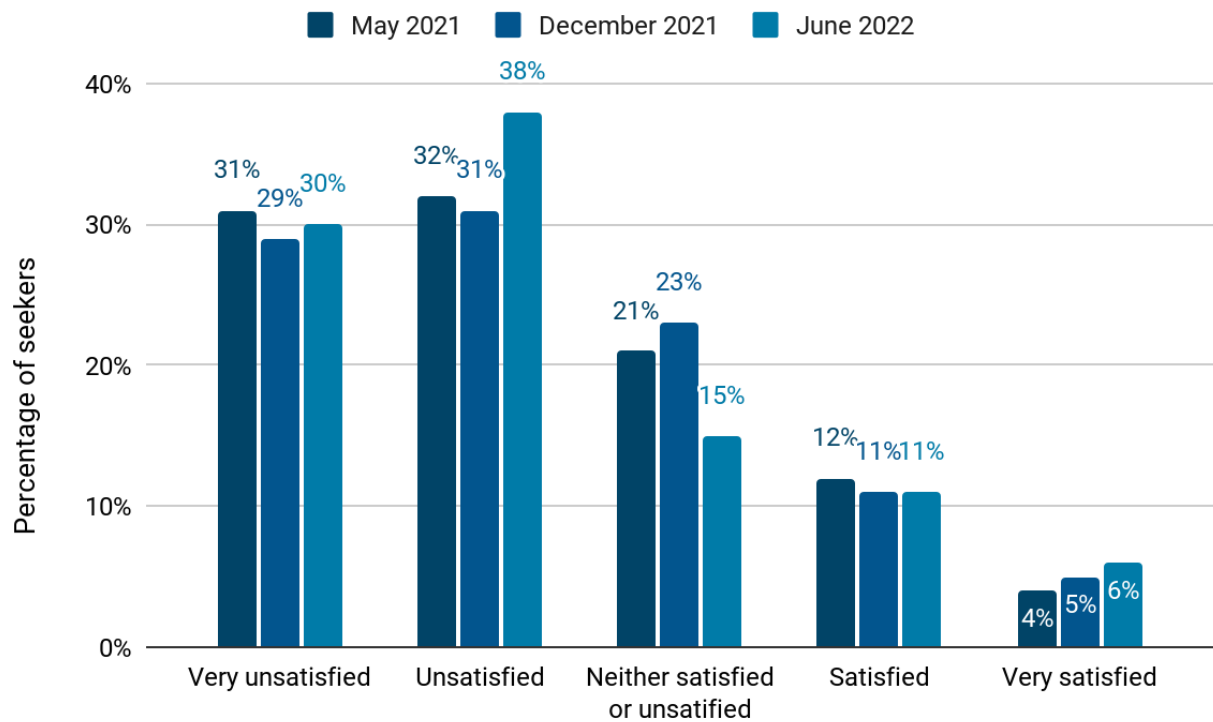
Seekers' satisfaction levels with their current living arrangements were analysed and compared to those reported in the previous seeker snapshots released in May 2021 and December 2021¹⁰ – see Figure 6. In the current snapshot, more than two-thirds of seekers (68%) were 'unsatisfied' or 'very unsatisfied' with their housing. Less than 20% of housing seekers indicated that they were 'satisfied' or 'very satisfied' with their current living arrangements.

⁹ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

¹⁰ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

When compared over time, these satisfaction levels appear to have remained relatively stable across the different editions of the seeker snapshots. However, in the current snapshot, there was a slight increase in the percentage of seekers who were 'unsatisfied' and a slight decrease in those who were 'neither unsatisfied nor satisfied'. This may indicate that seekers' satisfaction levels with their living arrangements are starting to decline.

Figure 6. Satisfaction of seekers with their current living arrangements across time (profile data from all 3 editions of the seeker snapshot)



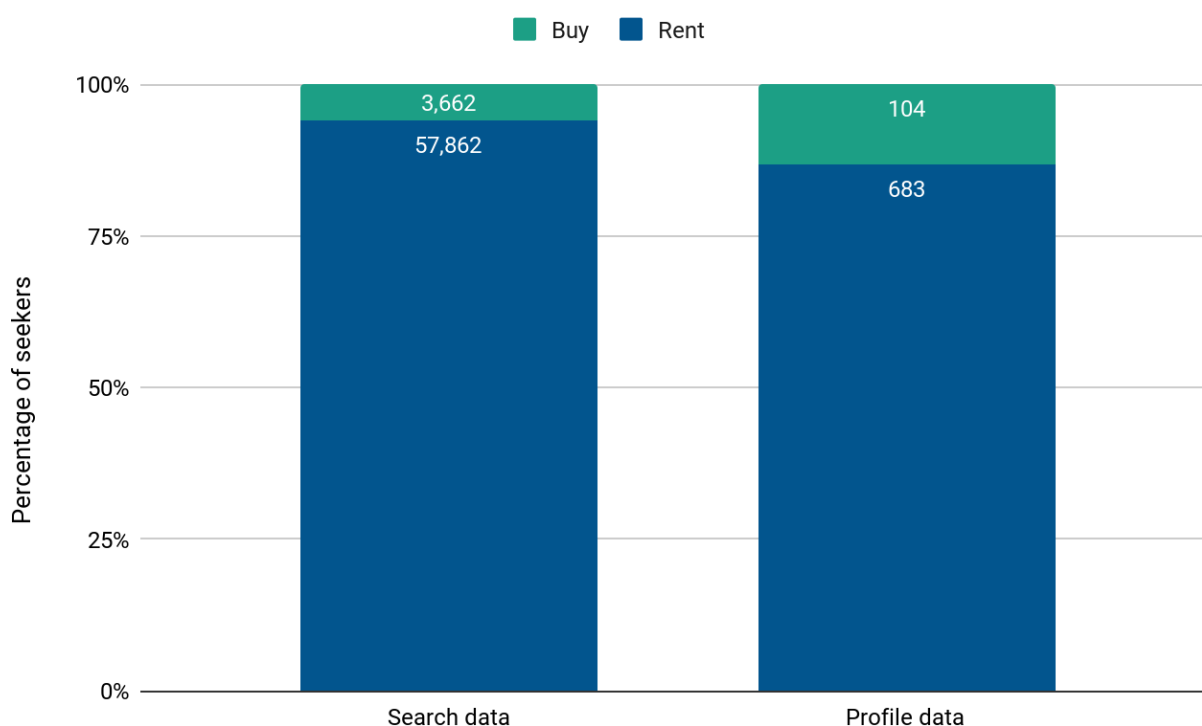
Needs and preferences of housing seekers

The following data on the needs and preferences of housing seekers draws upon both Housing Hub seeker profiles and Housing Hub website searches. The volume of searches is significantly greater than the number of profiles, so profile data and search data are compared using percentages of each respective total. Percentages are also used to compare profile and search data from the Housing Hub website to NDIA data showing the demand for SDA design categories.

Needs and preferences for housing arrangements

Both profile data and search data indicate that over 87% of seekers were looking for rental properties – see Figure 7. This is consistent with the data reported in the previous seeker snapshot reports, both of which showed over 85% of seekers indicated a need to rent.¹¹

Figure 7. Seekers looking to rent or buy a property



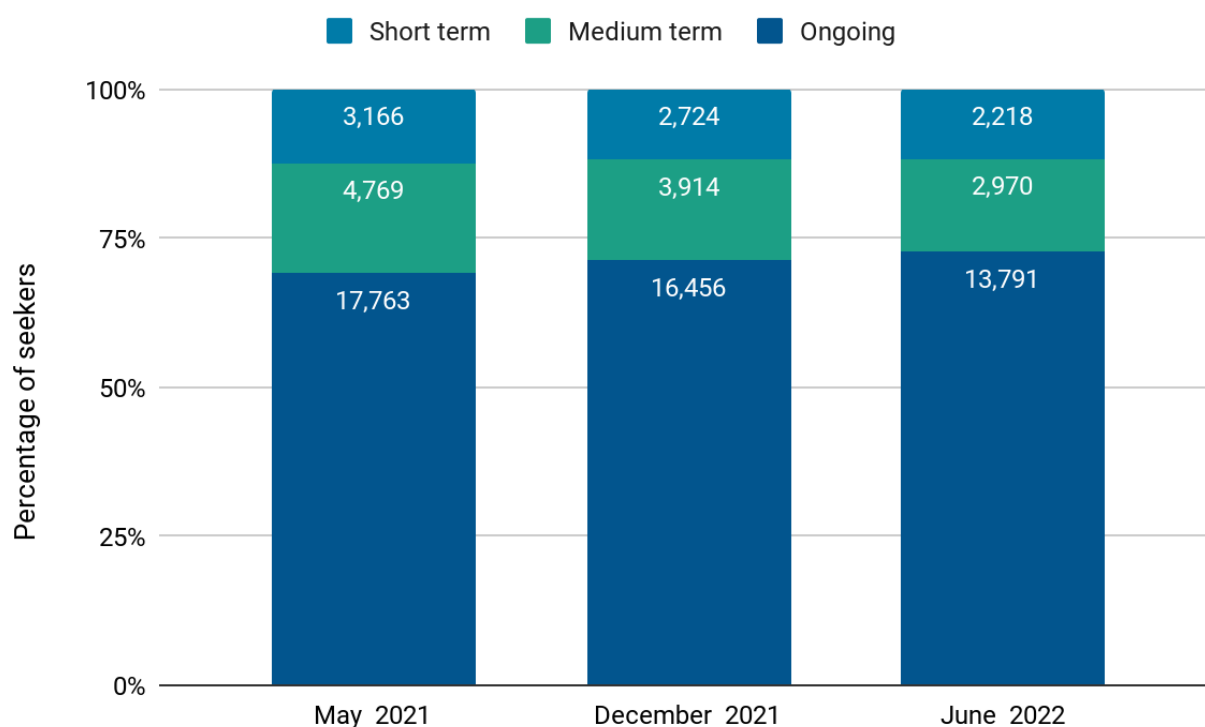
Seekers' preferred rental terms were analysed and compared to findings from previous seeker snapshots¹² – see Figure 8. In the current snapshot, almost three-quarters (73%) of seekers were looking for ongoing leases. This is consistent with previous seeker snapshots, where ongoing leases were also preferred by around 70% of seekers.¹³ Together, these findings indicate a clear and consistent preference for long-term housing options.

¹¹ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

¹² Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

¹³ Ibid.

Figure 8. Seekers' preferred rental term across time (search data from all 3 editions of the seeker snapshot)



Note: Seekers were able to select multiple options.

Preferences for who to live with were largely consistent between profile and search data - see Figure 9. Both profile and search data indicated that almost half of all seekers preferred to live on their own (44% of profiles, 45% of searches), and very few seekers wanted to share a house with people who do not have a disability (4% of profiles, 5% of searches). Findings of the previous seeker snapshots also indicated that almost half of all seekers would like to live on their own,¹⁴ suggesting that most seekers are consistently looking for accessible housing that enables independent living. This is notable, given that recent survey findings indicate that the NDIA has been moving away from approving SDA funding for single-occupant dwellings,¹⁵ despite there being a large number of single-occupant dwellings in the pipeline for construction.¹⁶

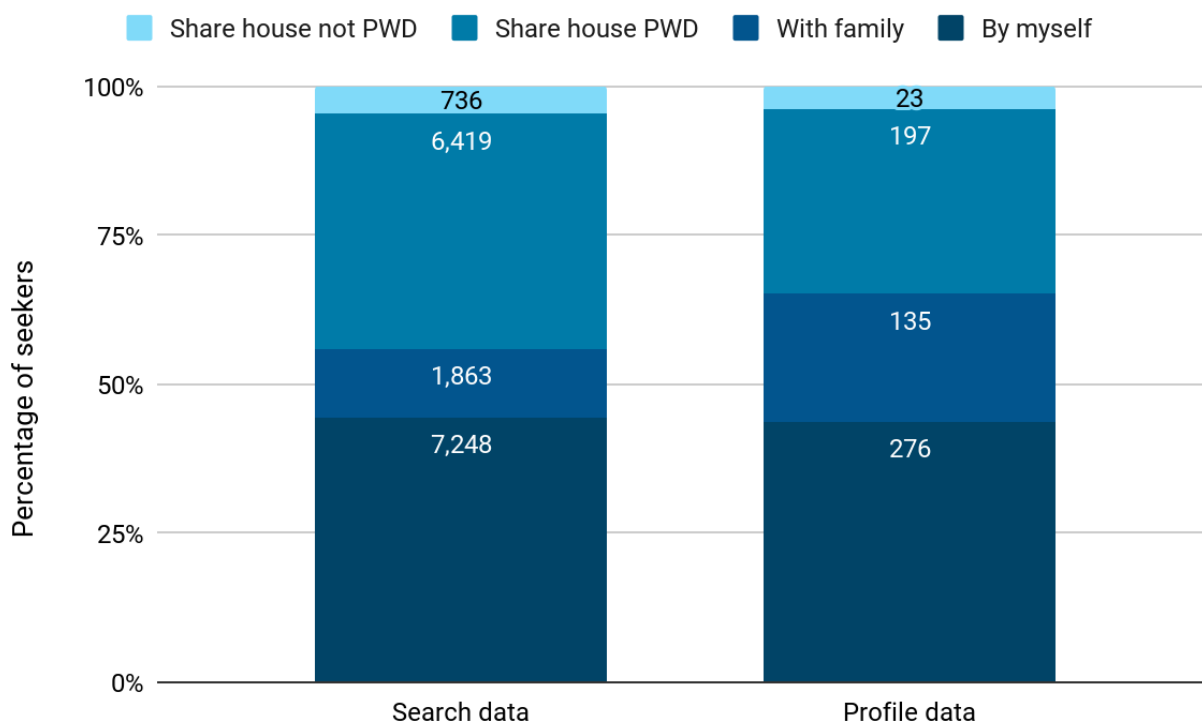
Some differences between profile and search data were evident when it came to living with family, which was more often indicated as a preference in profile data (21%) than search data (11%). Conversely, a larger proportion of search data (39%) compared to profile data (31%) indicated a preference to share housing with another person with disability.

¹⁴ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

¹⁵ Aimers et al. (2022). *CHPs and disability housing: An exploration of SDA*. Housing Hub and Summer Foundation; Aimers et al. (2021, November). *Specialist Disability Accommodation – Supply in Australia*. Housing Hub and Summer Foundation; Winkler et al. (2021). *Specialist Disability Accommodation Provider Experience Survey*. Housing Hub and Summer Foundation.

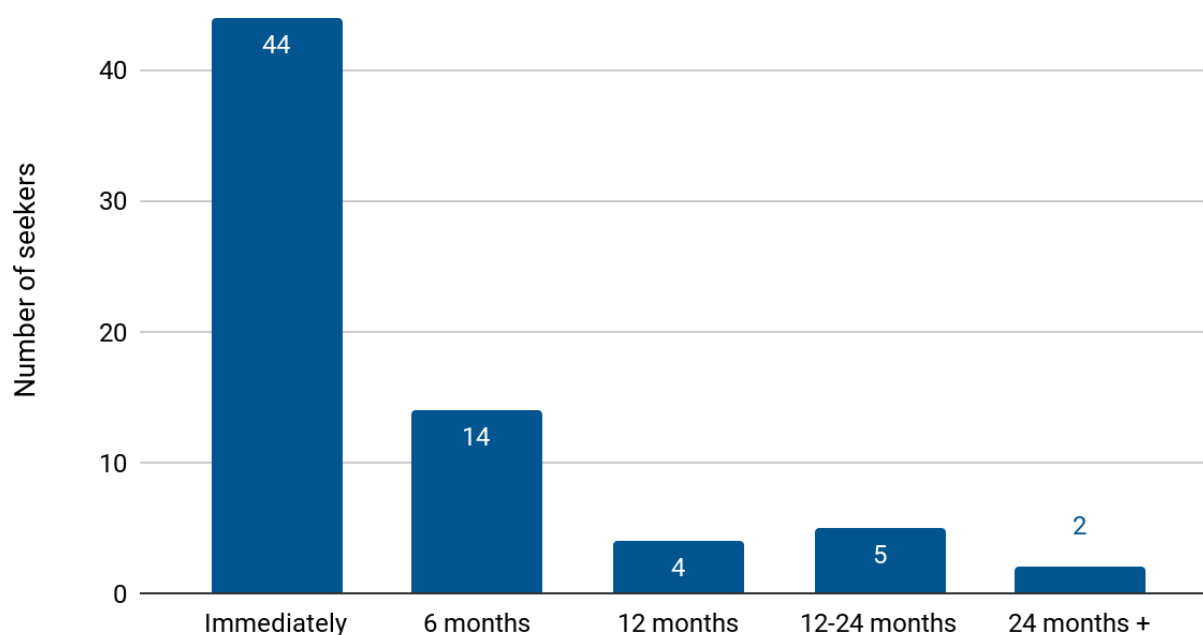
¹⁶ Aimers et al. (2021, November). *Specialist Disability Accommodation – Supply in Australia*. Housing Hub and Summer Foundation.

Figure 9. Seekers' preferred living arrangements



Similar to the previous seeker snapshots,¹⁷ profile data indicated that the majority of seekers (64%) would like to move immediately – see Figure 10. This was followed by moving in 6 months (20%), 12 months (6%), 12 - 24 months (7%) and in more than 24 months (3%). These findings show that there is a high demand for properties that are immediately available.

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

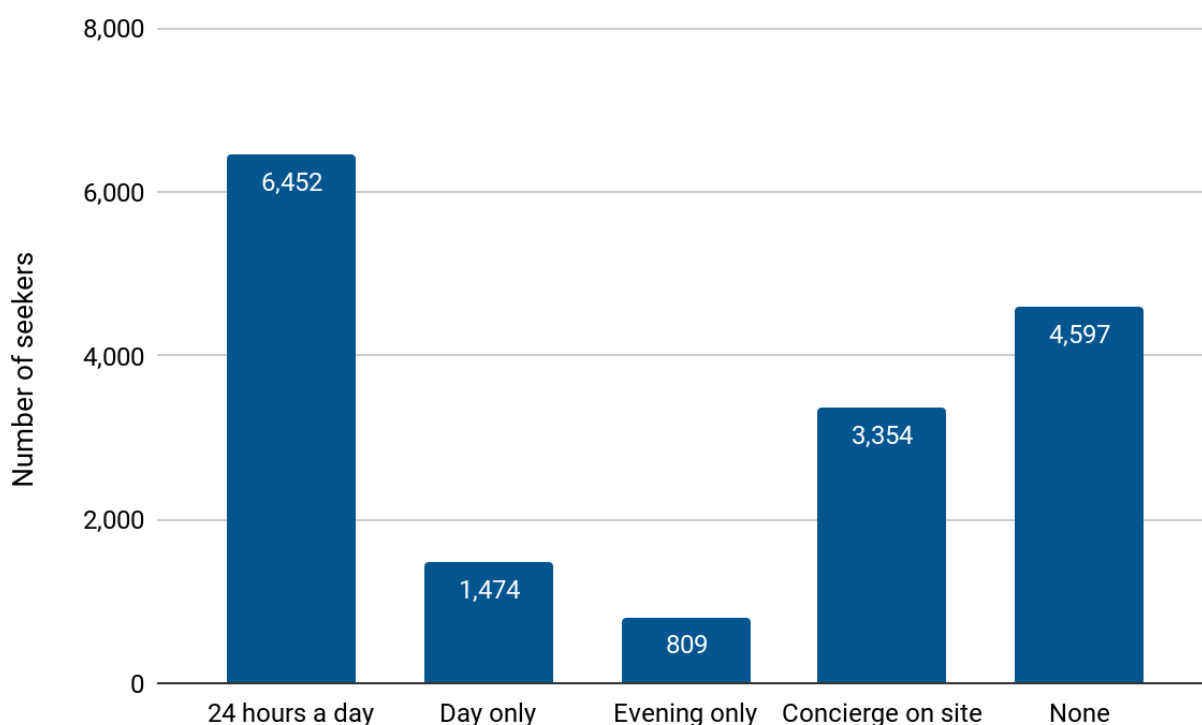


¹⁷ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

Consistent with the previous seeker reports,¹⁸ search data from the Housing Hub website showed that more than a third of seekers (39%) need support 24 hours a day – see Figure 11. This was followed by 28% of seekers selecting the support category ‘None’ – note that these seekers indicated they would be bringing their own support, not that they do not require any support at all. A small number of searches indicated support needs during the day only (9%) and evening only (5%). The data suggests that there are 2 key types of housing and support being sought – (1) housing that allows full choice over support brought into the property, and (2) housing that comes with 24-hour onsite support. These represent 2 ends of the spectrum in support provision that need to be considered by the market.

The previous Housing Hub listings snapshot¹⁹ showed that most properties listed on the Housing Hub provide 24-hour support (84% of non-SDA properties; 71% of SDA properties). However, only a small percentage of listings (11% of non-SDA properties; 10% of SDA properties) indicated not requiring support or allowing seekers to bring their own support. This indicates that seekers who are looking for full onsite support currently have more options offering their preferred support arrangement than those seeking full choice over their supports.

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.

¹⁸ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

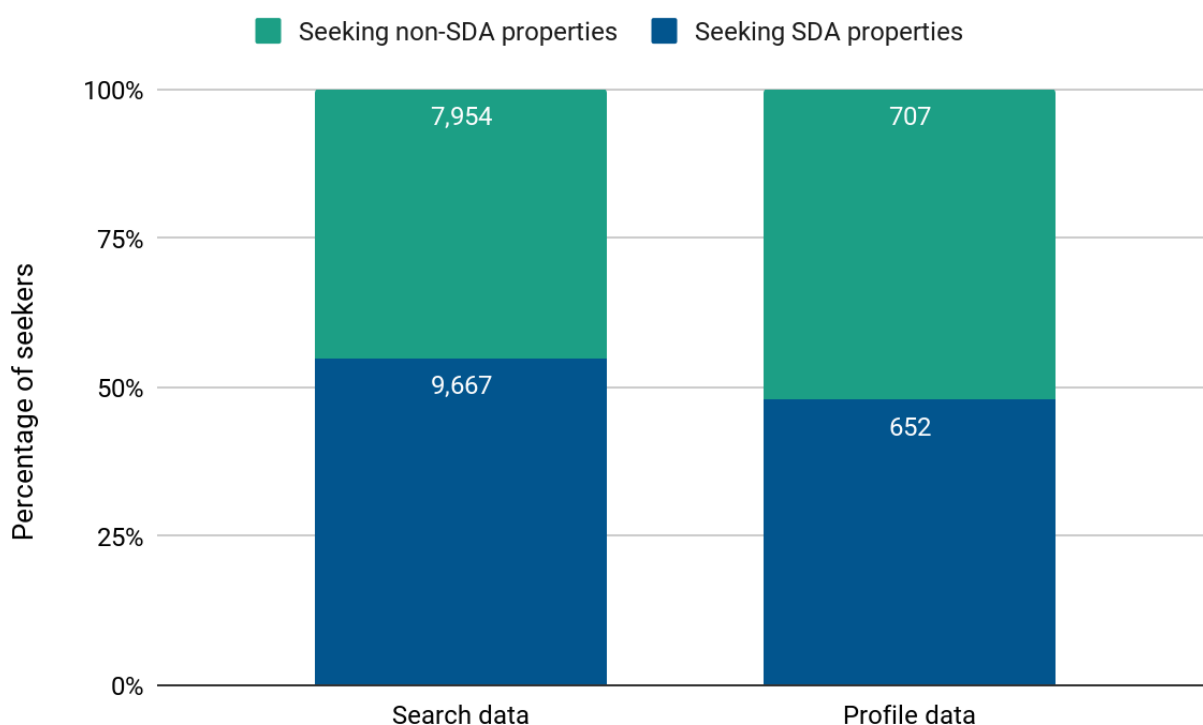
¹⁹ Wellecke, C., Aimers, N., Rathbone, A., Winkler, D. & Mulherin, P. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation.

<https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings?cs=reports-and-publications&ct=Publications%20&%20reports>

Preferences for SDA properties

There was a fairly even split of seekers looking for SDA and non-SDA properties across both search and profile data, with 48% of profiles and 55% of searches indicating a search for an SDA property – see Figure 12.

Figure 12. Seekers' need for SDA and non-SDA properties

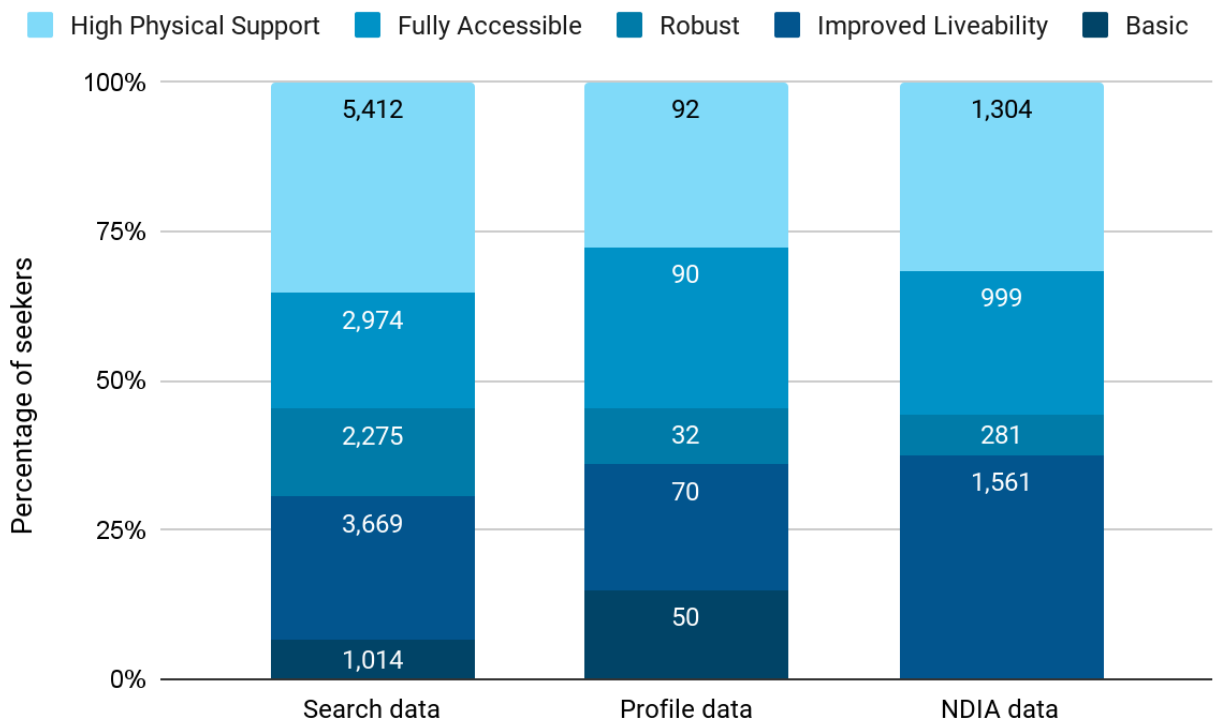


SDA properties are available in 5 different design categories: High Physical Support, Fully Accessible, Robust, Improved Livability and Basic. Each category includes different design features and is supported by a different funding amount in peoples' NDIS Plans. Older SDA properties that do not have any special design features may be enrolled as 'Basic', but this category is not available for New Build SDA.

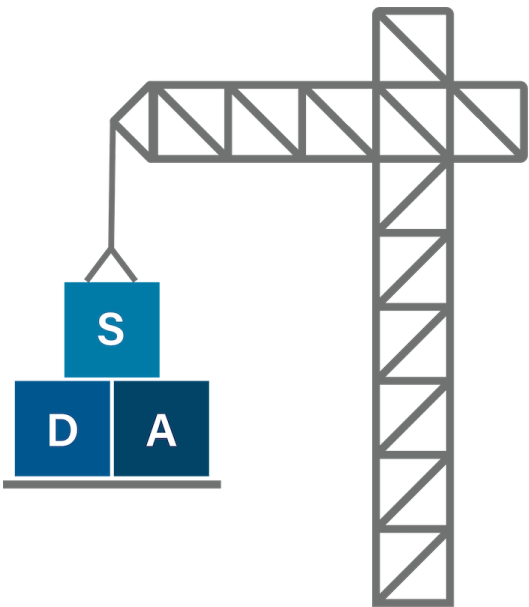
NDIS participants with SDA funding in their plans are made aware of the SDA design category they have been funded to live in. They are therefore reasonably likely to choose the appropriate design category when looking for housing on the Housing Hub website.

Figure 13 compares the SDA design categories that seekers were looking for according to Housing Hub search data, profile data and NDIA data. As can be seen, there were slight differences in seekers' needs for the different SDA design categories across the 3 data sources. Housing Hub search data indicated that seekers most commonly searched for High Physical Support (35%), followed by Improved Liveability (24%). Housing Hub profiles also most commonly specified a preference for High Physical Support (28%), but this was followed by Fully Accessible (27%). In comparison, NDIA data showed the most commonly needed category was Improved Liveability (38%), followed by High Physical Support (31%) and Fully Accessible (24%). The least searched for design categories were Robust (15% of searches; 10% of profiles; 7% of NDIA data) and Basic (7% of searches; 15% of profiles).

Figure 13. Seekers' need for SDA design categories²⁰



Note: The NDIA does not report on demand from participants with Basic design categories in their NDIS plans. Seekers were able to select multiple responses when conducting a search on the Housing Hub website.

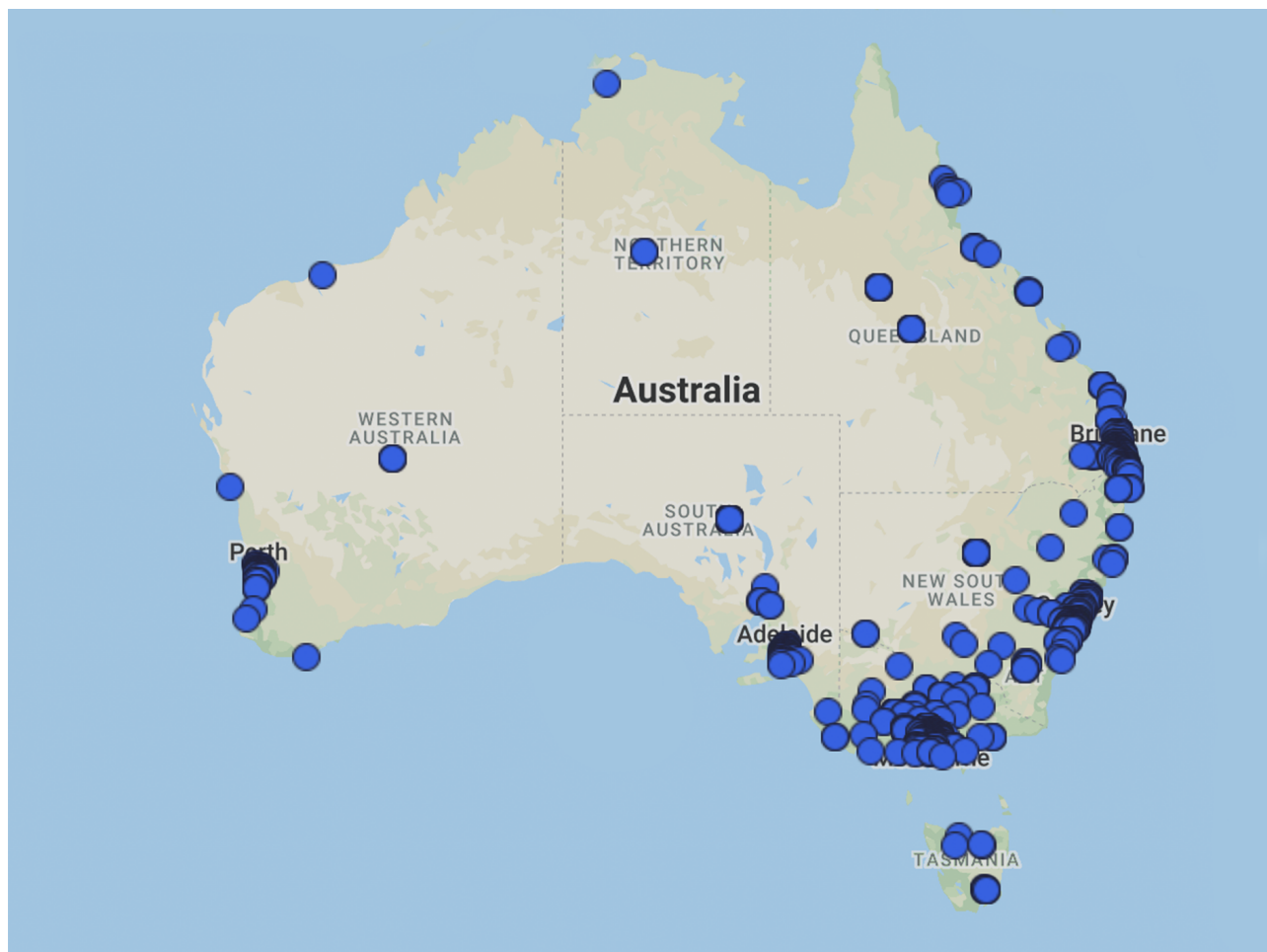


²⁰ NDIA (2022). NDIS quarterly report to disability ministers: Q3 2021-2022. National Disability Insurance Agency. Table P. 12.

Preferred location

When creating a profile on the Housing Hub, seekers are asked to indicate the location they would like to live in, so that they can receive alerts about housing as it becomes available in those areas. The areas selected by seekers are shown below in Figure 14. As with the current locations of seekers and search origins shown in Figures 1 and 2 above, most seekers were looking for housing on the east coast, particularly in Victoria. The majority of seekers were looking for housing in and around capital cities, though demand for housing in regional areas was also evident.

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



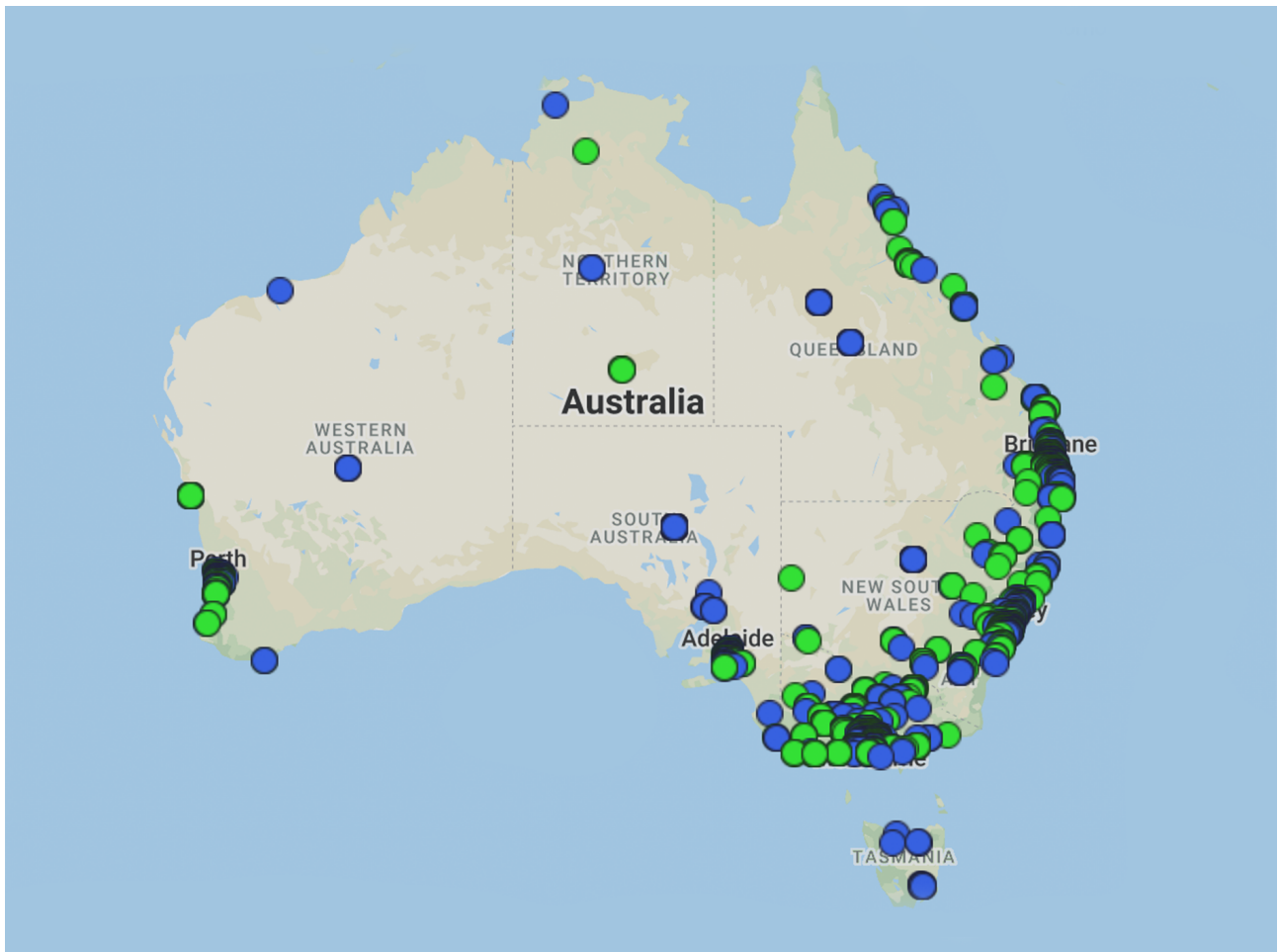
Note: Map shows 1,668 locations where seekers would like to live.

The map in Figure 15 compares the preferred locations of seekers shown above (blue circles) alongside the locations of published Housing Hub listings (green circles). Consistent with previous seeker snapshots,²¹ the preferred locations of seekers generally aligned with the locations of Housing Hub listings. However, it would appear that more development is required to match the housing demand in regional areas of Australia.

²¹ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

As previously reported,²² it is possible that housing will need to be developed for individuals in regional areas by directly connecting seekers with providers, enabling providers to build housing to the needs and preferences of housing seekers in those locations. To meet this need, the Housing Hub intends to create a new feature where housing providers are able to promote their services and connect with housing seekers to build for people who have no options in their preferred area. The Housing Hub is also working with housing providers who can commit to developing housing for people based on their needs – known as building for demand. This represents a positive development in the SDA market, which has been largely supply-led to date.

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



Note: Map shows 1,668 locations where seekers would like to live (blue circles), and 628 locations of Housing Hub listings (green circles).

²² Wellecke et al. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation.

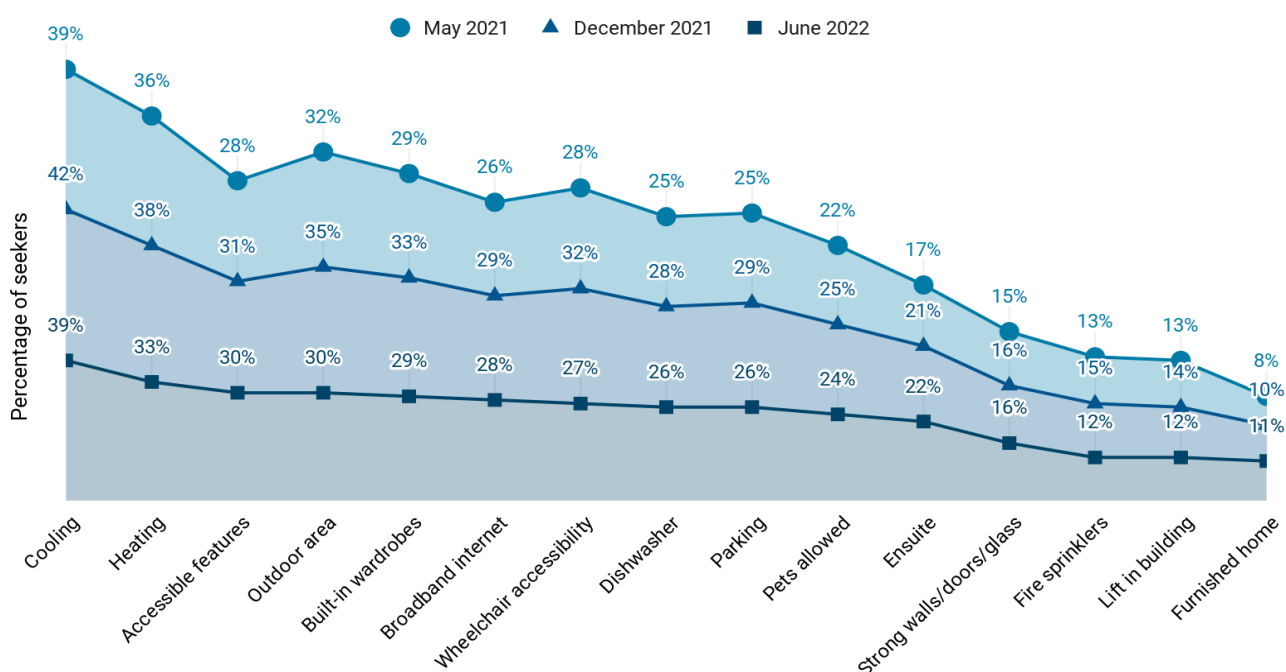
Property features

When creating a Housing Hub seeker profile, seekers can also select multiple options from a list of features they would like to have in their new home. According to this profile data, these were the top 15 property features that seekers were looking for:

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

With the exception of 'Furnished home', all of these features also appeared as top 15 features in previous seeker snapshots, with only slight changes in the specific ranking.²³ Figure 16 compares the frequency with which these 15 features were selected by housing seekers across all 3 editions of seeker snapshots. As can be seen, the demand for these features has remained relatively stable over time. As well as being useful for informing future developments, this information highlights an opportunity for providers to make these features prominent in their listings to attract housing seekers. This may be by making sure that the features are listed as property features, as well as providing clear images of these features.

Figure 16. Seekers' preferred features across time (search data from all 3 editions of the seeker snapshot)



²³ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

What does the data say?

This third edition of the Housing Hub's housing seeker snapshot shows up-to-date data on the housing needs and preferences of people with disability in Australia.

The findings of this snapshot were largely consistent with those of previous editions, indicating stable trends in seekers' preferences and needs. Key findings of this report are summarised and compared to the previous snapshots²⁴ below:

	May 2021	December 2021	June 2022
Current Location	Most seekers were located in: 1. Victoria 2. New South Wales 3. Queensland 4. South Australia	Most seekers were located in: 1. Victoria 2. New South Wales 3. Queensland 4. South Australia	Most seekers were located in: 1. Victoria 2. Queensland 3. New South Wales 4. South Australia
Preferred location	Most seekers were looking for properties in the eastern states, predominantly in capital cities.	Most seekers were looking for properties in the eastern states, predominantly in capital cities.	Most seekers were looking for properties in the eastern states, predominantly in capital cities.
Age	Almost all seekers were between 18 and 64 years old. The most common age range was 35-44 years.	Almost all seekers were between 18 and 64 years old, with a relatively even age distribution.	Almost all seekers were between 18 and 64 years old. The most common age range was 25-34 years.
Disability type	The most common disability types were: 1. Autism 2. Other 3. Acquired Brain Injury	The most common disability types were: 1. Autism 2. Other Intellectual 3. Psychological/Other physical/Other	The most common disability types were: 1. Autism 2. Psychological 3. Other Intellectual
Current living situation	Most seekers were living in privately rented homes, followed by privately owned properties.	Most seekers were living in privately rented homes, followed by privately owned properties.	Most seekers were living in privately owned properties, followed by privately rented homes.
Satisfaction with current living situation	63% of seekers were dissatisfied with their current housing situation.	60% of seekers were dissatisfied with their current housing situation.	68% of seekers were dissatisfied with their current housing situation.

²⁴ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

	May 2021	December 2021	June 2022
Preferences to rent/buy	Over 85% of seekers were looking for a rental property, with 69% seeking an ongoing lease.	Over 85% of seekers were looking for a rental property, with 71% seeking an ongoing lease.	Over 87% of seekers were looking for a rental property, with 73% seeking an ongoing lease.
Living with or without others	Almost half of all seekers wished to live alone.	Almost half of all seekers wished to live alone.	Almost half of all seekers wished to live alone.
When to move	67% of seekers wished to move immediately.	67% of seekers wished to move immediately.	64% of seekers wished to move immediately.
Support needs	41% of seekers have support needs for 24 hours a day.	38% of seekers have support needs for 24 hours a day.	39% of seekers have support needs for 24 hours a day.
SDA and design category	Slightly more than half of the seekers were seeking an SDA property. The most commonly selected SDA design categories were High Physical Support, followed by Improved Liveability.	Slightly more than half of the seekers were seeking an SDA property. The most commonly selected SDA design categories were High Physical Support, followed by Improved Liveability.	Approximately half of the seekers were seeking an SDA property. The most commonly selected SDA design categories were High Physical Support, followed by Improved Liveability and Fully Accessible.
Top 5 Features	<ol style="list-style-type: none"> 1. Cooling 2. Heating 3. Private bathroom 4. Outdoor area 5. Built-in wardrobes 	<ol style="list-style-type: none"> 1. Cooling 2. Heating 3. Outdoor area 4. Built-in wardrobes 5. Wheelchair accessibility 	<ol style="list-style-type: none"> 1. Cooling 2. Heating 3. Accessible features 4. Outdoor area 5. Built-in wardrobes

The findings of this Housing Hub seeker snapshot provide insight into the characteristics, housing preferences and needs of people with disability. As reported in previous seeker snapshots,²⁵ many seekers are dissatisfied with their current housing situations, and this dissatisfaction appears to be slowly increasing. A large proportion of seekers are also wanting to move as soon as possible. Thus, there appears to be a high and immediate demand for accessible housing options. The Housing Hub and Summer Foundation hope that the findings presented in this seeker snapshot help guide housing providers in developing appropriate properties that match the needs and preferences of people with disability.

²⁵ Wellecke et al. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, May). *Housing Hub Housing Seekers Snapshot*. Housing Hub and Summer Foundation.

Housing Hub services for housing providers

The Housing Hub website is an effective way for providers and vendors of accessible housing to connect with suitable tenants. Providers can manage listings for their properties without needing to engage a third party, and prospective tenants can communicate with providers directly.

Developments in the Housing Hub's interface have dramatically improved the experience for housing providers and vendors, reducing the time it takes to list properties and simplifying the process – particularly for organisations with multiple properties to list.

It is free to use the Housing Hub to create property listings and receive inquiries from prospective tenants.

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 the types of housing and features desired by seekers in a given Local Government Area can be developed on request. See housinghub.org.au/for-housing-providers for more information.

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 housing seekers.

The Housing Hub also offers a tenant matching service for providers of high-quality SDA on a fee-for-service basis. The Housing Hub 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, see housinghub.org.au/for-housing-providers or contact the Housing Hub's Customer Solutions Lead [via email](#) or by phoning 0455 119 100.



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 2 housing demonstration projects for younger people with disability living in, or at risk of admission to, nursing homes. The first project featured 2 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 and 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 website has over 1,400 housing providers 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 Housing Hub's Tenancy Matching Service currently works with 6 SDA providers to identify potential tenants for new SDA projects in the pipeline. Those providers are Summer Housing, Enliven Housing, Insitu Housing, Guardian Living, Specialist Disability Accommodation Pty Ltd and Your Choice SDA. So far, the Tenancy Matching Service has supported more than 680 NDIS participants to receive a housing offer in New Build SDA, including 88 younger people who were living 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.

Through the work of the Tenancy Matching Service, the Housing Hub team has witnessed hundreds of SDA eligible NDIS Participants going without effective support for accessing housing due to a lack of specialist housing support coordinators. As a result, a trial of a Support Coordination Service for home and living supports has been established. This is being undertaken in partnership with Onside, a registered support coordination provider.

There are more than 15 different disability organisations providing shared support to tenants living in SDA apartments across Australia. The Summer Foundation is not a 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.