




Listings Snapshot

April 2023

North Lakes Rent ☆

New



Beautiful Bellenden House

Reasonable Rent Contribution as set by the NDIA

4 Bedroom 2 Bathrooms 2 Cars

2 Number of vacancies

Bedroom Only

Suitability Score ?

100%

My Preferences



Housing Hub

Listings Snapshot

Fourth edition - April 2023
First edition – June 2021

Housing Hub

hello@housinghub.org.au

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<https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

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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 fourth snapshot of listings data from the Housing Hub. The listings snapshot provides detailed and up-to-date information about the supply of accessible housing available on the Housing Hub.

The Housing Hub collects supply data when housing providers use the Housing Hub's website to advertise property vacancies. To advertise a vacancy, providers are asked to create a profile on the website and then make a listing about their available property. The data that providers add to their profiles and property listings show detailed insights into the supply of accessible housing, such as property features, location, and available support services. This information is collected and analysed in the Housing Hub listings snapshots.

The number of housing providers advertising properties on the Housing Hub is continuously growing, with more than 10,000 properties listed since the initial launch of the Housing Hub's website in 2017. At the time the data for this snapshot were collected, more than 2,800 properties were published on the Housing Hub, and more than 1,600 housing providers had an active Housing Hub profile. Thus, the data resulting from housing provider profiles and property listings offer valuable insights into the available supply of accessible housing across Australia.

In addition to supply data, the Housing Hub also collects information about the demand-side of the accessible housing market. This information is regularly published at no cost to the market in the Housing Hub seeker snapshots,¹ the companion report to the listings snapshot. Data on demand is collected when housing seekers use the Housing Hub website to search for accessible housing. For example, seekers can quickly and easily search available housing on the Housing Hub website via location, property type, support needs and property features. Seekers can also create a housing seeker profile to be notified when suitable properties become available. The information that seekers add to their profiles includes data about the characteristics of seekers as well as their housing preferences, such as where and with whom they would like to live, and what type of property features they are looking for.

Similar to the continuous growth in housing providers and listings, the Housing Hub collects a significant volume of demand data. Since the release of the website, more than 504,000 people have accessed the site, with more than 29,000 searches for accessible housing conducted in the previous month alone. Sharing the demand data gleaned from these interactions with the housing market and comparing the demand data to supply can help uncover potential gaps between what seekers are looking for and what is currently being offered in the market. The insights generated from these comparisons can help enable the needs and preferences of people with disability to shape future development. This is critical given that research has increasingly shown the importance of matching supply and demand in the accessible housing market to avoid prolonged vacancies and ensure that housing seekers can find suitable properties.²

¹ Rothman, R., Wellecke, C., Rathbone, A., Winkler, D. & Aimers, N. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Wellecke, C., Robertson, J., Rathbone, A., Winkler, D., & Aimers, N. (2022, June). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; Wellecke, C., Aimers, N., Rathbone, A., & Winkler, D. (2021, December). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation; 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>

² Wellecke, C., Robertson, J., Mulherin, P., Winkler, D., & Rathbone, A. (2022). *Specialist Disability Accommodation provider experience survey*. Housing Hub and Summer Foundation. <https://apo.org.au/node/318315>; 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>

The current listings snapshot aims to provide up-to-date information about the supply of accessible housing on the Housing Hub, extending upon the first 3 editions of the report.³ Data from the latest Housing Hub seeker snapshot⁴ is also shown alongside the supply data to provide comparisons between demand and supply in the accessible housing market.

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 more than 10,000 properties listed since the website was launched, 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 they require and who they would like to live with. The Housing Hub will then show the seeker listed properties that are a good match for their profile. Each listing 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 via email when a property is listed that matches their housing seeker profile.

The Housing Hub website is completely free to use for housing seekers. All the core features of the Housing Hub are also free to use for housing providers and professional supporters. This includes a suite of features aimed at making the site valuable and time-efficient for housing providers, such as the ability to easily duplicate listings, a revamped provider portal for managing listings and a branded landing page.

In addition to these free features, the Housing Hub website includes a number of premium features and services that providers may choose to pay for, such as detailed analyses of supply and demand for accessible properties. See page 31 for details.

³ Wellecke, C., Robertson, J., Rathbone, A., Winkler, D., Rothman, R. and Aimers, N. (2022, August). *Housing Hub listings snapshot*. Housing Hub and Summer Foundation; Wellecke, C., Aimers, N., Rathbone, A., Winkler, D. & Mulherin, P. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation; Rathbone, A., Aimers, N., & Winkler, D. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/news/listings-snapshot>

⁴ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

Terms Used

Listings	(Property) listings are advertisements on the Housing Hub website for homes that are available for people with disability to rent or buy. Each listing on the Housing Hub is created and managed by the owner or provider of the property. Listings on the Housing Hub include various housing types, including houses, units/villas, apartments, and rooms in shared supported accommodation (the latter are commonly known as 'group homes'). Currently, listings on the Housing Hub include all design categories of SDA and non-SDA housing options, as well as various other categories of housing for people with disability, such as Medium Term Accommodation (MTA) and Short Term Accommodation (STA). Currently, there are listings on the Housing Hub in all Australian states and territories.
MTA	Medium Term Accommodation is housing that can be paid for using a type of core support funding called MTA funding, which is available to some NDIS participants. Housing which accepts MTA funding is usually available for up to 90 days and will only cover the cost of the housing, not the support. More information is on the Housing Hub resources pages.
NDIS	The National Disability Insurance Scheme (NDIS) provides support to around 573,342 Australians who have a disability. People who receive support from the NDIS are referred to as NDIS participants. The NDIS funds a wide range of supports that are considered reasonable and necessary for participants to live an ordinary life, including home modifications for participants who require them to live more independently in their homes. For a small number of participants who have an extreme functional impairment or very high support needs, the NDIS may fund SDA. The NDIS is administered by the National Disability Insurance Agency (NDIA).
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.
Providers	(Housing) providers are the organisations or individuals who are offering accessible housing for rent or sale on the Housing Hub.
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 and reduce the amount of person-to-person supports required.
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.
STA	Short Term Accommodation (STA) includes Short Term Respite Accommodation which offers short term housing and support and Short Term Holiday Accommodation which only offers short term accommodation. More information is on the Housing Hub resources pages.
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.

Data

As well as its primary function of connecting seekers of accessible housing with housing vacancies, the Housing Hub has been built to collect data that will assist the market in developing housing that meets the needs of people with disability. As part of this aim, data is collected about providers and their property listings.

This edition of the Housing Hub listings snapshot shows an overview of the provider and listings data, and provides comparisons to data from the Housing Hub seeker snapshot⁵ and NDIA data on housing vacancies. These data sources are described below.

Provider data

Provider data is collected as providers create an account on the Housing Hub. To become a housing provider on the Housing Hub, an organisation provides information that is reviewed by a member of the Housing Hub team. This includes information about the provider such as their name, contact details, location and types of properties offered.

The current report includes data from all providers with an active Housing Hub account as of 17 February 2023. In total, this comprised 1,664 providers.

Listing data

After a provider account is confirmed, providers are able to create, edit and remove listings in their account. Listing data is collected as providers create property listings. This data includes information about each property, including features, images, property description, local area amenities and support provided. Since it was launched in 2017, there have been 10,260 listings created on the Housing Hub.

This report includes data for all listings that were published as of 17 February 2023. In total, there were 2,816 listings published by 460 active providers.

NDIA data from the SDA Finder

The National Disability Insurance Agency (NDIA) advertises SDA vacancies via the SDA Finder website. This SDA Finder is available on the [NDIS website](#).

Where relevant, data from the SDA Finder was compared to SDA listings published on the Housing Hub. This data was downloaded from the SDA Finder website on 17 February 2023. The total number of listings on the SDA Finder was 650.

It should be noted that all Housing Hub listings data is provided to the NDIA every week to populate the SDA Finder website. Therefore, it is likely that there are similarities between the listings on the Housing Hub and SDA Finder.

⁵ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Melbourne, Australia: Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

Seeker data from the Housing Hub seeker snapshot (profile and search data)

This Housing Hub listings snapshot also refers to the seeker data published in the most recent Housing Hub seeker snapshot⁶. This data comprised 2 sources: (1) profile data and (2) search data. Where seeker data is shown in this report, the data source will be indicated (i.e., profile or search data).

The below provides a brief overview of the seeker data. For a more detailed description, please refer to the most recent [Housing Hub seeker snapshot report](#).⁷

Profile data is collected when housing seekers set up a housing seeker profile on the Housing Hub. This profile data can be used to understand the characteristics of housing seekers, as well as their housing needs and preferences. The most recent Housing Hub seeker snapshot captured data from profiles that had been updated between 1 May 2022 - 1 November 2022. In total, de-identified data from 1,461 housing seeker profiles were included.

Search data is collected when housing seekers 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. Similar to the profile data, search data in the most recent Housing Hub seeker snapshot was limited to all searches conducted between 1 May 2022 - 1 November 2022.

⁶ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Melbourne, Australia: Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

⁷ Ibid.

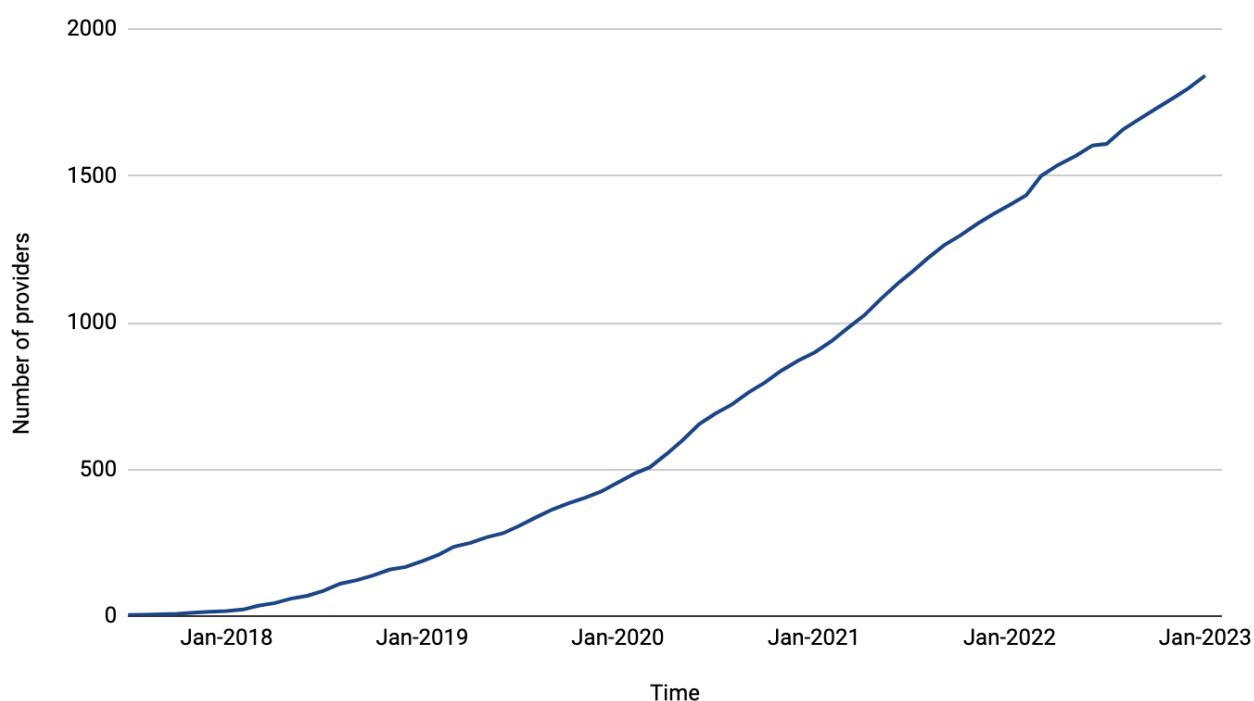
Housing Providers

Number of housing providers with an account on the Housing Hub

Below is an overview of the number of housing providers with an account on the Housing Hub.

Since the Housing Hub's inception in 2017, there has been steady growth in the number of providers registering for an account, as Figure 1 demonstrates. As of 17 February 2023, there were 1,664 providers with an account on the Housing Hub, representing an average growth rate of 2.3% per month since the release of the previous listings snapshot in August 2022.

Figure 1. Growth in providers with a Housing Hub account



Number of housing providers with current listings on the Housing Hub

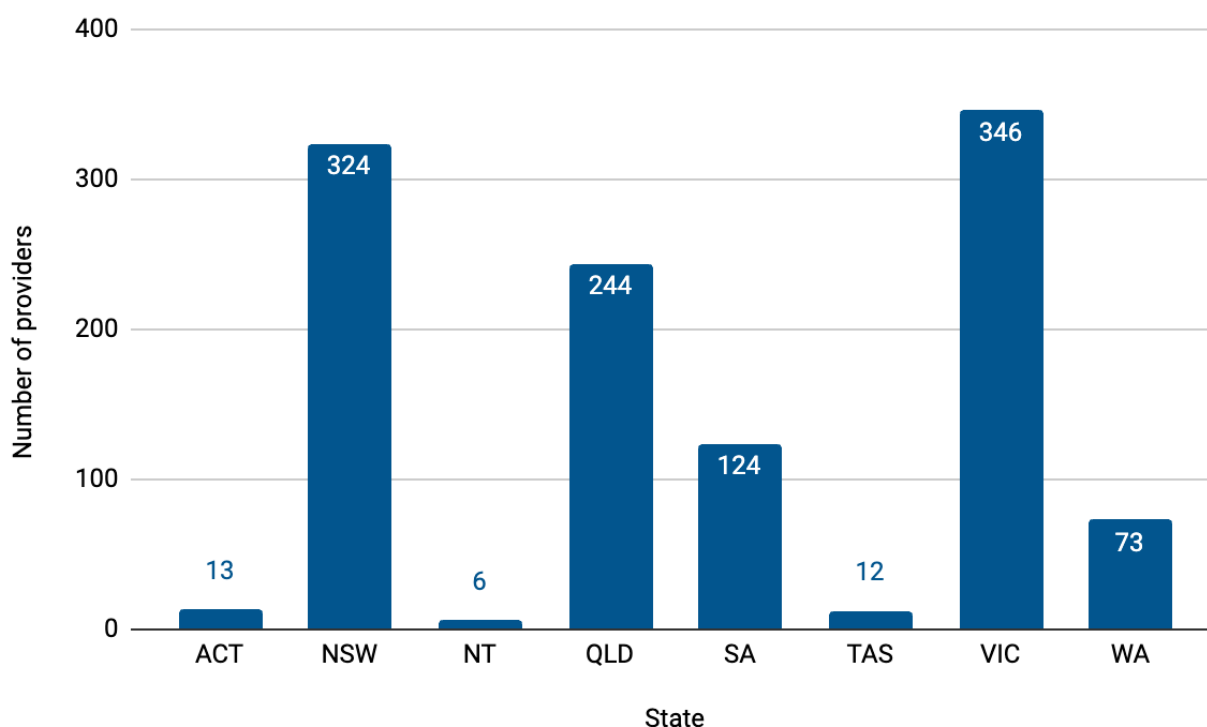
At the time the data for this report was downloaded (February 2023), there were 460 providers with 2,816 active listings on the Housing Hub. The average number of listings per active provider was 6.1, which is similar to the number reported in the previous edition of the Housing Hub listings snapshot.⁸

Similar to findings from the previous listings snapshot, a small number of providers again accounted for the majority of all listings on the Housing Hub. The top 10 providers accounted for 28.1% of listings and the top 20 accounted for 39.4% of listings. The provider with the most listings had 224 listings. Conversely, 56.1% of all providers only had 1 or 2 listings. As mentioned in the previous listings snapshot, this indicates that there may be a high market concentration among certain housing providers on the Housing Hub and that the average number of listings per provider (6.1) may be inflated. Indeed, the median number of listings per provider was only 2.

Location of housing providers

Sixty-nine percent ($n = 1,142$) of providers supplied information on which state or territory they are located in, representing a 5% point increase since the previous snapshot.⁹ As shown in Figure 2, the majority of providers were located in Victoria (30.3%), New South Wales (28.4%), and Queensland (21.4%).

Figure 2. States and territories where housing providers are located. $n = 1,142$



⁸ Wellecke et al. (2022, August). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

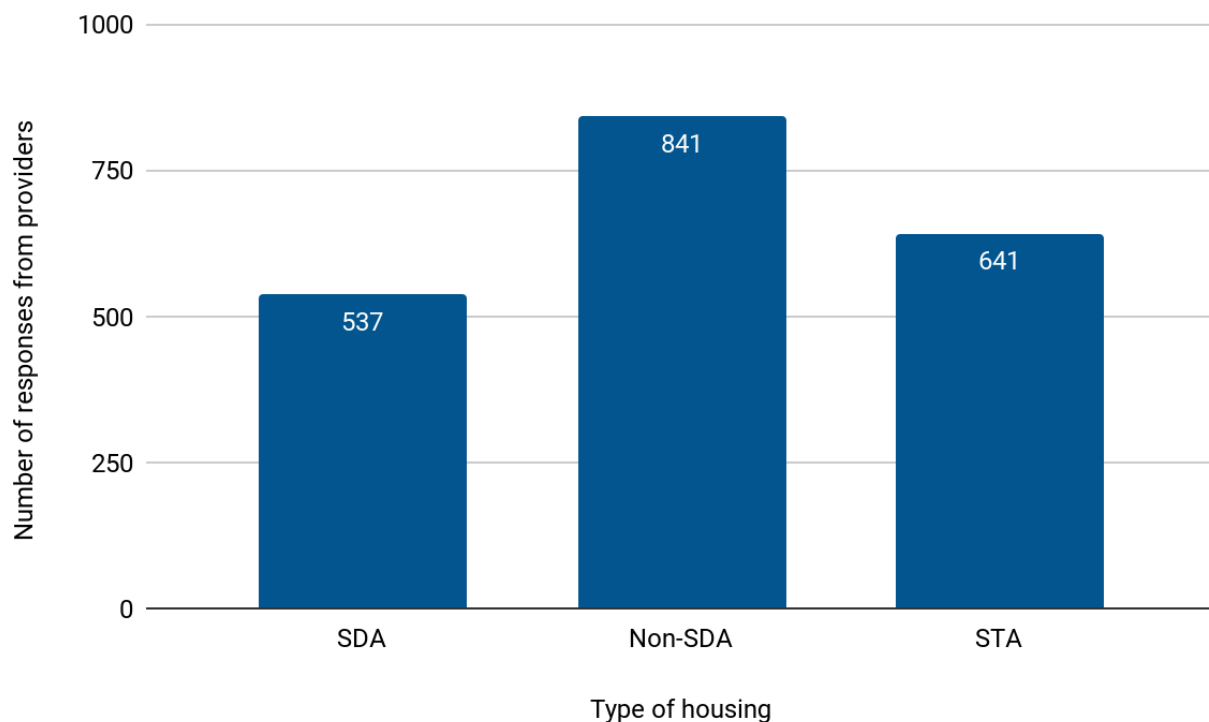
⁹ Ibid.

Type of housing provided

Providers also reported the type of housing they will be listing on the Housing Hub. As shown in Figure 3, half of the providers on the Housing Hub (50.5%) indicated they will be listing non-SDA housing. This was followed by short term accommodation (STA; 38.5%), and Specialist Disability Accommodation (SDA; 32.3%).

As highlighted in the previous Housing Hub listings snapshot, it is interesting to note that the number of providers who indicated that they are planning to list SDA properties on the Housing Hub ($n = 537$) appears to be larger than the number of SDA providers that have ever been active according to the NDIA¹⁰ ($n = 441$). Further investigation indicated that there were only 223 providers on the Housing Hub who are currently actively listing an SDA property. Thus, 314 providers who have indicated that they would list SDA properties have not done so yet. This suggests that some providers on the Housing Hub may be an NDIS registered SDA provider or may be seeking registration but are not yet an active SDA provider with the NDIA. Moreover, a number of providers set up multiple Housing Hub provider accounts based on the divisions within their companies.

Figure 3. Type of housing provided. $n = 2,019$ responses*



*Note. Housing providers were able to select multiple housing types, therefore the total number of responses exceeds the number of providers. STA = short term accommodation. SDA = Specialist Disability Accommodation.

¹⁰ NDIA (2022). *NDIS quarterly report to disability ministers: Q2 2022-2023*. National Disability Insurance Agency. Table P. 3. <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

Housing Hub Feature Highlight

When the latest version of the Housing Hub website was launched in August 2020, a new Provider Page feature was built.

This feature allows providers to showcase their organisation with contact details, a logo, website link, and a mission statement demonstrating their commitment to disability housing. So far, 67.0% of providers have added a mission statement and 57.2% have added their website details, which is an increase in the use of these features since the previous edition of the Housing Hub listings snapshot.¹¹

The Provider Page also allows providers to showcase all their properties in one place on the Housing Hub. Providers can use their unique Housing Hub Provider Page URL to direct housing seekers from their own website and marketing resources directly to their Provider Page. This reduces the need for providers to invest resources in creating duplicate property listings on their own website when they can confidently send seekers through to the Housing Hub to see all of their listings in one place.

Mission Statement




Our Mission, as an SDA Housing Provider, is to provide high quality apartment properties, which are supported by person-centred tenancy management services for people with a disability. We maximise opportunities for our tenants to live independently in and to be part of, their local Community, to exercise choice and control and to know and exercise their human rights. We have many Specialist Disability Accommodation (SDA) properties across Australia. Check out the list below. We are ready to take your call now and will help you find your new home. If you don't have SDA funding, we can help you understand if you are eligible. Call Joanna today to get started.

[Read less](#)

72 properties found

List viewMap view




KogarahRentSDA☆




Applications
OPEN

Monroe - Specialist Disability Accommodation - Improved Liveability

Reasonable Rent Contribution as set by the NDIA

 2 Bedroom 2 Bathrooms 1 Cars

 10 Number of vacancies

ApartmentImproved LivabilityWhole Home

Suitability Score ⓘ

100%

My Preferences

Retrieved from: <https://www.housinghub.org.au/provider-property-listing/11698>

¹¹ Wellecke et al. (2022, August). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

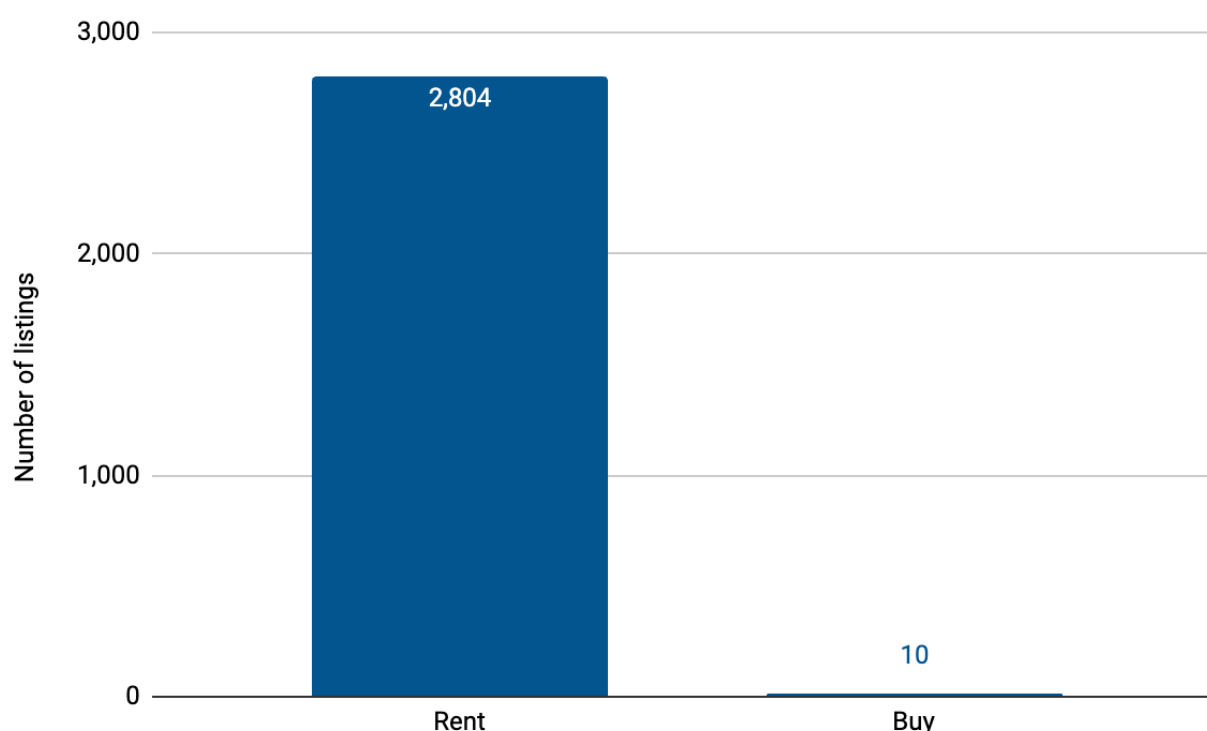
Housing Hub Listings

The following data shows information about published property listings on the Housing Hub. Comparisons to seekers' preferences are also included. The data on seekers' preferences were taken from search data and profile data published in the most recent Housing Hub seeker snapshot¹² (refer to the data section on p.5 for further details).

Properties for renting or buying

Properties on the Housing Hub can be listed as either for rent or sale. As per Figure 4, and consistent with previous editions of the listing snapshot,¹³ the vast majority of listings on the Housing Hub were available for rent (99.6%), while only 0.4% of listings were available to buy.

Figure 4. Properties for renting or buying. $n = 2,814$



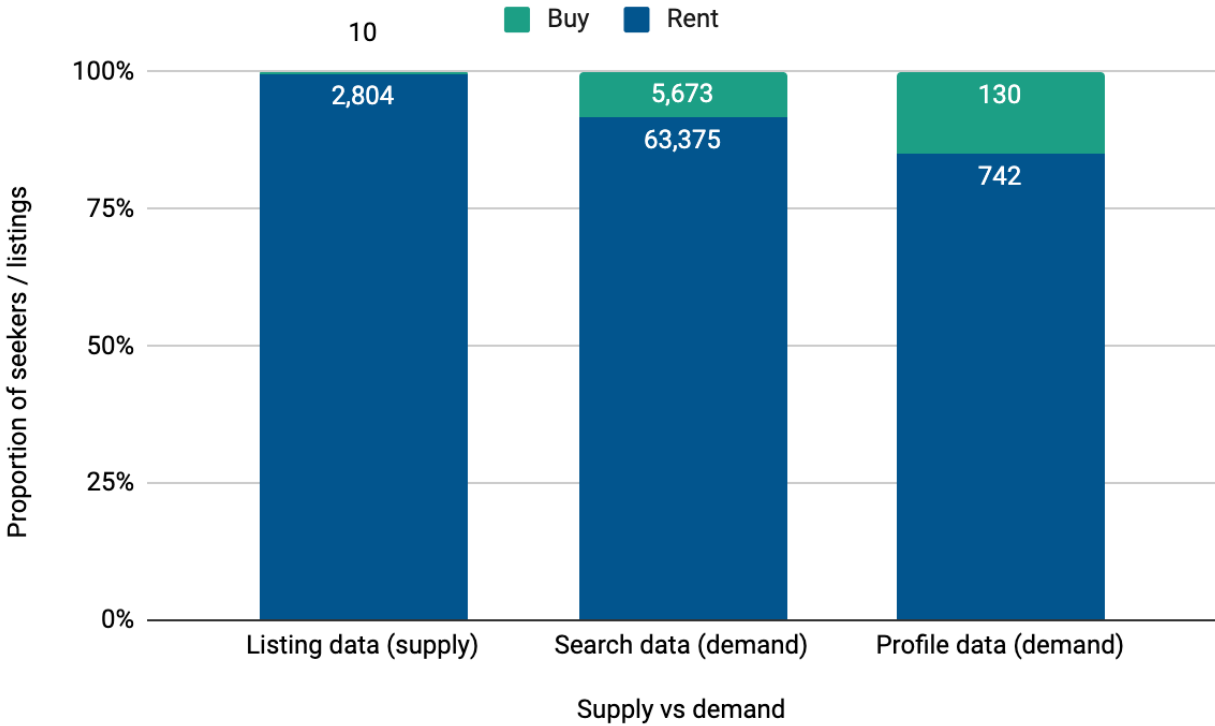
Note. There were 2 listings where neither 'rent' or 'buy' was selected by the provider, as such these data points were excluded from this analysis.

¹² Rothman et al. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

¹³ Wellecke et al. (2022, August). *Housing Hub listings snapshot*. Housing Hub and Summer Foundation; Wellecke et al. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/news/listings-snapshot>

Figure 5 compares the number of listings available to rent and buy against seekers' need for renting or buying. The majority of seekers were looking for properties to rent, which corresponds well to the abundant supply of rental properties compared to those available for purchase. However, supply and demand for properties to purchase seemed to be less consistent with each other. Given the very small number of properties ($n = 10$) that were offered for sale, those seeking to buy will likely have difficulty finding properties.

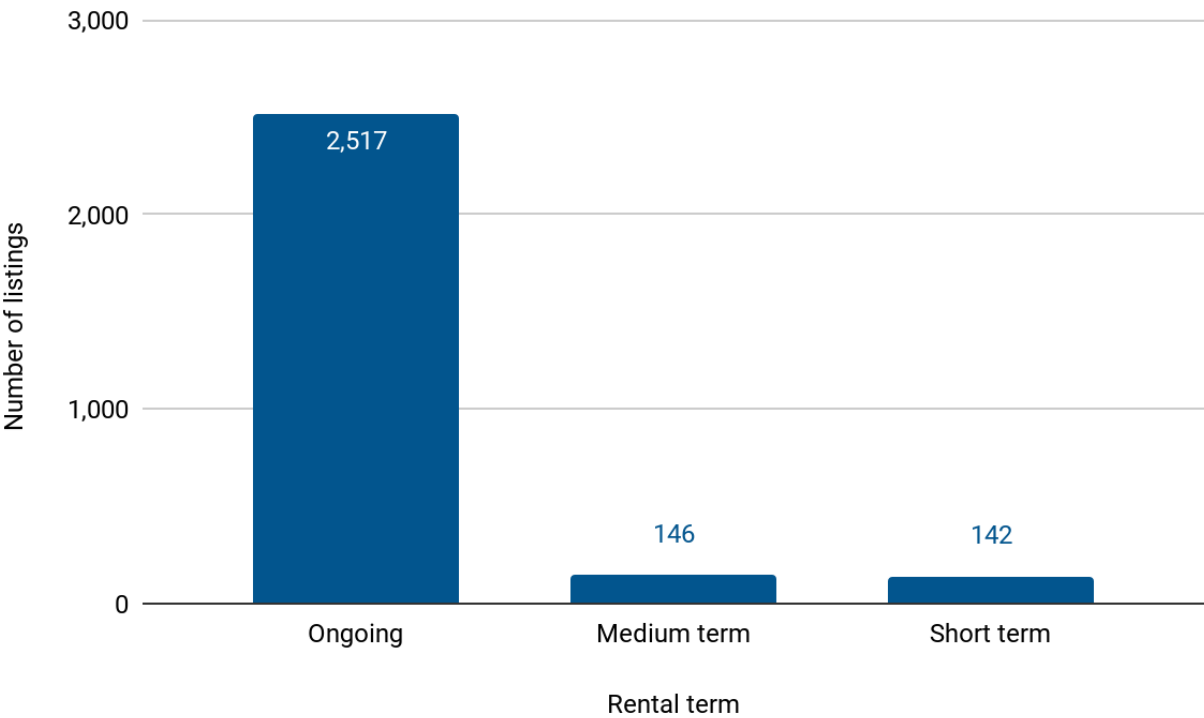
Figure 5. Properties for renting or buying (supply) versus seekers' need for renting or buying (demand). $n = 2,814$ listings; $n = 69,048$ searches; $n = 872$ profiles



Note. There were 2 listings where neither 'rent' or 'buy' was selected by the provider, as such these data points were excluded from the listing data.

As can be seen in Figure 6, of the properties that were for available for rent, the vast majority (89.7%) were offered on an ongoing lease, while only 5.2% of properties were offered as Medium Term Accommodation (MTA), and 5.1% were offered as Short Term Accommodation (STA).

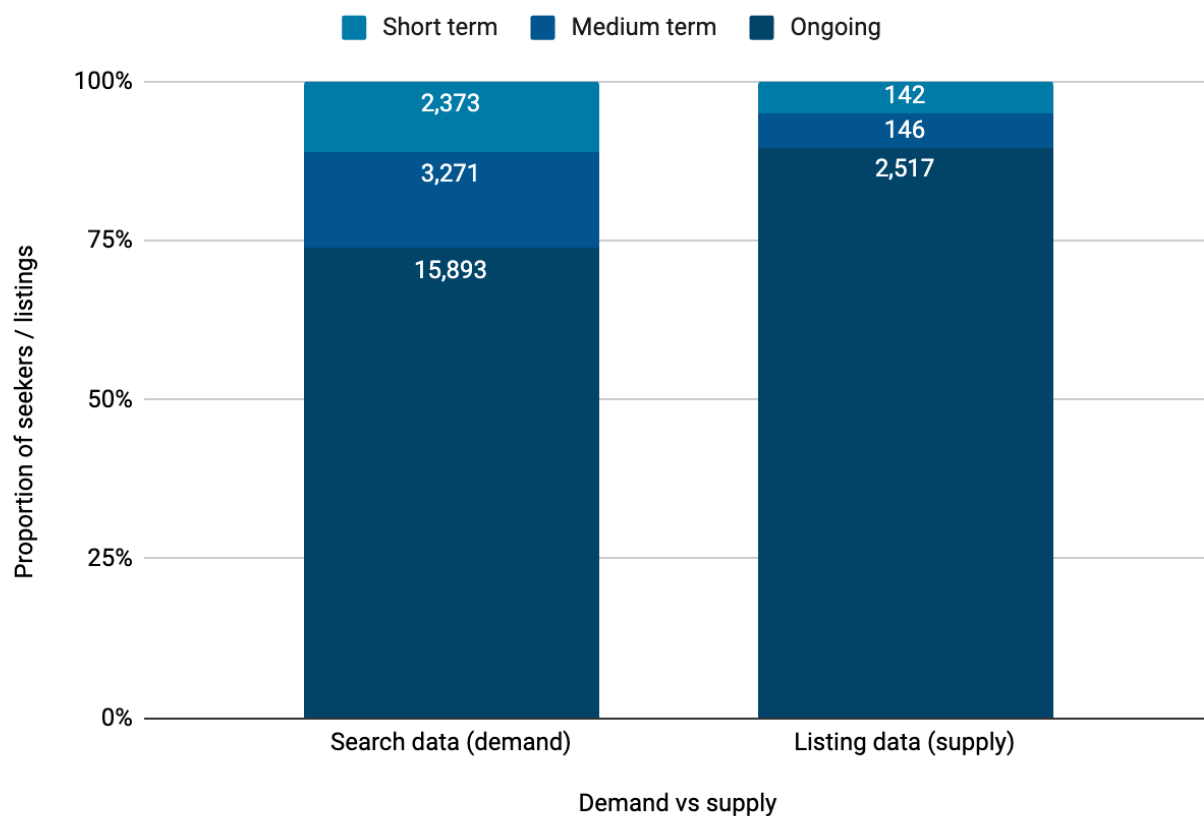
Figure 6. Rental term of properties. *n* = 2,805



Note. There were 11 listings where no rental term option was selected by the provider, as such these data points were excluded from this analysis.

Figure 7 compares the supply and demand of short term, medium term, and ongoing rental terms. Across both listings and searches, an ongoing lease is the rental term most in supply (89.7%) and in demand (73.8%). However, the proportion of seekers looking for STA (11.0%) and MTA (15.2%) were larger than the supply of these property types at 5.1% and 5.2%, respectively. As mentioned in the previous listings snapshot,¹⁴ STA and MTA are often needed as temporary housing while a person is waiting to move into more appropriate long-term housing. Housing offering short and medium rental terms are therefore critical in preventing people with disability from being forced to live in aged care or hospital settings in the interim. As such, the reported undersupply of STA and MTA in comparison to the demand is concerning.

Figure 7. Seekers' preferred rental terms from search data (demand) versus the rental terms of properties from listing data (supply). $n = 21,537$ searches; $n = 2,805$ listings



Note. Seekers were able to select multiple options. There were 11 listings where no rental term option was selected by the provider; as such these data points were excluded from this analysis.

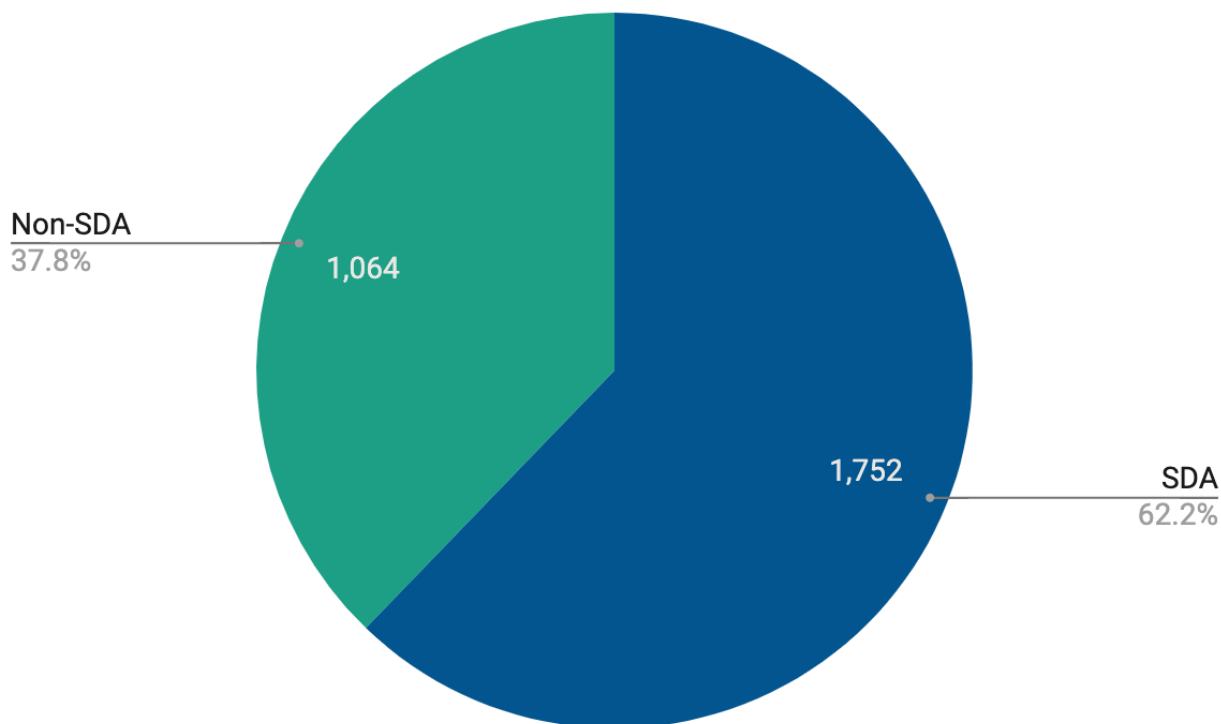
¹⁴ Wellecke et al. (2022, August). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

SDA and non-SDA properties

Properties on the Housing Hub are classified as either Specialist Disability Accommodation (SDA) or non-SDA housing. SDA housing is funded by the NDIS for eligible people and is designed with features for people with very high support needs or an extreme functional impairment. While non-SDA is also designed to support the needs of individuals living with disabilities, these dwellings are not currently registered or funded by the NDIS. To learn more about SDA, see the [SDA video series on the Housing Hub](#).

Figure 8 shows the proportion of SDA and non-SDA properties listed on the Housing Hub. As can be seen in Figure 8, the majority of listings on the Housing Hub were for SDA properties (62.2%), while the remaining 37.8% of listings were non-SDA. The previous listings snapshots also identified that the Housing Hub has a high proportion of SDA properties,¹⁵ which suggests that the Housing Hub remains a common platform for advertising SDA vacancies.

Figure 8. Listings for SDA and non-SDA properties. $n = 2,816$

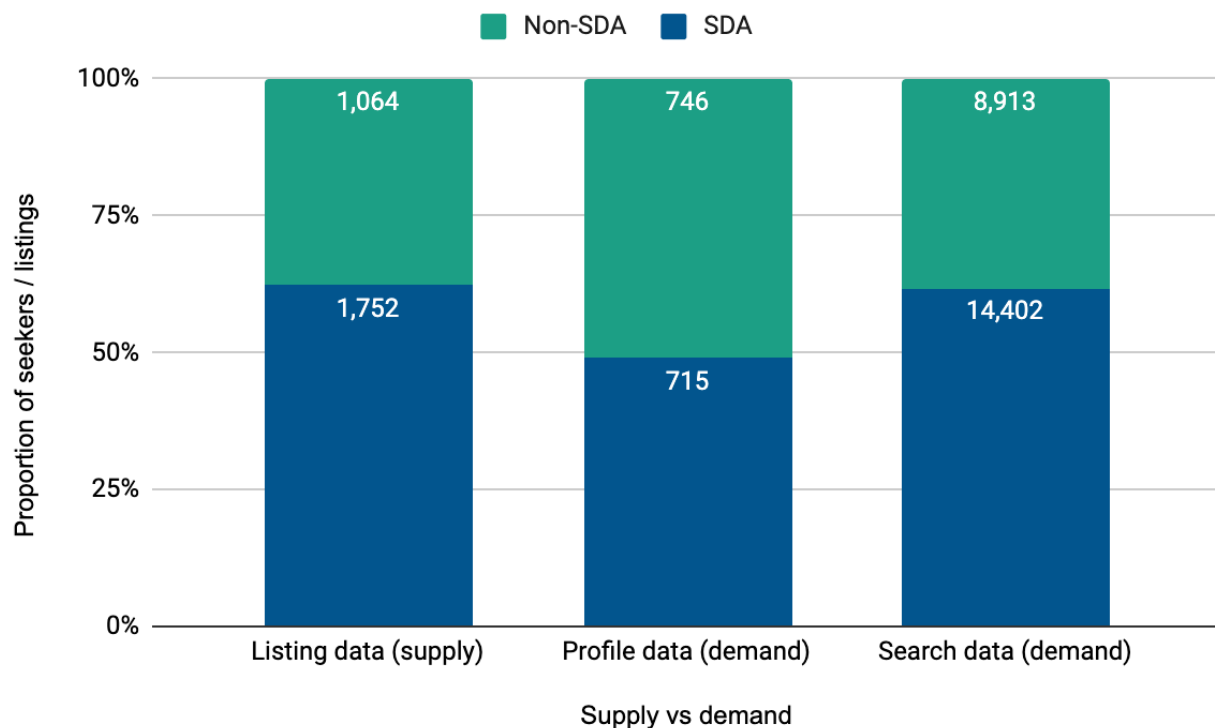


¹⁵ Wellecke et al. (2022, August). *Housing Hub listings snapshot*. Housing Hub and Summer Foundation; Wellecke et al. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/news/listings-snapshot>

As seen in Figure 9, the proportion of listings for SDA and non-SDA properties was compared to the proportion of seekers (based on profiles and searches) needing SDA and non-SDA properties. The proportion of searches for SDA and non-SDA properties appeared to be largely consistent with the proportion of SDA and non-SDA listings.

However, seeker profiles appeared to be less congruent to the available supply. The proportion of listings for non-SDA properties (37.8%) was smaller in comparison to the proportion of profiles seeking non-SDA properties (51.1%). Conversely, the proportion of SDA properties (62.2%) listed on the Housing Hub exceeded the proportion of profiles seeking SDA properties (48.9%). This may suggest that there may not be enough housing seekers who have SDA funding approved in their NDIS plans to match the available supply of SDA properties. Indeed, a recent survey indicated that SDA properties are often standing vacant for at least 3 months.¹⁶

Figure 9. Listings for SDA and non-SDA properties (supply) versus seekers' need for SDA and non-SDA properties (demand). *n* = 2,816 listings; *n* = 1,461 profiles; *n* = 23,315 searches



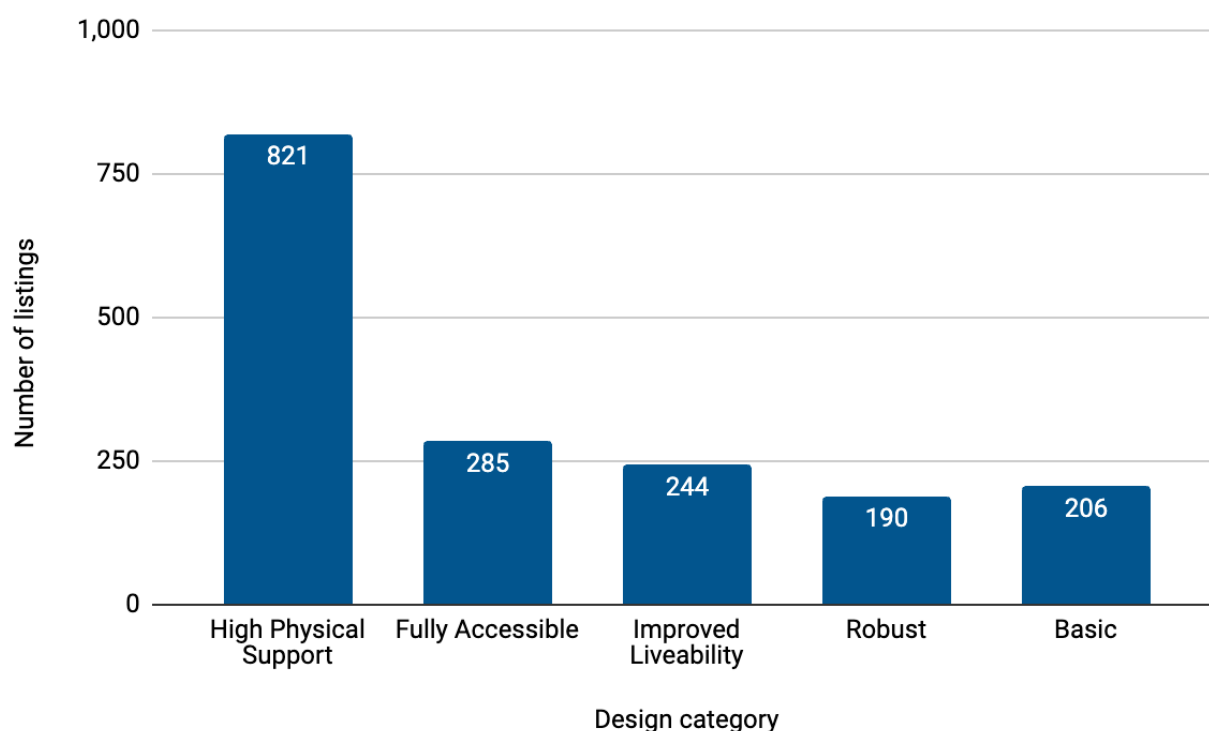
¹⁶ Wellecke et al. (2022). *Specialist Disability Accommodation provider experience survey: June 2022*. Housing Hub and Summer Foundation. <https://apo.org.au/node/318315>

Design categories and building types in SDA properties

SDA properties are built to meet design standards across 5 categories: High Physical Support, Fully Accessible, Robust, Improved Liveability and Basic. Each category includes different design features and funding by the NDIA. 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.

The findings of the current listings snapshot were very similar to those of the previous edition.¹⁷ As seen in Figure 10, High Physical Support made up 47.0% of the SDA listings, followed by Fully Accessible (16.3%), Improved Liveability (14.0%), Basic (11.8%), and lastly Robust (10.9%).

Figure 10. SDA properties by design category. n = 1,746



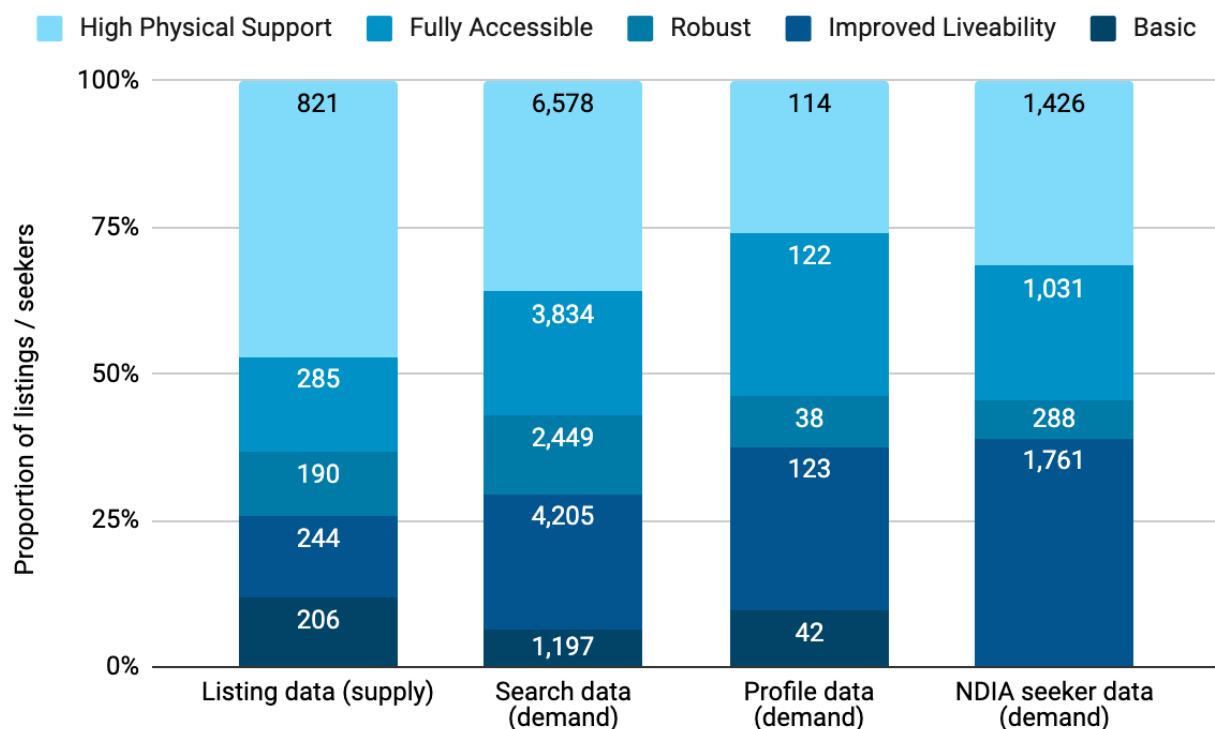
Note. There were 6 SDA listings where no design category option was selected by the provider, as such these data points were excluded from this analysis.

¹⁷ Wellecke et al. (2022, August). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

Figure 11 compares the supply of SDA properties by design category from the listing data with the demand for these design categories from Housing Hub seeker data and NDIA reported seeker data.¹⁸ The proportion of High Physical Support properties from the listing data (47.0%) exceeded the demand for this design category shown by Housing Hub data (36.0% Housing Hub searches, 26.0% Housing Hub profiles) and NDIA seeker data (31.6%).

Conversely, the proportion of Fully Accessible properties (16.3%) did not meet the demand shown by seekers on the Housing Hub (21.0% Housing Hub searches, 27.8% Housing Hub profiles) or NDIA seekers (22.9%). The same can be said for Improved Liveability properties (14.0%) compared to Housing Hub seekers (23.0% Housing Hub searches, 28.0% Housing Hub profiles) and NDIA seekers (39.1%). However, supply of Robust design (10.9%) was relatively close to meeting the demand from Housing Hub seekers (13.4% Housing Hub searches, and 8.7% Housing Hub profiles) and exceeded that of NDIA seekers (6.4%).

Figure 11. Listings for SDA properties by design category (supply) versus seekers' need for SDA design categories (demand). $n = 1,746$ listings; $n = 18,263$ searches, $n = 439$ profiles, $n = 4,506$ NDIA seekers

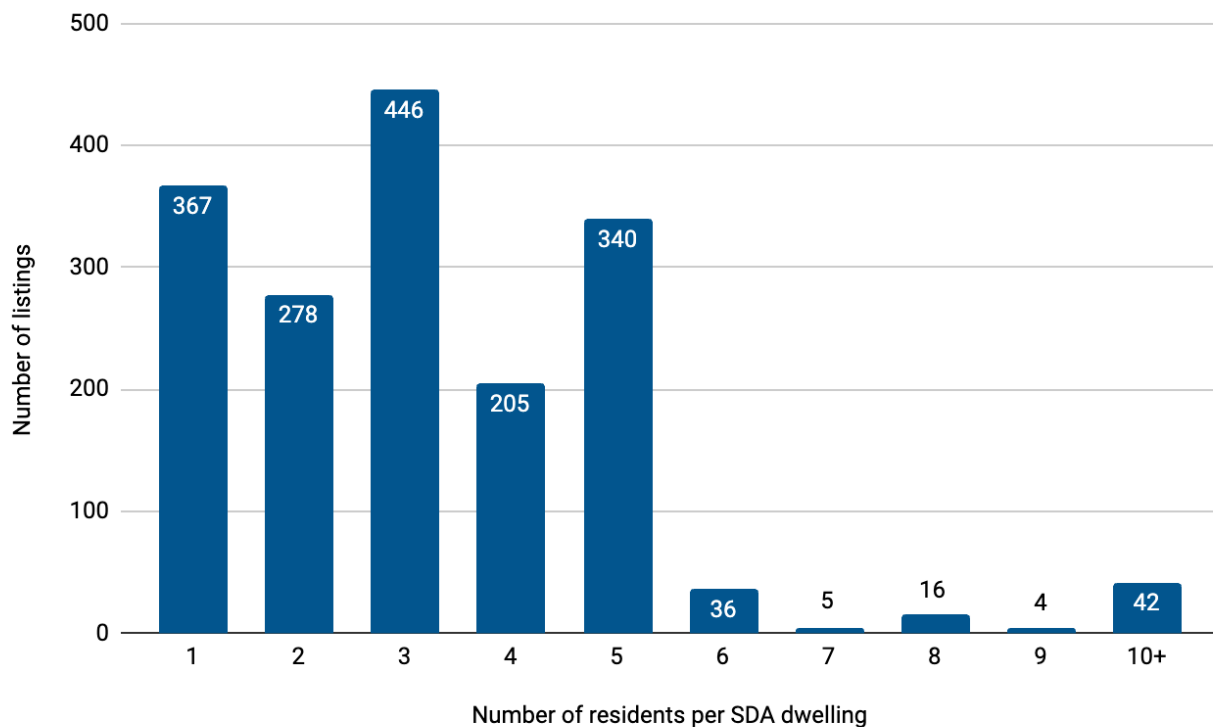


Note: The NDIA does not report on demand from participants with Basic design categories in their NDIS plans. Seekers were able to select multiple responses when searching the Housing Hub website.

¹⁸ NDIA (2023). NDIS quarterly report to disability ministers: Q2 2022-2023. National Disability Insurance Agency. Table P. 12. <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

SDA properties have a specified number of SDA-eligible residents that can be accommodated in the dwelling. SDA properties accommodating more than 5 residents are being phased out and can no longer be enrolled as new SDA dwellings. Figure 12 displays the number of listings by the number of residents per SDA dwelling. The most commonly listed occupancy types were 3 resident dwellings (25.6%), single resident dwellings (21.1%), and 5 resident dwellings (19.6%). When compared to all previous editions, there has been a solid trend in the number of 3-resident dwellings increasing since the first edition of the listings snapshot in June 2021.¹⁹

Figure 12. Number of SDA listings by number of residents per dwelling. $n = 1,739$



Note. There were 13 SDA listings where no 'Number of residents per SDA dwelling' option was selected by the provider, as such these data points were excluded from this analysis.

The Pricing Arrangements for SDA²⁰ describe the pricing limits and arrangements for providers set by the NDIA. People who wish to live in SDA properties must have adequate SDA funding included in their NDIS plan. Their NDIS plan will show the following:

- Design category – High Physical Support, Fully Accessible, Improved Liveability, Robust, Basic
- Building type – Apartment, Villa/Duplex/Townhouse, House, Group Home
- Number of SDA residents – 1 to 5
- Number of bedrooms – 1 to 5

¹⁹ Rathbone et al. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation.
<https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

²⁰ NDIA. (2022, July 1). *SDA pricing and payments*. National Disability Insurance Agency.
<https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation/sda-pricing-and-payments>

Table 1 below shows the different types of SDA listings on the Housing Hub, split by design category, building type, and the number of SDA residents. Note that some of the totals in the table below differ from the Figures above, as not all SDA listings could be classified into the categories below due to missing data.

High Physical Support houses for 3 residents was the most common listing on the Housing Hub (385 listings). This was followed by a relatively even spread between High Physical Support apartments for 1 residents (122 listings), Basic houses for 3 residents (102 listings), and High Physical Support houses for 2 residents (100 listings). Notably, High Physical Support houses for 3 residents have seen a substantial increase over time, with the number of listings for this type of SDA dwelling more than doubling since the first edition of the Housing Hub listings snapshot in June 2021.²¹

Table 1. Number of listings for SDA properties on the Housing Hub by building type, number of residents and design category. *n* = 1,738

Building type + Residents	Design category					
	Basic	FA	HPS	IL	Robust	Total
Apartment 1 Resident	2	43	122	38	Not possible	205
Apartment 2 Residents	1	14	65	6	Not possible	86
Villa / Townhouse / Duplex 1 Resident	2	6	31	11	40	90
Villa / Townhouse / Duplex 2 Resident	6	14	19	13	9	61
Villa / Townhouse / Duplex 3 Resident	14	11	32	7	14	78
House 2 Resident	11	40	100	25	85	261
House 3 Resident	102	68	385	72	23	650
Group Home 4 Resident	23	22	26	15	7	93
Group Home 5 Resident	43	66	39	56	10	214
Total	204	284	819	243	188	1738

Note: The Pricing Arrangements for SDA do not allow for Robust design in apartments. FA = Fully Accessible; HPS = High Physical Support; IL = Improved Liveability.

²¹ Rathbone et al. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

Table 2 shows a similar analysis to the above but for the number of listings on the SDA Finder. Contrary to SDA listings on the Housing Hub, the SDA properties with the most listings on the SDA Finder were 5-resident group homes, particularly for Basic design (95 listings) and Fully Accessible design (67 listings).

The SDA Finder lists every vacant dwelling separately, whereas Housing Hub listings can advertise several dwellings in one listing. Despite this, there were overall fewer SDA listings on the SDA Finder than on the Housing Hub. This may indicate that providers are less likely to use the SDA Finder compared to the Housing Hub to advertise their properties. Indeed, feedback from SDA providers has indicated that the majority of providers have not found the tool helpful for sourcing tenants.²² The lower number of listings on the SDA Finder may also be due to the length that listings remain active on the website. While recent surveys have indicated that it typically takes at least 3 months to fill an SDA vacancy,²³ listings on the SDA Finder remain active for only one month after they have been published.²⁴ In contrast, listings on the Housing Hub remain active for 6 months. This means that the lower number of available SDA properties on the SDA Finder compared to the Housing Hub could be due to listings being removed from the SDA Finder even though they may still be vacant.

It is important to note that the Housing Hub sends all listings data to the NDIA weekly to populate the SDA Finder. Thus, there is an overlap between the SDA properties listed on the SDA Finder and Housing Hub. Indeed, the majority of listings on the SDA finder (91.7%) had a Housing Hub URL listed as their primary site, with an additional 0.9% using a Housing Hub URL as their secondary site to advertise their vacancies.

Table 2. SDA properties listed on the SDA Finder by building type, number of residents and design category. $n = 650$

Building type + Residents	Design category						
	Basic	FA	HPS	IL	Robust	Multi	Total
Apartment 1 Resident	2	1	53	5	0	0	61
Apartment 2 Residents	0	3	0	2	0	0	5
Villa / Townhouse / Duplex 1 Resident	3	2	6	4	23	0	38
Villa / Townhouse / Duplex 2 Resident	7	5	6	10	5	0	33
Villa / Townhouse / Duplex 3 Resident	2	10	3	2	6	0	23
House 2 Resident	7	5	9	7	7	0	35
House 3 Resident	11	9	56	4	1	0	81

²² Wellecke et al. (2022). *Specialist Disability Accommodation Supply in Australia*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/report-sda-supply-in-australia>

²³ Wellecke et al. (2022). *Specialist Disability Accommodation provider experience survey: June 2022*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/report-sda-supply-in-australia>

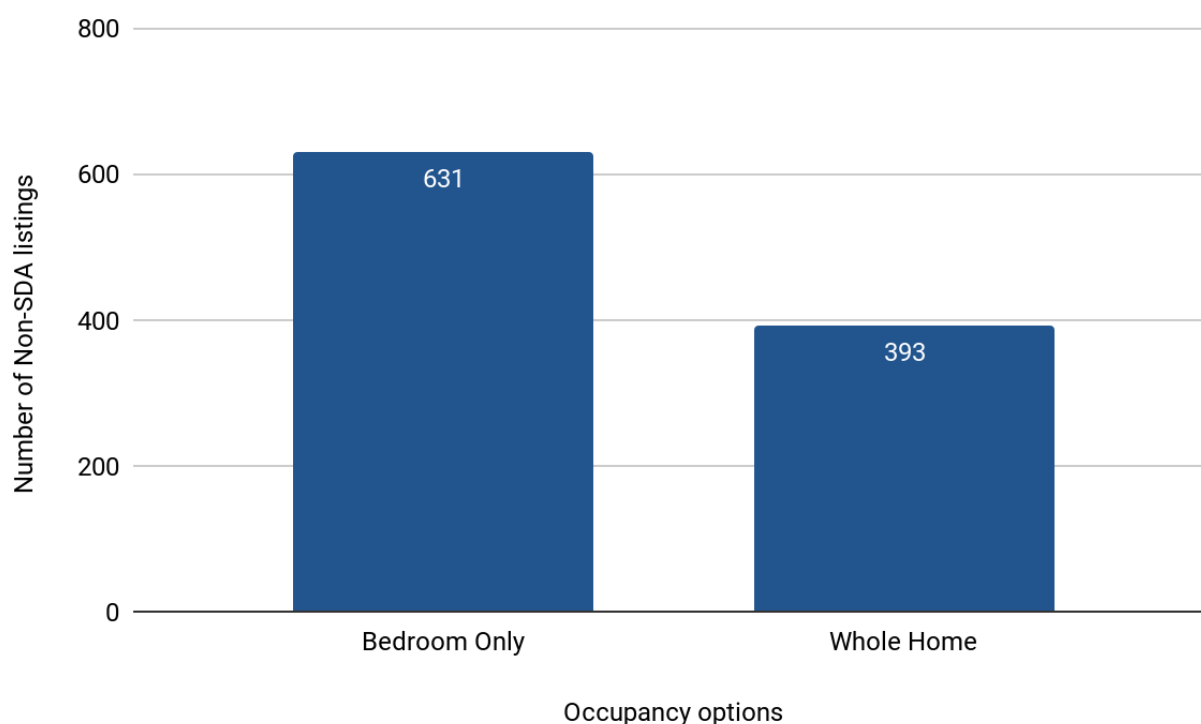
²⁴ NDIA (2022, August 8). *SDA dwelling enrolment and vacancies*. National Disability Insurance Agency. <https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation/sda-dwelling-enrolment>

Group Home 4 Resident	29	18	22	5	6	1	81
Group Home 5 Resident	95	67	52	60	11	2	287
Legacy 6+	3	1	1	1	0	0	6
Total	159	121	208	100	59	3	650

Occupancy options in non-SDA properties

Figure 13 shows the occupancy options available in non-SDA properties listed on the Housing Hub. As seen below, almost two-thirds of non-SDA accommodation was in the form of share houses where tenants rent a bedroom (61.6%), and a little over a third (38.4%) of the accommodation was available as a whole house.

Figure 13. Occupancy options in non-SDA listings. $n = 1,024$



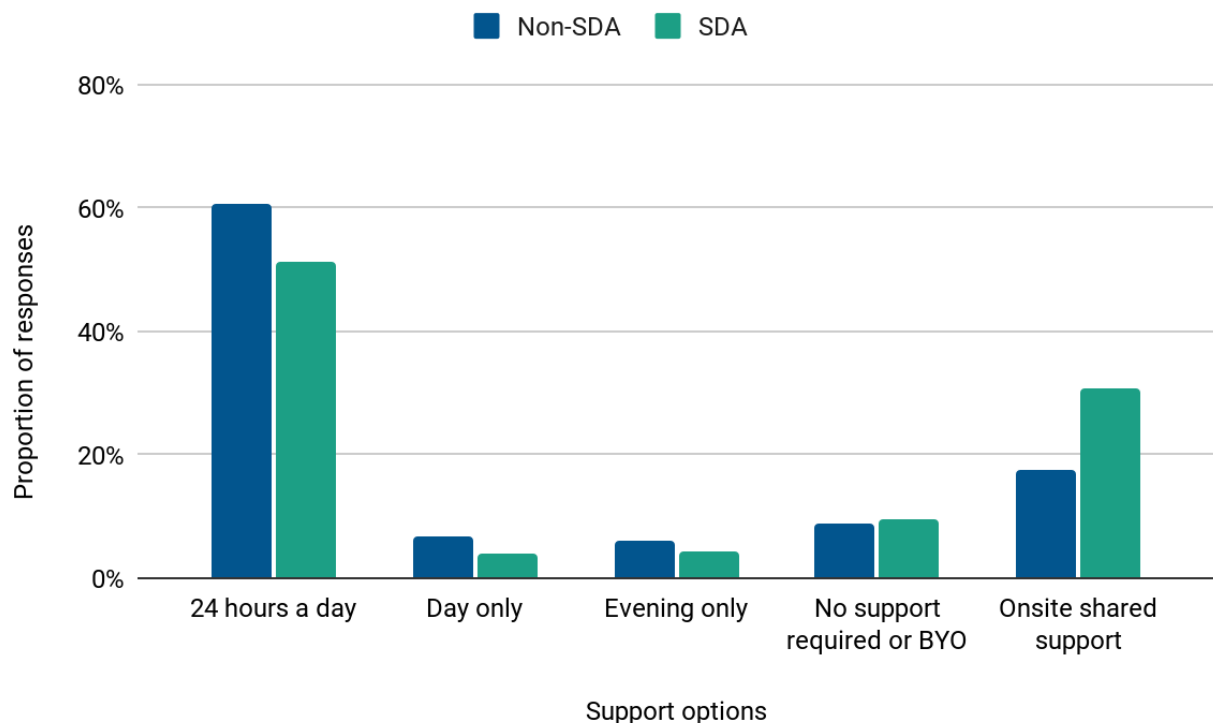
Note. 12 providers did not select either option and 33 providers selected both options. The Housing Hub has recently removed the ability to tick both options, therefore these data points have been excluded from this analysis.

Support options in SDA and non-SDA properties

Support arrangements in both SDA and non-SDA properties were also explored. Planned supports include assistance with everyday needs (dressing, bathing, eating), house and yard work, support workers to assist with community access and social activities as well as transport. Onsite Shared Support (OSS) is support for tenants who require additional unplanned support.²⁵

Figure 14 shows the variety of support options available in both SDA and non-SDA properties. The support options are compared using percentages as there were significantly more SDA dwellings than non-SDA dwellings. Full 24-hour-a-day support was the most prevalent option in both SDA (51.4%) and non-SDA dwellings (60.8%). This was followed by on-site shared support in SDA (30.9%) and non-SDA (17.4%) dwellings.

Figure 14. Support options for tenants in SDA and non-SDA properties. *n* = 3,842 responses*

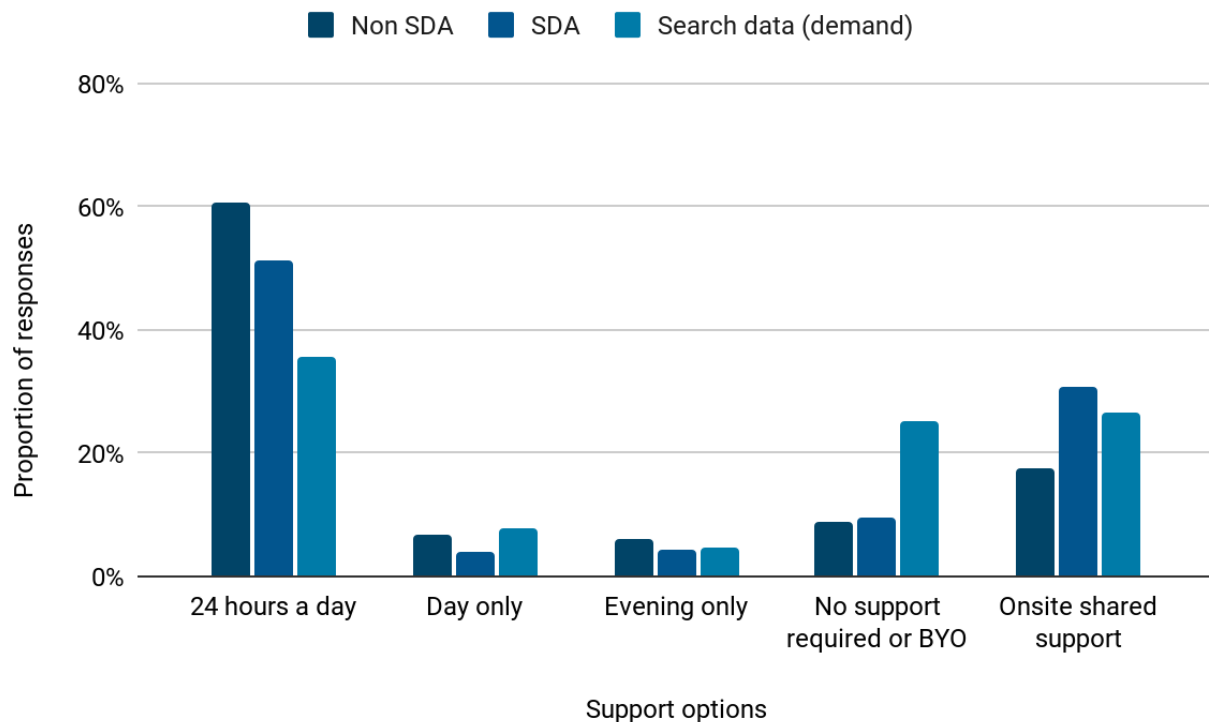


*Note: Providers could select multiple support options in a property listing, therefore the total number of responses exceeds the total number of listings.

²⁵ NDIA. (2022, July 1). *SDA pricing and payments*. National Disability Insurance Agency. <https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation/sda-pricing-and-payments>

Figure 15 compares the supply of support options for tenants in SDA and non-SDA properties with the needs of seekers from the most recent seeker snapshot.²⁶ Consistent with the previous edition of the listings snapshot,²⁷ the proportion of SDA (51.4%) and non-SDA (60.8%) listings offering 24-hour support was larger than the proportion of seekers (35.8%) needing this type of support. Also, housing that allows seekers to bring their own support appeared to be less commonly offered in SDA (9.7%) and non-SDA (9.0%) than was preferred by seekers (25.3%).

Figure 15. Support options for tenants in SDA and non-SDA properties (supply) versus seekers' support needs (demand). *n* = 3,842 responses from listings*; *n* = 24,377 searches



**Note: Providers could select multiple support options in a property listing, therefore the total number of responses exceeds the total number of listings.*

Figure 16 details the proportion of SDA and non-SDA listings that allow tenants to have a choice over their supports. As seen, more than two-thirds of SDA properties (64.3%) allowed tenants to choose their planned supports, while less than half of non-SDA (47.3%) properties allowed tenants that same choice. This is an improvement for both SDA and non-SDA properties in comparison to the previous listings snapshot, where only 47.8% of properties allowed tenants the option to choose their own planned supports. Regarding OSS, 59.7% of SDA properties allowed tenants to have a say over the provider compared with 52.6% of non-SDA properties. This is a promising increase from 37.2% for SDA and 38.9% for non-SDA properties in the previous snapshot.²⁸

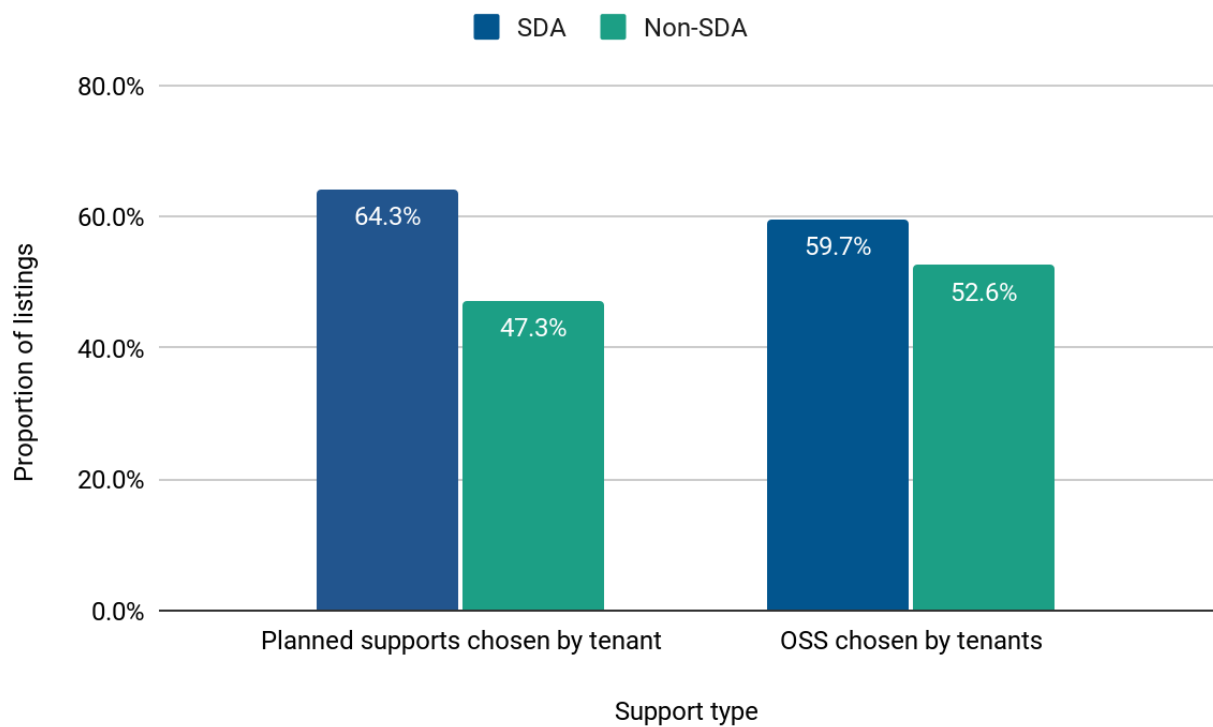
²⁶ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

²⁷ Wellecke et al. (2022, August). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-listings>

²⁸ Ibid.

While it is encouraging to see that more providers appear to be allowing tenants to have choice over both their planned and shared supports, it is important to note that this may not be reflective of a true increase in choice over supports. Questions on the Housing Hub website relating to choice over support have been recently updated to require a response before publishing a listing. It is possible that the proportion of listings enabling choice that have been reported in previous snapshots may have been deflated due to missing data. Thus, the increased proportion of listings enabling choice in the current snapshot may be reflective of changes to the website rather than changes to the provision of supports.

Figure 16. Percentage of property listings that allow tenants choice over their supports. $n = 2,816$

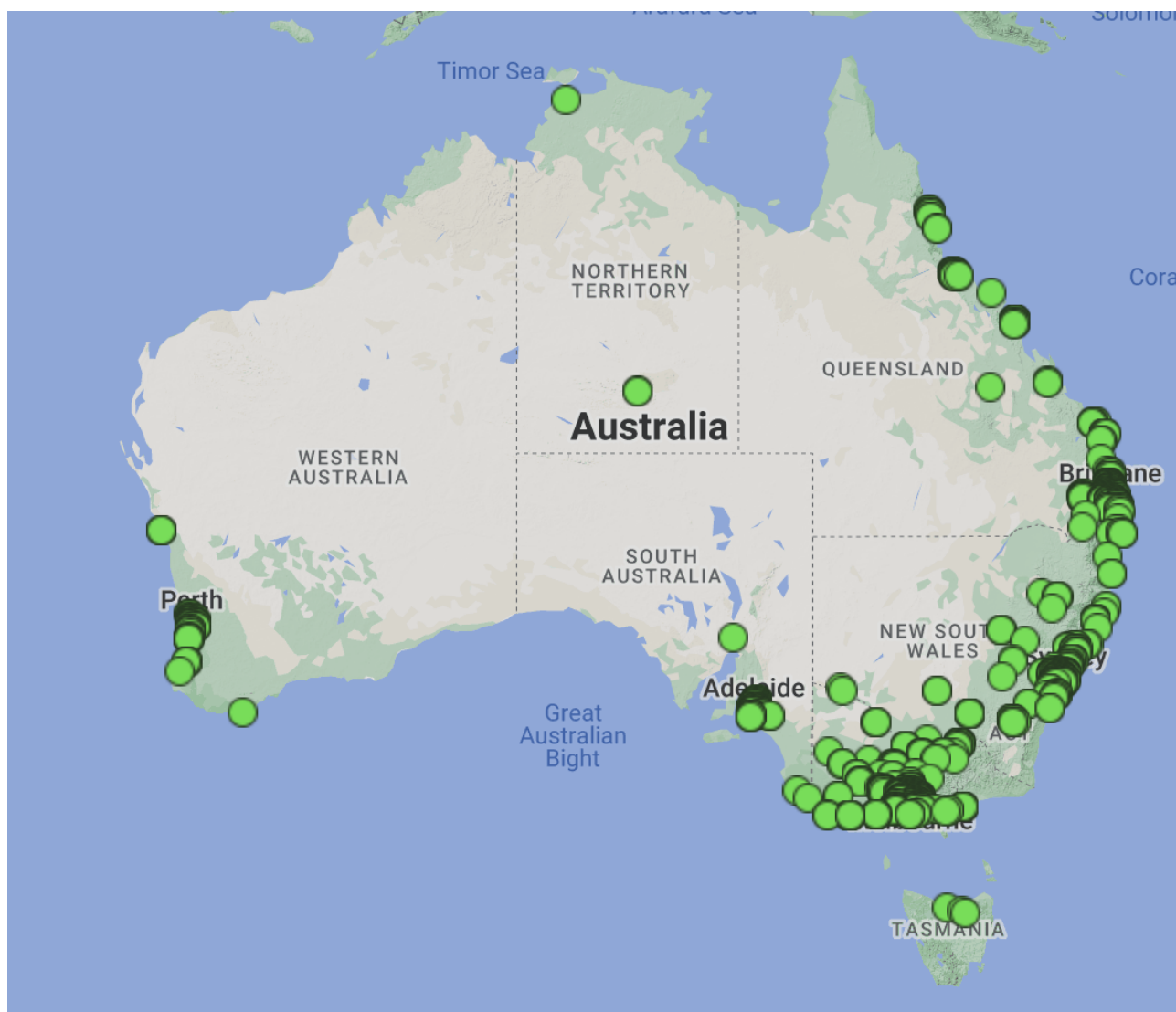


Note: OSS = Onsite shared support.

Location of listings and housing seekers for SDA properties

Data on the location of Housing Hub listings and Housing Hub seekers' preferences for location of SDA properties were visualised through mapping. The map seen in Figure 17 shows the location of Housing Hub listings for SDA properties across the country (green dots). The locations identified in previous editions of the Housing Hub listings snapshot²⁹ are much the same as this edition, with the majority of listings for properties on the eastern coastline, where the Housing Hub has a more established presence. Most listings were in capital cities.

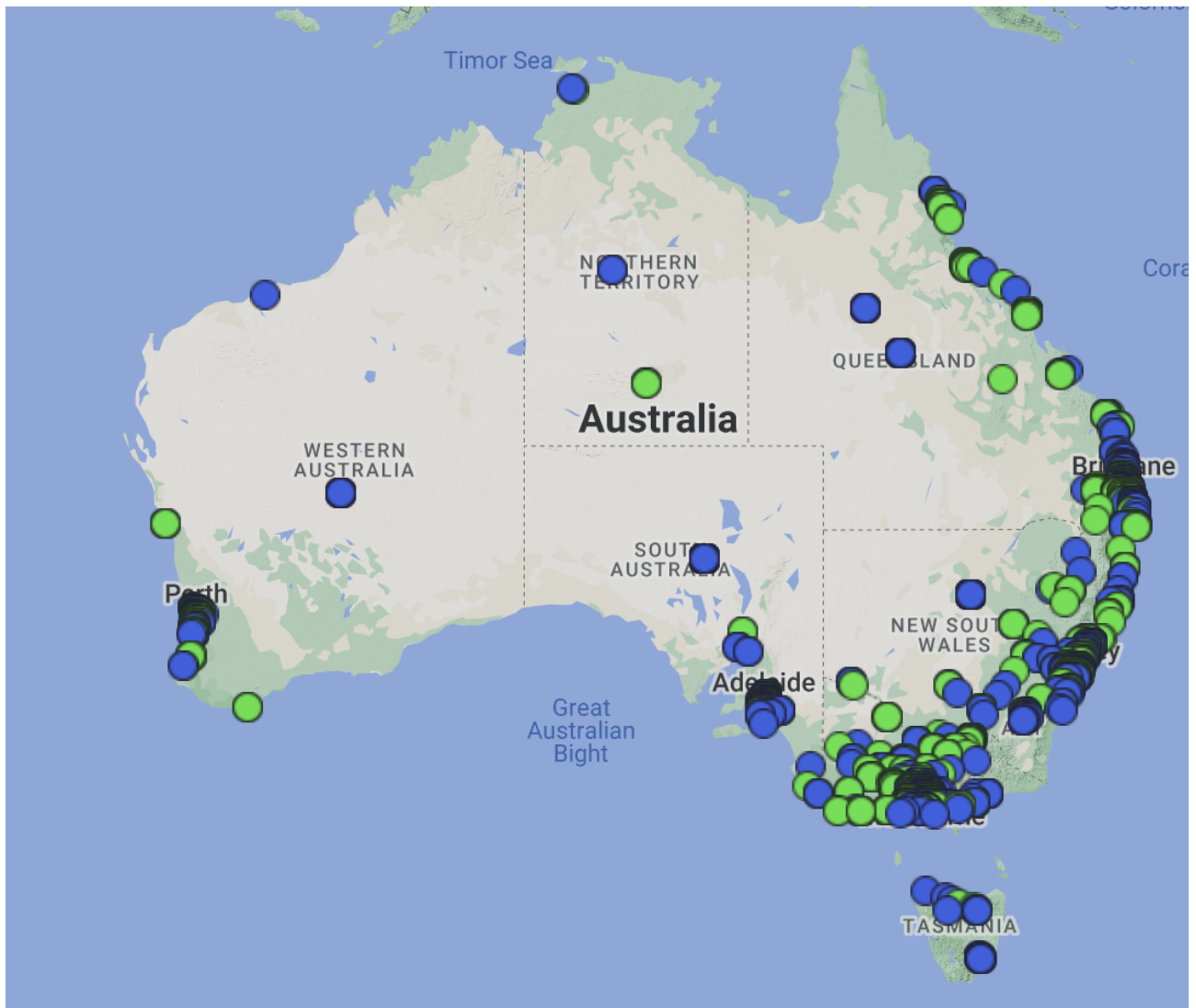
Figure 17. Location of listings on the Housing Hub. $n = 1,752$ listings



²⁹ Wellecke et al. (2022, August). *Housing Hub listings snapshot*. Housing Hub and Summer Foundation; Wellecke et al. (2022, February). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation; Rathbone et al. (2021, June). *Housing Hub Listings Snapshot*. Housing Hub and Summer Foundation. <https://www.housinghub.org.au/news/listings-snapshot>

As seen in Figure 18 below, seekers' preferences (blue dots) and the locations of properties (green dots) seem to match well, with most seekers looking for properties in the eastern states along the coastline and capital cities. However, it appears that there were slightly more housing seekers than properties in South Australia. As noted in the previous listings snapshots, demand for housing in regional areas seemed to outweigh the available supply on the Housing Hub.

Figure 18. Location of listings on the Housing Hub (supply) compared with seekers' preferred living locations (demand). $n = 1,752$ listings; $n = 2,134$ profiles



Note: Green dots are Housing Hub listings, blue dots are Seeker preferences

Property features

A review of the most commonly listed features on property listings was conducted and compared to the most frequently requested features by housing seekers (as reported in the latest Housing Hub seekers snapshot report).³⁰ The 10 top features are shown in the table below.

As can be seen, almost all of the most common features in property listings were also the most popular features among seekers. The only exceptions were 'Ensuite' and 'Pets Allowed'.

Most reported features in listings

1. Parking
2. Cooling
3. Heating
4. Built-in wardrobes
5. Outdoor area
6. Dishwasher
7. Accessible features
8. Wheelchair accessible
9. Broadband internet available
- 10. Ensuite**

Most popular features in seeker profiles

1. Cooling
2. Heating
3. Outdoor area
4. Built-in wardrobes
5. Accessible features
6. Wheelchair accessible
7. Broadband internet available
8. Parking
9. Dishwasher
- 10. Pets allowed**

³⁰ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation.
<https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

What does the data say?

With more than 1,600 housing providers using the Housing Hub and over 2,800 properties being advertised on the Housing Hub, the Housing Hub collects valuable data on the supply of accessible housing across Australia.

This fourth edition of the listings snapshot report provides an up-to-date overview of this supply data, including information about housing providers as well as comparisons to the latest Housing Hub's seeker snapshot report.³¹ It is hoped that the insights shared in this report provide a comprehensive overview of both supply and demand in the accessible housing market to be one input to help inform building decisions by providers and investors.

A summary of key findings from all Housing Hub listings snapshots is shown in the table below. As can be seen, the findings have been largely consistent over time, indicating stable trends in the available supply of accessible housing across Australia.

	What does the data say over time?			
	1st Edition June 2021	2nd Edition February 2022	3rd Edition August 2022	Current edition April 2023
Top 5 property features of Housing Hub listings	1. Parking 2. Cooling 3. Heating 4. Built-in wardrobes 5. Outdoor area		1. Cooling 2. Heating 3. Built-in wardrobes 4. Outdoor area 5. Dishwasher	
Occupancy options	Both SDA and non-SDA properties were most commonly offered as share houses.	Single resident properties were the most common occupancy type for SDA on the Housing Hub, while non-SDA properties were most commonly offered as share houses.	In the last 2 editions, both SDA and non-SDA properties were most commonly offered as share houses.	
Type of housing provided		In the last 3 editions, the most common housing providers on the Housing Hub were non-SDA providers, followed by STA and SDA providers.		
Properties for rent or purchase	In all 4 editions, almost all properties on the Housing Hub were for rent, with most of these being offered on an ongoing lease.			

³¹ Rothman et al. (2022, November). *Housing Seeker Snapshot*. Housing Hub and Summer Foundation.
<https://www.housinghub.org.au/resources/article/housing-hub-data-snapshot-housing-seekers>

SDA versus non SDA properties	In all 4 editions, over 60% of properties on the Housing Hub were for SDA properties, with the most common design category being High Physical Support, followed by Fully Accessible.
Support options	Across all 4 editions, the most frequent support option in both SDA and non-SDA properties was 24-hours-a-day support.
Location of providers	The Housing Hub attracts providers from all states and territories in Australia, particularly the eastern states.

Note. Cells in this table were merged if the data did not change across the different editions.

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.

Changes to 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 enquiries from prospective tenants.

Premium services

The Housing Hub offers a range of premium services for a fee, to housing providers, investors and developers operating in the accessible housing market.

Understanding the SDA Market

Understanding the SDA market is extremely important when planning your property pipeline. With access to critical information around supply and demand in the accessible housing market, providers and investors can harness this knowledge to ensure building decisions match the needs of housing seekers.

The Housing Hub has made it easier for investors to gain a clearer picture of SDA supply and demand by developing three unique products available for purchase.

Market data subscription

Generalised data resulting from housing seeker searches on the Housing Hub can be used to understand demand for accessible housing in locations across Australia. With insights into what types of housing (and housing features) are desired in locations, providers can build to address demand with greater certainty.

The market data subscription includes a data report in an easy-to-read dashboard and an Excel format spreadsheet that can be emailed to subscribers on a quarterly basis in early January, April, July, and October each year. Each report includes the three preceding months of housing seeker search data, as well as information about supply. Demand data is shown by SA3 and SA4 locations across the whole of Australia, and shows the number of searches for each location along with the number of searches for property types and design categories. Supply data is from the SDA Supply in Australia report and NDIA data. [Click here for more information.](#)

The market data report can also be purchased as a one-off report.

Market data report for a Local Government Area

A bespoke report for a Local Government Area can be developed to show the demand and supply for housing in that area from data within the Housing Hub and the SDA Supply Report. Data is shown for a 3-month period in detail for the selected Local Government Area. [Click here for more information.](#)

SDA Supply - Premium Addendum

The SDA Supply Premium Addendum extends upon the Housing Hub's annual SDA Supply in Australia report (released in October 2022), providing a snapshot of the SDA dwellings in the pipeline across Australia.

The data is presented in a detailed spreadsheet format that enables information to be filtered and sorted to suit your individual needs.

The Premium Addendum includes:

- Pipeline data from the 2022 SDA supply survey shown by SA3 regions
- NDIA data on demand and supply shown by SA3 regions
- Pipeline conversion data tracking the progression of SDA pipeline dwellings from our 2021 SDA supply survey to our 2022 SDA supply survey

[Click here for more information.](#)

Attracting tenants

The Housing Hub offers a number of ways to feature your organisation and its properties to engage with prospective tenants.

Featured property listing

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 9,000 housing seekers. [Click here for more information.](#)

Advertising

Providers can also advertise their organisation and link to their provider page on the Housing Hub through paid advertisements that appear as banner ads on housing seekers' search results page. [Click here for more information.](#)

Providers can promote their properties within a state-based electronic newsletter and via Housing Hub Social Media channels. Click here for more information: [Social Media](#) or [e-news](#).

Housing Hub listing service

Let the Housing Hub's experienced team take care of creating your listings. The Housing Hub team can arrange to have high quality images taken of your property, write the copy and create the listing. [Click here for more information.](#)

Listing performance dashboard

For providers who would like to analyse the performance of their listings on the Housing Hub, a customised listing dashboard can be created to track the performance of each listing on a daily basis across key metrics such as views, enquires, phone calls and website click throughs. [Click here for more information.](#)

Supporting prospective tenants to secure SDA and support funding

The Housing Hub offers a specialist home and living support coordination service. This service only undertakes support coordination for home and living supports, therefore it compliments a participant's existing support coordinator to support people with disability to prepare evidence to submit to the NDIA for Home and Living supports. [Click here for more information.](#)

Understanding the needs of your customers

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. [Click here for more information.](#)

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 Coordinator [via email](#) or by phoning 0497 814 567.

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

Established in 2006, the Summer Foundation is a not-for-profit organisation 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 more than 1,600 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 5 SDA providers to identify potential tenants for new SDA projects in the pipeline. Those providers are Summer Housing, Enliven Housing, Insitu Housing, Project Friday and Specialist Disability Accommodation Pty Ltd. So far, the Tenancy Matching Service has supported more than 800 NDIS participants to receive a housing offer in New Build SDA, including 90 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. The service will cease operating on 1 May 2023.

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 Verbinding, a registered support coordination provider.

More than 15 different disability organisations are 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 wants 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.