



# ACT Housing Strategy

Year 4 Report Card  
November 2022



## Acknowledgment to Country

Yuma  
Dhawura Nguna Dhawura Ngunnawal  
Yanggu ngalawiri dhunimanyin Ngunnawalwari dhawurawari  
Nginggada Dindi yindumaralidjinyin  
Dhawura Ngunnawal yindumaralidjinyin

Hello,  
This is Ngunnawal Country  
Today we are meeting on Ngunnawal country  
We always respect Elders, male and female  
We always respect Ngunnawal Country

The Environment, Planning and Sustainable Development Directorate acknowledges the Ngunnawal people as Canberra's first inhabitants and Traditional Custodians. We recognise the special relationship and connection that Ngunnawal peoples have with this Country. Prior to the dislocation of Ngunnawal people from their land, they were a thriving people whose life and culture was connected unequivocally to this land in a way that only they understand and know, and is core to their physical and spiritual being. The disconnection of the Ngunnawal people from Culture and Country has had long-lasting, profound and ongoing health and well-being effects on their life, cultural practices, families and continuation of their law/lore. The Environment, Planning and Sustainable Development Directorate acknowledges the historic dispossession of the Ngunnawal people of Canberra and their surrounding regions. We recognise the significant contribution the Ngunnawal people have played in caring for Country as for time immemorial they have maintained a tangible and intangible cultural, social, environmental, spiritual and economic connection to these lands and waters.

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# ACT Housing Strategy

## Year 4 Report Card

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### Background

The ACT Housing Strategy (the Strategy) was released in October 2018, its role is to guide the delivery of housing in the ACT over its 10-year lifespan.

While the Strategy focuses on what the ACT Government can do to improve housing-related outcomes for all Canberrans, it includes a particular emphasis on households on low to moderate incomes and those experiencing (or vulnerable to) homelessness.

This is illustrated through the Strategy's five goals, which are:

1. An equitable, diverse and sustainable supply of housing for the ACT community
2. Reducing homelessness
3. Strengthening social housing assistance
4. Increasing affordable rental housing
5. **Increasing affordable home ownership**

The Strategy is accompanied by a corresponding Implementation Plan, which identifies areas of responsibility for delivering on actions and prioritises commitments according to agreed timeframes.

The report card shows consistent progress across each of the Strategy's goals in its fourth year of implementation. Of the 74 actions outlined in the Strategy, 27 have now been completed, 39 are either progressing or continuing, and one remains in development. A further 7 annual actions were also completed since the release of the Year 3 report card.





# Highlights

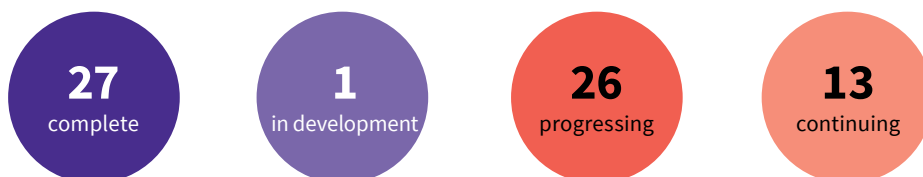
- > The Suburban Land Agency conducted a market sounding process informing Government decisions on the release of a site for sale for the purposes of Build-to-Rent including affordable rentals in Canberra during November and December 2021.
- > The *Residential Tenancies Amendment Act 2020 (No 2)* finalised implementation of the 2016 review recommendations. The 10th Parliamentary and Governing Agreement contains a new commitment to end no cause terminations from tenancies and policy development work has already commenced.
- > The ACT Government dedicated 15 per cent of the residential land in the Indicative Land Release Program to public, community and affordable housing.
- > More than 180 house and land packages in Whitlam and Taylor were sold through the Affordable Home Purchase Scheme and construction of these homes is underway.
- > The ACT Government is undertaking a strategic planning process in partnership with the ACT Specialist Homelessness sector and people with lived experience of homelessness. This will include a series of workshops to plan, design and improve service models for the future.
- > Housing ACT has worked closely with the Aboriginal and Torres Strait Islander Elected Body to deliver three older persons complexes. The third, Ningulangu (Nin-gulangu), meaning 'Belonging to: home, place', was officially opened in February 2022.
- > The ACT Government has also further expanded services for the Human Services Gateway by providing additional funding to OneLink to employ more staff for specialised engagement and targeted support packages.
- > The Common Ground Gungahlin, Housing First model continues to provide stability to 40 individuals (or couples) with experienced cyclic or chronic homelessness. The Common Ground Dickson site will be the second Common Ground in the ACT with 40 units for social and affordable rentals.
- > Housing ACT has developed a Model Social Landlord Framework which continues to be integrated into organisational capabilities for understanding the objectives in the delivery of services and projects.
- > The ACT Government has demonstrated its commitment to housing choice and diversity through Territory Plan variations which support these principles. For example, variation 365 provides for co-housing and boarding houses in RZ2 - RZ5 residential zones. Co-housing in the RZ1 suburban zone is also being tested through a Demonstration Housing Project (variation 376). Additionally, variation 375 will provide for the development of the 'Manor House' Demonstration Housing Project in Griffith. The proposed Manor House will comprise four dwellings and present as a large single dwelling from the street.



# Summary of Analysis

## Short-term, Medium-term and Ongoing Actions

- > Since the Year 3 Report Card was published, 3 non-annual actions have been completed.
- > Out of a total of 67 short-term, medium-term and ongoing actions:



- > Out of a total of 39 short-term actions:



- > Of a total of 9 medium-term actions:



- > Of a total of 19 ongoing actions:



## Short-term, Medium-term and Ongoing Actions

	Short-term	Medium-term	Ongoing	Total
Complete	23	1	3	27
2018-19	5	0	0	5
2019-20	9	0	0	9
2020-21	4	0	3	7
2021-22	5	1	0	6
In development	1	0	0	1
Progressing	14	6	6	26
Continuing	1	2	10	13
Not commenced	0	0	0	0
Total	39	9	19	67

## Annual Actions

The Strategy also includes seven annual actions, all have been completed since the release of the Year 3 Report Card.

# Overarching Priority Action

ID	Action	Status
A.1	Establish an all-of-government central landing website page to improve navigation for people seeking online information about housing initiatives, homelessness services and public housing.	Complete

## Goal 1: An Equitable, Diverse and Sustainable Supply of Housing for the ACT Community

Action ID	Action	Indicator/s	Status
1A.1	1. Model and publish ACT Government housing supply and demand projections via the ACT Land and Property report.	ACT Land and Property report.	Complete
1A.2	2. Monitor and report on trends in Canberra and the region's land and property markets via the ACT Land and Property report.	ACT Land and Property report.	Complete
1A.3	3. Release an appropriate supply of land in a mix of greenfield and urban renewal locations, informed by modelling and market analysis to provide land ahead of demand.	Indicative Land Release Program.	Complete
1B.1	1. Dedicate at least 15% of the Indicative Land Release Program each year to affordable, community and public housing with implementation from the 2019-20 program onwards.	Indicative Land Release Program.	Complete
1C.1	1. Maintain a land planning and development pipeline equivalent to four years' demand, as determined by regular demand and supply modelling undertaken under objective 1A.	ACT Land and Property report.	Complete
1D.1	1. Consider the recommendations of the 2018 Housing Choices Collaboration Hub related to consideration of relevant zoning changes to specific demonstration projects. Review the efficacy of these changes on housing types and choice and progress positive outcomes.	Territory Plan Variations for Demonstration Housing.	Complete
1D.2	2. Consider directions from the Planning Strategy refresh, around urban growth areas and plan for the integration of new housing types in existing urban environments, including links to transport, open space, community and cultural facilities.	Studies of Urban Intensification Areas (as defined by the ACT Planning Strategy).	Progressing
1D.3	3. Undertake appropriate planning and design for greenfield estates to support a variety of housing types and urban environments.	Updated Estate Development Code.	Progressing
1E.1	1. Facilitate demonstration projects that showcase innovative, diverse housing options through different mechanisms.	Demonstration housing: Planning approvals in place and/or construction commenced.	Progressing
1E.2	2. Consider a range of sites for demonstration housing to design and deliver an inclusive residential community, pending consideration of variations to the Territory Plan for the sites.	Demonstration housing: Site analysis undertaken on multiple sites with outcomes to inform Housing Choices Territory Plan Variation.	Complete
1E.3	3. Consider different occupancy and ownership models including the applicability of community title models for cooperative housing developments.	Consider suitability of community title models for cooperative housing developments.	Complete

Action ID	Action	Indicator/s	Status
1F.1	1. Test design-led planning controls with urban design guidelines as part of a draft Territory Plan variations for the City and Gateway urban renewal area.	<ul style="list-style-type: none"> <li>Apartment and Attached Housing Design Guidelines in place.</li> <li>National Capital Design Review Panel considerations informed by AAHDG where relevant.</li> </ul>	Complete
1F.2	2. Investigate the introduction of a rating system for housing with accessibility and universal design features when property is advertised, on a voluntary basis, prior to considering a potential mandatory rating scheme.	Explore rating system for dwellings built to accessible standards or incorporating universal design.	Complete
1F.3	3. Investigate planning and design provisions that encourage the supply of affordable housing across the spectrum of community need. This could include investigation of planning options such as inclusionary zoning and incentive mechanisms.	<ul style="list-style-type: none"> <li>Literature review into Inclusionary Zoning.</li> <li>Outcomes to be considered as part of planning system review.</li> </ul>	In-development

## Goal 2: Reducing Homelessness

Action ID	Action	Indicator/s	Status
2A.1	1. Work with the community to co-design new policies and programs and bring in the voices of those who have a lived experience of homelessness.	Ongoing engagement with community partners.	Progressing
2A.2	2. Implement a more structured and agile approach to community engagement, working iteratively to test ideas and be responsive to the input and feedback.	New policies and programs introduced/ launched.	Continuing
2B.1	1. Prioritise young people, including young mothers, and women and children escaping domestic and family violence to provide assistance early to minimise the intergenerational impacts of experiencing homelessness.	More frontline homelessness services.	Continuing
2B.2	2. Continue to partner with the Coordinator General for Family Safety to strengthen the government's response to women and children experiencing family and domestic violence.	Continuation of the partnership and program improvements implemented.	Continuing
2C.1	1. Support culturally appropriate public and community housing accommodation options and support programs for Aboriginal and Torres Strait Islander people.	Increase in accommodation options and support programs - More culturally appropriate housing for older Aboriginal and Torres Strait Islander people.	Progressing
2C.2	2. Work with the sector to design and implement specific programs targeted at new and emerging groups at risk of homelessness.	More frontline homelessness services - Programs designed and implemented.	Progressing
2C.3	3. Work with the sector to investigate and implement a model of support that draws upon the principles of housing first, particularly for those experiencing long-term homelessness.	Model determined - Common Ground Dickson; Axial Housing (Ongoing).	Progressing
2C.4	4. Strengthen the Human Services Gateway (OneLink) to reach out to people and be available at the times when people need help.	Human Services Gateway strengthened.	Complete



Action ID	Action	Indicator/s	Status
2D.1	1. Work with the sector to identify, prioritise and assist those in crisis accommodation who can transition into public, community or private housing depending on their needs, and provide support to assist them to sustain their tenancies.	Improved transition out of crisis accommodation.	Continuing
2D.2	2. Establish a diverse range of housing models in the ACT to meet the needs of people who require permanent supportive accommodation to remain out of homelessness.	Housing models established.	Continuing
2D.3	3. Continue supporting the Common Ground model.	Continued operation of Common Ground Gungahlin and investigation underway to establish Common Ground in Dickson.	Continuing
2E.1	1. Develop a new professional development and training program for frontline housing and homelessness organisations to enhance their organisational and workforce capacity.	Increase in professional development and training in the sector.	Complete
2E.2	2. Develop a framework for the proper assessment and referral for people who have a lived experience of trauma.	Better data and analysis procured and utilised.	Complete
2F.1	1. Work across government to establish formal and informal information sharing and collaboration to provide a holistic response to preventing and addressing homelessness, particularly for those exiting care and custody.	Sharing and collaboration opportunities established.	Progressing

### Goal 3: Strengthening Social Housing Assistance

Action ID	Action	Indicator/s	Status
3A.1	1. Deliver a plan that sets the strategic vision for the growth and renewal of public housing	Projections published.	Complete
3A.2	2. Identify and produce publicly available and measurable targets for growth and renewal of public housing against which future success can be measured.	Plan developed and implemented.	Complete
3A.3	3. Develop a new holistic model of social housing that puts the client at the centre.	New housing options delivered.	Continuing
3A.4	4. Continue to support diverse and vibrant communities through our 'salt and peppering' of social housing across all areas of Canberra.	Adopt a human-centred design approach to housing services.	Continuing
3B.1	1. Offer a greater range of housing options that better meet the diverse housing needs of families in the community.	More housing options offered.	Continuing
3B.2	2. Design and deliver purpose-built housing that adapts to the needs of older people and people living with disability.	Housing designed and delivered.	Continuing
3B.3	3. Continue the program of renewal started by the Public Housing Renewal Taskforce to replace older, less efficient homes with newer, more cost efficient options.	Program continued.	Continuing



Action ID	Action	Indicator/s	Status
3B.4	4. Work with the Aboriginal and Torres Strait Islander Elected Body to expand the range of culturally appropriate housing options for the Aboriginal and Torres Strait Islander community, and enhance the capacity of the community housing sector.	New housing options delivered and capacity increased.	Progressing
3B.5	5. Work closely with the Aboriginal and Torres Strait Islander community to co-design the new long-term accommodation complex for older Aboriginal and Torres Strait Islander people.	New accommodation complex designed.	Complete
3C.1	1. Develop a new service delivery approach that works with tenants to give them greater flexibility to choose a home that meets their needs.	Service delivery approach developed.	Progressing
3C.2	2. Build a Modern Social Landlord Framework that sets the industry standard and achieves better outcomes for social housing tenants.	Deliver a modern social landlord framework.	Complete
3D.1	1. Build a client portal that will give social housing tenants up-to-date information about their tenancy and accounts.	Portal built and launched.	Progressing
3D.2	2. Build a mobile application that delivers immediate access to social housing information, services and applications anywhere at any time.	Application built and launched.	Progressing
3D.3	3. Create a suite of online application forms for social and affordable housing services that can be completed and submitted electronically.	Forms created and available.	Progressing
3D.4	4. Make face-to-face services available in more locations across the ACT for people who prefer to talk to someone.	More delivery locations established.	Progressing

## Goal 4: Increasing Affordable Rental Housing

Action ID	Action	Indicator/s	Status
4A.1	1. Set an annual community housing target to provide additional affordable rental properties managed by registered community housing providers as part of the commitment to dedicate 15% of the Indicative Land Release Program to public, community and affordable housing.	Indicative Land Release Program.	Complete
4A.2	2. Engage regularly with the ACT community housing sector to investigate and facilitate options for providing assistance to community housing providers and those in need of community housing, including setting housing targets.	<ul style="list-style-type: none"> <li>ACT Government representatives (EPSDD and CSD) attendance at quarterly Community Housing Industry Association meetings.</li> <li>Schedule of regular meetings to maintain a continuous and open dialogue between EPSDD and the community housing sector.</li> </ul>	Continuing
4A.3	3. Enhance mechanisms to reduce the cost of land made available to the community housing sector, including restrictions on Crown leases, land rent or sale at a fixed percentage of market rate.	<ul style="list-style-type: none"> <li>Suburban Land Agency Valuations Policy.</li> <li>Access to land rent for community housing providers.</li> <li>Links with 4A.7.</li> </ul>	Progressing

Action ID	Action	Indicator/s	Status
4A.4	4. Under the ACT Government Affordable Housing Innovation Fund, facilitate a project to develop community rental housing on underutilised leased community facility land.	Targeted project/s to be delivered by community housing providers with support from the ACT Government and Innovation Fund (Round 2).	Complete
4A.5	5. Work with community housing providers to develop more affordable rental properties.	Kaleen affordable rental pilot: Tender for community housing provider to manage 33 Housing ACT owned dwellings in Kaleen.	Continuing
4A.6	6. Support the development of Aboriginal and Torres Strait Islander managed community housing in the ACT.	ACT Aboriginal and Torres Strait Islander Elected Body (ATSIE) and ACT Government working together to identify suitable opportunities. For example, Housing ACT sponsored two places for Aboriginal and Torres Strait Islander community service providers to attend the World Indigenous Housing Conference in 2019.	Progressing
4A.7	7. Explore opportunities to extend land rent to community housing providers for the provision of affordable rental properties.	<ul style="list-style-type: none"> <li>Access to land rent for community. housing providers</li> <li>Links with 4A.3.</li> </ul>	Complete
4A.8	8. Streamline and digitise the government's interest free rental bond loan scheme, making it easier to access when people are looking for a home to rent.	Rental Bond Help - Digitised in December 2018.	Complete
4B.1	1. Establish an Affordable Rental Real Estate Management Model as a pilot under the Affordable Housing Innovation Fund.	Homeground Real Estate Canberra established and successfully operating across the ACT.	Complete
4B.2	2. Encourage an increase in supply of affordable rental properties from private owners that can be managed by the community housing sector through the Affordable Housing Innovation Fund, by investigating options such as a land tax concession on properties rented at 75% of market rate and managed by community housing providers.	Affordable Community Housing Land Tax Exemption Scheme (pilot commenced on 1 July 2019).	Complete
4B.3	3. Investigate financial incentives to encourage the delivery of additional affordable rental housing on privately owned land, including through lease variation charge remissions, or planning controls.	<ul style="list-style-type: none"> <li>Lease Variation Charge Remission.</li> <li>Inclusionary zoning</li> <li>Affordable. Community Housing Land Tax Exemption Scheme.</li> </ul>	Progressing
4B.4	4. Release a residential development site (or sites) via expression of interest process for the construction of affordable rental properties under a build-to-rent model.	Demonstration housing site/s released for construction of affordable rental product	Progressing
4B.5	5. Establish or expand a Home Sharing Model under the Affordable Housing Innovation Fund.	Homesharing model established through Innovation Fund (Round 2)	Complete
4C.1	1. Develop and implement outstanding recommendations of the Review of the Residential Tenancies Act 1997 with a focus on fairness and security for vulnerable tenants.	Residential Tenancies Amendment Act 2019. Once commenced, this legislative instrument will improve tenants rights to own pets, make modifications to rental properties and disincentivise excessive rental increases.	Complete

Action ID	Action	Indicator/s	Status
4D.1	1. Undertake a communications campaign to promote existing support measures for tenants and landlords.	Communications campaign to promote support and assistance measures for tenants and landlords.	Complete
4E.1	1. Investigate establishing priority categories for 'at-risk' groups to access community housing, the affordable home purchase database and Affordable Rental Real Estate Management model properties.	Priority groups identified through Innovation Fund (Round 1).	Complete
4E.2	2. Facilitate a project to support dedicated accommodation options for low income families escaping domestic violence under the Affordable Housing Innovation Fund.	Innovation Fund Round 2 (specified category).	Complete
4E.3	3. Facilitate a project to support a specialist disability accommodation development for either affordable rent or purchase under the Affordable Housing Innovation Fund.	Innovation Fund Round 2 (specified category).	Complete
4E.4	4. Work with the National Disability Insurance Agency, the development sector and people with disabilities and their families and carers to identify potential opportunities to facilitate the development of Specialist Disability Accommodation under the National Disability Insurance Scheme.	Facilitate development of specialist disability accommodation (SDA) under the National Disability Insurance Scheme.	Progressing

## Goal 5: Increasing Affordable Home Ownership

Action ID	Action	Indicator/s	Status
5A.1	1. Set an annual target to increase affordable home purchase opportunities as part of the commitment to dedicate 15% of the indicative land release program to public, community and affordable housing.	<ul style="list-style-type: none"> <li>Indicative Land Release Program.</li> <li>SLA Annual Report for release figures.</li> <li>Links with Goal 1 actions.</li> </ul>	Complete
5A.2	2. Investigate mechanisms to protect and maintain dedicated, individually titled affordable home purchase homes.	<ul style="list-style-type: none"> <li>Restrictions on leases for applicable dwellings under the Affordable Home Purchase Scheme.</li> </ul>	Complete
5A.3	3. Investigate new affordable home purchase price thresholds linked to the number of bedrooms, to replace the current thresholds linked to floor area, to coincide with the finalisation of the Apartment Design Guide and the Attached Housing Design Guide.	<ul style="list-style-type: none"> <li>Affordable Home Purchase Scheme.</li> <li>Apartment and Attached Housing Design Guides.</li> </ul>	Progressing
5A.4	4. Deliver a communications campaign to encourage awareness of the Australian Government's new first home super saver scheme.	<ul style="list-style-type: none"> <li>Communications campaign to promote Commonwealth's first home super saver scheme. Target group: First home buyers.</li> </ul>	Complete
5A.5	5. Undertake a targeted communications project to promote the role of Indigenous Business Australia (IBA) as housing financier for Aboriginal and Torres Strait Islander Australians to purchase a home with low cost financing.	<ul style="list-style-type: none"> <li>Communications campaign targeting Aboriginal and Torres Strait Islander people in need of financial assistance to purchase a home.</li> </ul>	Progressing
5A.6	6. Explore the viability of dedicated affordable home purchase properties to be constructed and sold to eligible households on the ACT Government's home purchase database.	Affordable Home Purchase Scheme.	Progressing



Action ID	Action	Indicator/s	Status
5A.7	7. Investigate financial incentives to encourage the delivery of additional affordable home purchase properties on privately owned land through consideration of mechanisms such as lease variation charge remissions, or planning controls.	<ul style="list-style-type: none"> <li>• Lease Variation Charge Remission.</li> <li>• Inclusionary zoning</li> <li>• Affordable. Community Housing Land Tax Exemption Scheme.</li> <li>• Links with 4B.3.</li> </ul>	Progressing
5B.1	1. Pilot a shared equity initiative in partnership with a community housing provider.	Shared equity homes released to the market.	Progressing
5B.2	2. Investigate feasibility and possible program design for implementing a broader-ranging shared equity (or rent to buy) scheme in the ACT.	Implement a shared equity (or rent to buy) scheme.	Progressing
5B.3	3. Investigate the feasibility of expanding the Land Rent Scheme to allow a shared land equity product through stair casing.	Determine feasibility of expanding Land Rent Scheme to allow a shared land equity product through stair casing.	Progressing
5B.4	4. Test co-housing models for affordable housing provision through the first year of the Affordable Housing Innovation Fund.	Test co-housing models for affordable housing provision through the first year of the Affordable Housing Innovation Fund (Round 1).	Complete