

Mission Australia Housing snapshot report 2018

What we've achieved

1,981
residential
properties
owned or
managed
Australia-wide



Dwelling type

NSW

1,155

social housing dwellings

165

NRAS* managed dwellings

76

affordable housing dwellings

Tas

511

social housing dwellings

24

NRAS* managed dwellings

*National Rental Affordability Scheme

Qld

44

social housing dwellings

Vic

6

social housing dwellings

52% growth
over 1 year

2018
1,981 properties

2019
3,021 properties

Our residents at a glance

3,504
residents housed
Australia-wide



42 average age of residents

average age of residents

1.8 average number of residents per household

average number of residents per household

723*

families housed



\$174

average weekly rent



9.2%

Aboriginal and/or Torres Strait Islander residents

32.4%

residents with disability

25.1%

residents who have experienced homelessness

40%

residents aged 25-55 years

18.6%

female residents over 55 years

34%

senior residents over 55 years

*Households with children and/or dependants. Does not include single occupants or couples.

Increasing supply and supporting tenants

NSW Nation Building commitments

23 new homes purchased

Developments in Tas

37 new social and affordable homes to be constructed

Ivanhoe Estate, Macquarie Park, NSW

3,000+ new dwellings

1,070+

social and affordable units



tailored support



world-leading community development

Townsville Youth Foyer, Qld

40 young people **16-25** years of age



24/7 professional youth workers

\$15.1M

support from State Government

Mid North Coast, NSW

351 properties 2017



1,040 social housing transfer

1,391 properties 2019

Supportive housing

Common Ground

62 social housing units

42 affordable housing units

Frankston

6 purpose-built units

Douglas House

24 supported housing units

Woree Supported Accommodation

20 self-contained transitional housing units

Better homes in vibrant communities

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Communities snapshot



Some of these activities include:



Resident voice

2018 Annual Tenant Survey results



Performance overview
 Tenant satisfaction

85%
 overall satisfaction

84%
 condition of their home

81%
 repairs and maintenance



Complaints
 Tenant satisfaction

56%
 complaint handling
 11% above CHIA* standard

78%
 how to make a complaint
 8% above CHIA* standard

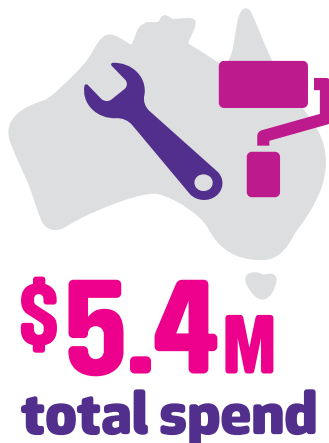
Rights and responsibilities

Tenants said
80%
 knew their rights and responsibilities as a Mission Australia Housing tenant

83%
 their rights as a tenant were upheld by Mission Australia Housing

*Community Housing Industry Association

Assets snapshot



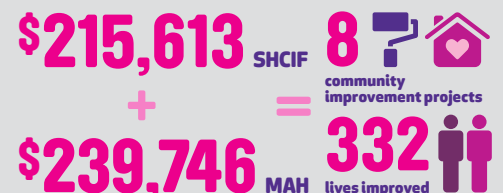
Number of repairs and maintenance requests completed

NSW
6,069
Tas
2,338
Qld
220
Vic
19

Top 3 repairs and maintenance works



Community improvement projects



Better homes in vibrant communities

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