

VICTORIAN COMMUNITY HOUSING TENANT OUTCOMES FRAMEWORK

The Victorian community housing sector, led by the Community Housing Industry Association Victoria (CHIA Vic) and with funding support from the Lord Mayor's Charitable Foundation, has been collaborating for over two years on this major initiative to transform the ability of the sector to measure and deliver tenant outcomes. This is truly a sector-initiated and led initiative that has been developed along with Victorian community housing organisations and a small number of tenants who generously contributed their time and voice.

The framework contains:

- A model of the aspects of tenants lives that are influenced by safe secure and affordable housing
- A set of measures that can be used to understand the extent to which tenants experience the intended desired states of wellbeing
- An accompanying survey that can be used to collect data from tenants.

The sector can use the framework to better understand and respond to the experiences of their tenants, and to inform funders, decision makers and the wider community about the role of community housing in the lives of tenants and strengthening our communities.

The Outcomes Framework has three components: domains, outcomes and measures.

DOMAIN	Domains describe the broad aspects of tenants lives that could be influenced by community housing.	Example Health
OUTCOME	Outcomes describe the desired state of wellbeing or security for tenants that housing contributes to, sometimes directly and in others indirectly. Outcomes are grouped into the relevant higher order domain.	Example Tenants are physically, mentally and emotionally healthy
MEASURES	Measures are ways of knowing that a change has occurred. They provide evidence about the extent to which tenants experience the outcomes. Each outcome has corresponding measure/s.	Example I am able to look after my physical health

The development of this framework was funded by Lord Mayor's Charitable Foundation through the Eldon & Anne Foote Trust

OUTCOMES FRAMEWORK



STABILITY



Tenants have secure housing that they are able to maintain.

It is the relief of knowing we have stable housing now and we feel a lot more secure about the future.

PARTICIPATION



Tenants are able to participate in a range of opportunities to enhance their lives and contribute to society and the economy.

My kids are doing more activities and I am at TAFE. We didn't have this opportunity in our previous location.

FINANCIAL WELLBEING



Tenants can manage their financial situation and access support when needed to support their financial wellbeing.

I am not wasting money. I save money.

HEALTH



Tenants are able to manage their physical and emotional health.

My health has improved so much as having my own house has given me time to heal both physically and mentally.

SAFETY



Tenants feel safe in their home and community.

With rough sleeping, I had to worry about the environment, where I could sleep that night.

CONNECTION



Tenants have strong personal relationships, community connections and cultural fulfilment.

Establishing my Aboriginal identity.

I can be socially active for the first time in a long time. You can't socialise living in a motel.

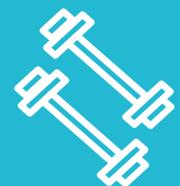
SUITABILITY



Tenants have access to housing that is suitable to their needs and aspirations.

Having a 3 bedroom home so our son could have space of his own made a big difference in his life.

EMPOWERMENT



Tenants are motivated, in control, and active in improving their situation.

Feel able to plan for the future

Now that I am back on my feet I give back to the people in need.

This framework has been developed to provide community housing organisations with a stronger understanding and capacity to respond to the needs and aspirations of their tenants. While the first step in using the framework is to collect data from tenants relating to the measures, the most important step is to then use the data to reflect on tenants needs and current practices and make decisions about future activities.

This framework seeks to establish a common approach for outcomes measurement by the community housing sector. While adoption of this framework is voluntary, we encourage community housing organisations to use it and the accompanying measurement approach as a first step towards consistent, comparable and aggregable data for the sector.

More details on this framework as well as supporting documents can be found on the CHIA Vic website chiavic.com.au/outcomes

WHAT THE FRAMEWORK

PROVIDES

Measures that are widely applicable across the range of housing and the range of tenants within the community housing sector.

A core set of measures that is realistic for all community housing organisations to collect and use. Practicality and feasibility of application is of the highest importance for the framework to be used.

A picture of the self-reported state of being across the tenant population to provide guidance on key issues for further exploration.

WHAT THE FRAMEWORK

DOES NOT PROVIDE

All the information community housing organisations need to make business decisions about how to support tenants to achieve the desired outcomes. The framework can highlight areas where tenants are faring well and opportunities for improvement that could be further investigated.

An understanding of 'attribution', which is the reasons why tenants experience or do not experience outcomes. This includes the extent to which the experience of the tenants is attributable to the provision of housing, related services or even other intervening factors. This understanding would need to be obtained through further investigation.

This framework was made possible through the following contributions:

- The Lord Mayor's Charitable Foundation provided funding for an initial scoping exercise conducted in 2018 and for the framework development in 2019.
- The guidance of a working group comprising CHIA Vic, community housing organisations and the Victorian Department of Health and Human Services.
- 52 community housing tenants who contributed their time and perspective to ensure that the framework reflected the voice and experience of tenants.
- 7 community housing organisations who conducted interviews with their tenants.
- The support of Think Impact, who have provided both paid and in-kind support since project inception.