SOCIAL HOUSING DESIGN GUIDELINE

A QCompanion document 2021

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MESSAGE FROM THE MINISTER

Queensland is a great place to live. From our vibrant regional and remote towns, stunning coastal communities and bustling urban and suburban centres; the place we call home is often the foundation that unites us with family, friends, community and Country.

No matter where we live in Queensland, our homes should be our havens; a space that is safe, welcoming and which reflects both our traditional and contemporary needs. At its heart, the Queensland Social Housing Design Guidelines demonstrate that having a well-designed home that responds to our needs is also critical to our health and wellbeing.

Good design contributes positively to our community's safety, liveability and resilience and provides the opportunity to strengthen our ties to places, which are diverse, inclusive, and socially connected as well as reducing our living costs and our use of natural resources. We recognise that housing design should reflect the needs of residents, the aspirations of the community and the physical environment in which they are built. While these guidelines reflect our shared ambitions for social housing, they can be used to inspire good development in all housing.

These guidelines are an important first step in reflecting on the housing needs of First Nations people and will help inform the review of our current design and construction standards in Aboriginal and Torres Strait Islander communities. This work will include co-design workshops with key stakeholders including relevant local councils.

I would like to recognise the collaborative work of the Queensland Government Architect Leah Lang, as well as Malcom Middleton who recently retired from this position and who played an integral role in the development of these guidelines.

We want Queenslanders to be proud of the homes and the communities they live in. These guidelines underpin our commitment to providing well designed, safe and accessible homes for our most vulnerable. They also show that a home is more than just a roof over our heads, it's a place where we thrive, look after our families, form friendships and belong.

The Honourable **Leeanne Enoch MP**
Minister for Communities and Housing
Minister for Digital Economy and
Minister for the Arts

FOREWORD

Queensland is growing and with this growth comes a demand for housing choice that can meet the changing needs of Queenslanders whilst preserving the things that make living in Queensland great. Good design is an essential ingredient for the future prosperity of our state. It is what transforms a building into a home, and a suburb into a community.

The delivery of better housing outcomes should begin where it matters the most – for those with the greatest need. The importance of a person-centred and place-based approach to housing is reflected in the tenant and design stories contained in these guidelines. As we respond to the changing face of our cities and towns, it is important to consider the role of social housing design in providing a safe, secure and sustainable place to call home.

It takes many people to make a home. If you work in the design, planning or development of homes and communities, co-fund or support social housing delivery, reside in or near social housing or just have an interest in design and the way we live in Queensland, then this guidance material is relevant to you. This is about good housing in general no matter the asset type, class or location.

These guidelines are a result of an ongoing partnership between the Department of Communities, Housing and Digital Economy and the Office of the Queensland Government Architect.

Queensland has a long history of design leadership in social housing and this new Social Housing Design Guideline is informed by demonstration. As a key enabler of the 'missing middle', or the housing that sits between high-rise, high-density living and the free-standing suburban house, the Queensland Government is undertaking 20 social housing demonstration projects, with many of these projects included in this document. This reflects our commitment to delivering high quality, contemporary social housing design that builds on our enviable Queensland lifestyle. I look forward to these and many more well-designed homes being delivered across the state – all adhering to the principles of Q-Design and incorporating the essential ingredients outlined in this Q-companion.

These key ingredients start and end with a simple premise–**be a good neighbour, make a good neighbourhood** and together, **let's make it happen**.
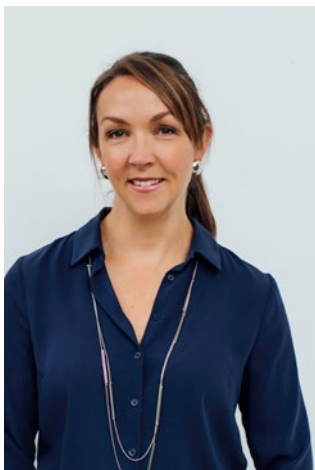
Leah Lang

Leah Lang
Queensland Government Architect

Contents

Guidelines in context

The Social Housing Design Guideline is part of a suite of complementary QCompanion documents that form part of the QDesign family. The Social Housing Design Guideline will assist in providing quality social housing to meet general need.

Over time, additional guidance material will be developed, through co-design with relevant sectors. Some examples include guidelines for Aboriginal and Torres Strait Islander housing, domestic and family violence shelters, and Youth Foyers.

Guidelines to suit particular project types, program types, or client groups. Some examples are illustrated below.

Aboriginal and Torres Strait Islander housing

Domestic and family violence shelters

Youth Foyers
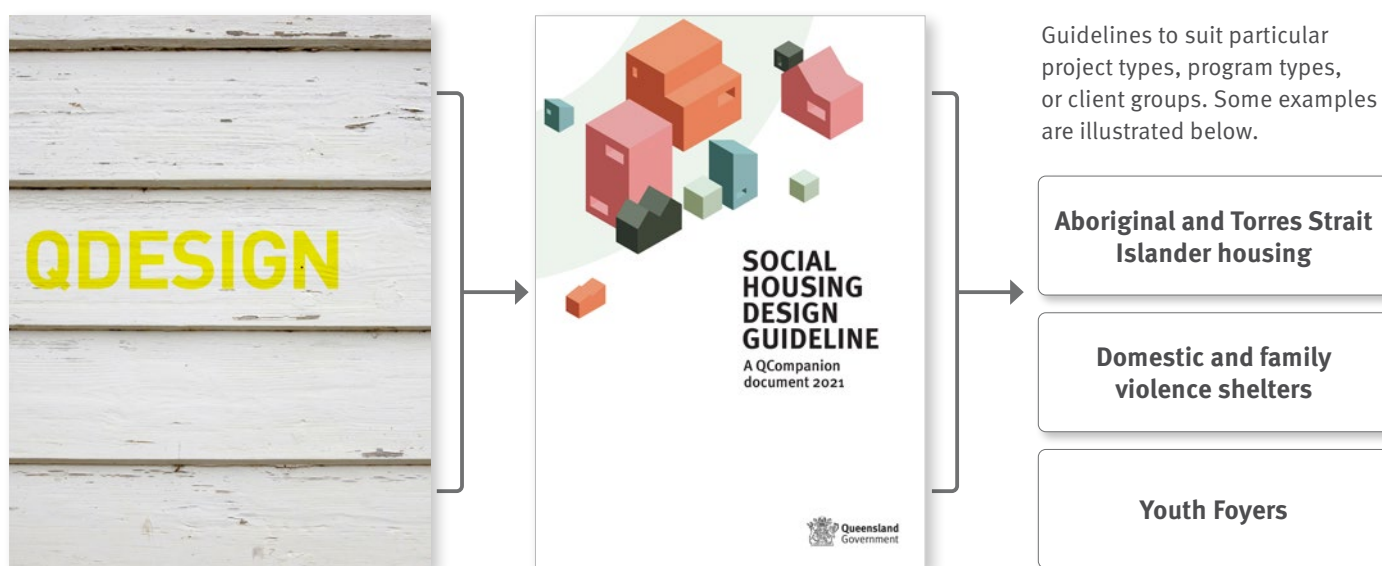
A design led, place-based and person-centred approach to good housing in Queensland

The social housing property portfolio aims to achieve industry best practice in residential design and asset management, and is managed within federal, state and local government legislation, codes and policies.

Specific to social housing

Applicable to social housing and other housing

Mandatory / legislative requirements and strategic direction

Best practice and design guidance

Detailed requirements for social housing

Design library / reference material

National construction Code (NCC) and referenced **Australian Standards**	**QDesign** Outlines priority principles for good urban design In Queensland.	**Individual project requirements** including projects delivering targeted service delivery outcomes, or to particular cohorts, for example, Aboriginal and Torres Strait Islander Housing, domestic and family violence shelters, etc.	**Exemplar social housing projects** including photographs, drawings, plans and details.
Queensland Development Code (QDC)	**Social Housing Design Guideline (SHDG): A QCompanion document** Describes the 10 "essential ingredients" of good design for social housing and may be used as a best practice reference for all housing.	**Summary Sheets** Outline specific requirements, including LHDG elements, for social housing projects.	**Post occupancy reviews** Person-centred post occupancy reviews of completed social housing projects.
Planning Act 2016 and **Planning Regulation 2017** (PR)		**Specifications** Detailed documents that form part of the social housing construction contract.	**Resident stories**
State Planning Policy	**Queensland Government Housing Principles for Inclusive Communities** Designed with people with disability and older people in mind, the principles are applicable to housing design and service delivery for all Queenslanders.	Non-mandatory **Australian Standards**	
Regional Plans and **Local Planning Schemes**		**Livable Housing Design Guidelines** (LHDG), by Livable Housing Australia. Increasing accessibility by including Gold Level and Platinum Level dwelling targets for social housing dwellings.	

Housing Matters

A QCompanion discussion paper on social housing design

A best practice literature review, a targeted online survey to the design profession and several project-centred workshops, informed our essential design ingredients for good housing and priority issues affecting the delivery of quality homes in Queensland.

In late 2020, we released Housing Matters: A QCompanion discussion paper on social housing design, which outlined these proposed essential ingredients and priority issues. People were invited to rate their 'top three' ingredients and issues and to provide other feedback, by completing a quick, 10-minute survey.

We heard from over 450 people, including 279 social or supported housing residents, and 93 design professionals.

What we learned

The Housing Matters survey results aligned with what we have always known – that safety and affordability are important to many of our social housing residents.

Our residents also recognise the value of having great neighbours and living in a great neighbourhood.

It's important for designers to understand that people's priorities for their homes are influenced by personal, lived experience. This highlights the need for Architects and other design professionals to adopt a person-centred approach to design.

SURVEY STATISTICS

66%

16%
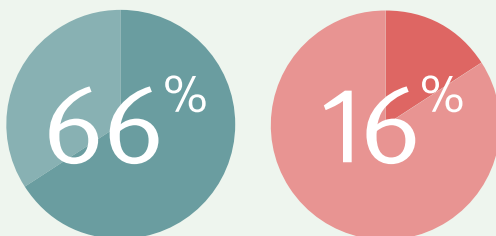
SAFE

66% of social or supported housing residents listed safety as one of the most important considerations for their homes, compared with 16% of those in design related professions.

"Respecting the street and respecting the existing landscape... is vital to achieving better housing and building community."

– Architect

"As I age, I need to feel safe on my own."

– Social housing resident

"Having a home needs to be within the reach of everyone's income."

– Social housing resident

NEIGHBOUR

Across all groups, quality neighbourhoods were considered similarly important, with close to half of most respondent groups noting it as one of their 'top three' ingredients of good housing.

52%
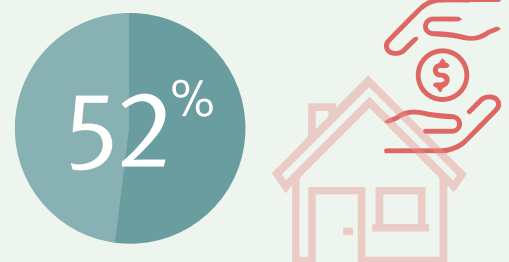
AFFORDABLE

52% of social housing residents rated affordability in their 'top three', in terms of importance.

A history of quality housing

We have a history of providing great housing that meets the needs of residents, enhances the surrounding neighbourhood, and sets a good example to others about best practice architecture, urban design and planning. The projects featured were constructed from the early 1990s.

"Design must, of course, respond to the challenges, constraints and opportunities of the time."

— John Byrne, John Byrne Urban Design

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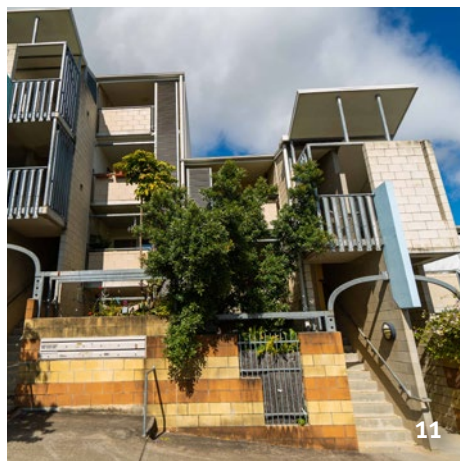
REFER TO P64 FOR PROJECT AND ARCHITECT INFORMATION.

Leading by demonstration

We are excited to be delivering 20 demonstration projects, in partnership with private sector architects, building on ideas that came out of the 2017 Density and Diversity Done Well competition. These projects demonstrate best practice outcomes that challenge our typical approach to the design of social housing projects.

New ideas and lessons learned from these exemplar projects have informed the development of these design guidelines.

— Leah Lang, Queensland Government Architect
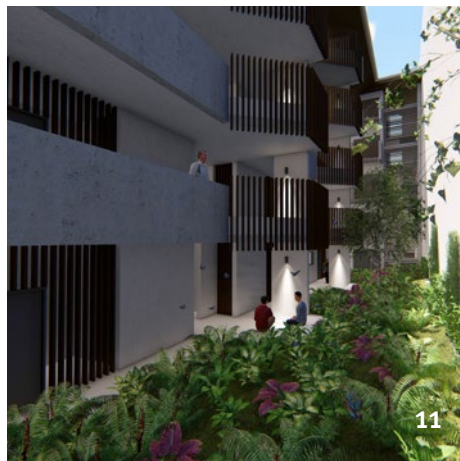
REFER TO P64 FOR PROJECT AND ARCHITECT INFORMATION.

The essential ingredients of good housing

Good housing requires a clear recognition of our individual housing needs.

A list of 10 'essential ingredients' supported by design objectives, strategies and actions have been identified to guide the development of homes that are environmentally, socially and economically sustainable.

These 10 essential ingredients:

- identify desired qualities for all housing projects
- provide a framework for decision making in the design, development and delivery process
- provide a reference point to align thinking
- clarify design expectations, for all those involved in the design and delivery of social housing across Queensland.

1 Be a good neighbour, make a good neighbourhood

2 Make homes safe

3 Make homes affordable

4 Make homes resilient

5 Make homes accessible

6 Make homes practical

7 Make homes comfortable

8 Make homes outside

9 Make homes healthy

10 Make it happen

1. Be a **good neighbour**
Make a **good neighbourhood**

To feel at home, we need to feel part of our community. We need to be in a place that makes us feel comfortable and contributes to our sense of belonging and identity.

2. Make homes **safe**

To feel safe, we need a sense of control over our own environment, in a space that is our own and offers privacy from the world beyond.

4. Make homes **resilient**

With an ever-changing future we need homes that are flexible, that sustain us and can adapt and change with us as we move through life's different phases.

3. Make homes **affordable**

With the cost of living and house prices increasing we need affordable homes that cost less to build and are designed to minimise ongoing costs.

6. Make homes **practical**

A practical home that makes daily tasks easy allows us to spend more time on the people and things that matter, providing us with a place to host loved ones and protect the things we cherish.

5. Make homes **accessible**

Being able to live independently and play a full and active part in our community requires homes that do not discriminate, that are inclusive and allow us to live unlimited by mobility or age.
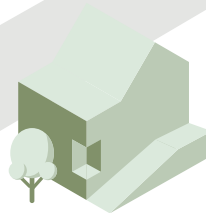
7. Make homes **comfortable**

We need homes that enhance our lives and are comfortable all year round, places that easily adapt to the changing weather and our own individual preferences.
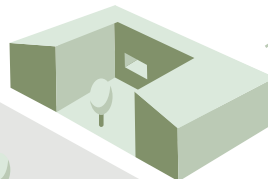
8. Make homes **outside**

We need homes that offer easy access to greenery and the outdoors to support our well-being, allowing us to spend time in nature, to relax and be social.
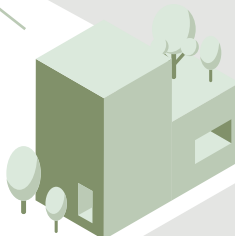
9. Make homes **healthy**

We need homes that encourage us to be active and improve our well-being, that offer sanctuary and a place to relax and recharge.
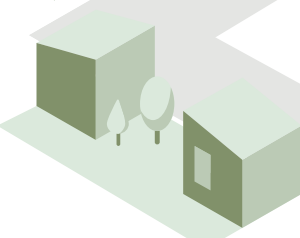
10. Make it **happen**

We need a project process that enables us to navigate the complexities of designing and delivering housing, that adapts to the local community and allows project teams to drive the delivery of quality outcomes.
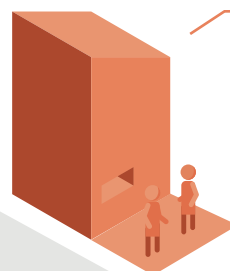
1. Be a **good neighbour**
Make a **good neighbourhood**

To feel at home, we need to feel part of our community. We need to be in a place that makes us feel comfortable and contributes to our sense of belonging and identity.

Design objective

Well-designed homes are part of a community. They support diversity, and respond to and enhance the character and identity of an area.

Design strategies

1.1	Provide diverse and inclusive housing options
1.2	Connect to local amenities
1.3	Balance site density
1.4	Contribute to local character
1.5	Create great streets

Homes are clustered around a shared green courtyard, with large shady trees and plenty of places for residents to sit, relax and enjoy nature.
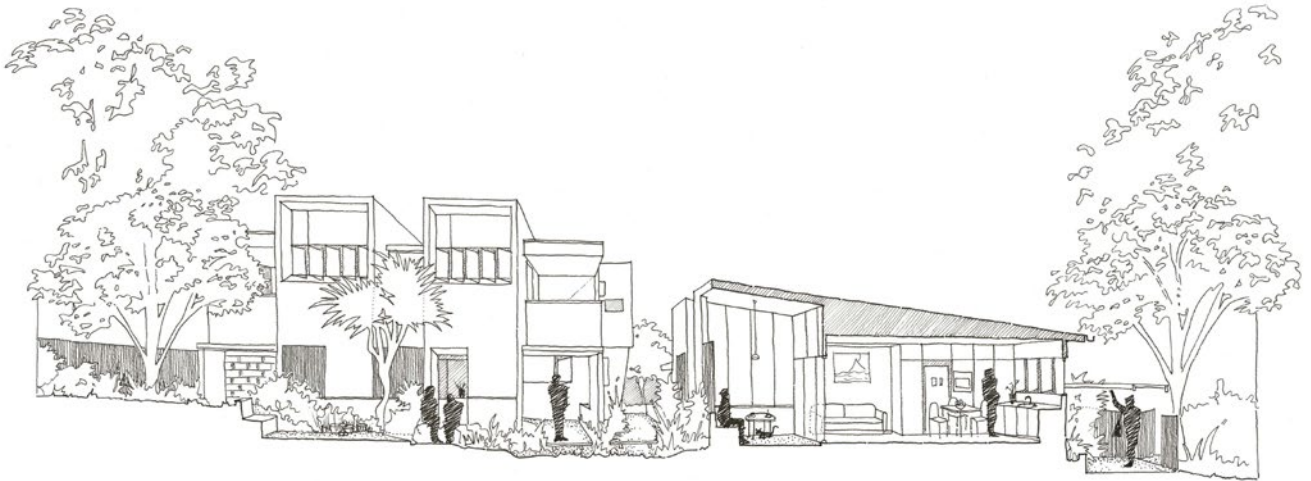
Homes facing the street enjoy individual gatehouses, private outdoor space and a kitchen with a view to the street. Garden walls are placed to delineate ownership and territory for each home encouraging use and activity. These walls help to define what is publicly accessible or privately owned without being restrictive or intimidating.

PROJECT PROFILE
Garden apartments by Anna O'Gorman Architect

This project replaces 2 suburban homes with 7 new homes that offer affordable, compact living for single people and small households.

These new homes are organised in a village-like grouping, around a central communal courtyard. The courtyard is overlooked by all units, providing amenity and a sense of safety for residents.

The new homes are a mixture of detached, lightweight one-storey and two-storey buildings, sited and designed to address both the public street and the internal courtyard.

Parking for cars has been located towards the site edges to prioritise residents' enjoyment and use of the available ground floor outdoor spaces.

A series of thresholds manage the transition between public and private spaces, providing privacy at ground level. Individual homes have direct access to a series of well-defined public and private spaces.

The new homes have been designed to work well with the climate and adopt simple construction systems.

"An entry space, such as a garden or forecourt, mediates the relationship between the street and home. The tension experienced while travelling between outside and inside, and vice versa, can be made more comfortable by extending the space i.e. using steps, landing platforms, gatehouses, fences, planters, pathways or a change in floor finish."

— Anna O'Gorman, Architect

1.1 Provide diverse and inclusive housing options

- Create homes that are great places to live.
- Design homes that reflect individual circumstances and easily accommodate the diverse needs of residents including people of different age groups and cultural backgrounds, people with varying levels of ability, and different family types and sizes.
- Deliver innovative forms of development, tenure and housing typologies.

1.2 Connect residents to local amenities

- Locate housing to ensure residents have easy access to essential daily needs – close to public transport, support services, schools, training and employment.
- Match resident mix to available local services – e.g. access to schools, hospitals etc.
- Provide well-integrated shared facilities to support residents' needs.

1.3 Balance site density

- Locate and organise open space to reduce dominant massing.
- Locate open space to consolidate and strengthen adjacent established landscapes.
- Organise housing to create comfortable, well sized and neighbourly community groups.

Organise housing to:

- minimise impacts on the privacy of neighbours
- minimise overshadowing to gardens, adjacent homes and public spaces
- allow breezes through the site and through homes
- orientate buildings and spaces to optimise solar comfort
- retain existing large trees
- create accessible and human scale neighbourhoods
- create homes that are comfortable for residents' use.

1.4 Contribute to local character

- Create places that respond to local and regional character, building traditions and material use to embed a sense of local identity.
- Deliver developments that respect local heritage and retain significant places.
- Create places that contribute to the character of local views and vistas.

1.5 Create great streets

- Retain street trees and include areas of deep soil to support significant new planting.
- Organise buildings along clear pedestrian pathways.
- Orientate entrances to address the street.
- Co-locate communal space with pedestrian streets to maximise the available public space
- Prioritise pedestrian areas and use over space for vehicles.
- Orientate windows and doors to create opportunities for residents to watch the street.
- Minimise the negative impact of vehicle entries on the character of the street.

Mui's garden cultivates community connections

For West End resident, Mui, gardening hasn't just produced fruit and vegetables, it has also provided great friendships and a strong connection to her community. Mui has lived in her public housing unit in West End for 32 years and says that the garden she tends is one of the best things about living there.

Mui grows all kinds of produce in the communal garden. It was through her love of gardening, that Mui formed a strong friendship with local café owners, Zoey and Thao, and Daryl, a regular customer at the local café.

"We are like her adopted daughters. Mui is very kind and sometimes she will leave bananas and other produce at the back of the café for us," said Zoey.

"My neighbours and I help each other out and I give them produce from the garden, that's one of the great things about living in this community,"

— Mui.

Daryl, a regular at the café and a good friend of Mui's, helps her garden grow by providing coffee grounds that he collects from coffee shops in the local area.

"Mui has an amazing garden and I provide coffee grounds to help her keep her garden looking great," said Daryl.

Mui exchanges fruit and vegetables and other homemade products with neighbours and the local community.
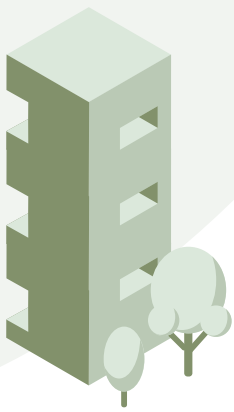
2. Make homes **safe**

To feel safe, we need a sense of control over our own environment, in a space that is our own and offers privacy from the world beyond.

Design objective

Well-designed homes increase residents' sense of safety. They offer privacy and enhance the sense of security and therefore increase the appeal of neighbourhoods.

Design strategies

2.1   Create safe communities

2.2   Create places with a clear sense of ownership

2.3   Layer privacy

2.4   Create homes that work well in an emergency

The central courtyard provides residents with access to a tool shed and workshop, a social hub kids' play area, productive garden and a shared clothesline for drying larger items. It is partially covered with a roof and foliage to provide shade and privacy. Trees are strategically positioned to offer privacy to homes, facilitate easy observation of shared areas and offer additional shade.

LEGEND

1. Landscaping
2. Communal spaces
3. Bin storage
4. Amalgamated car parking
5. Private outdoor spaces

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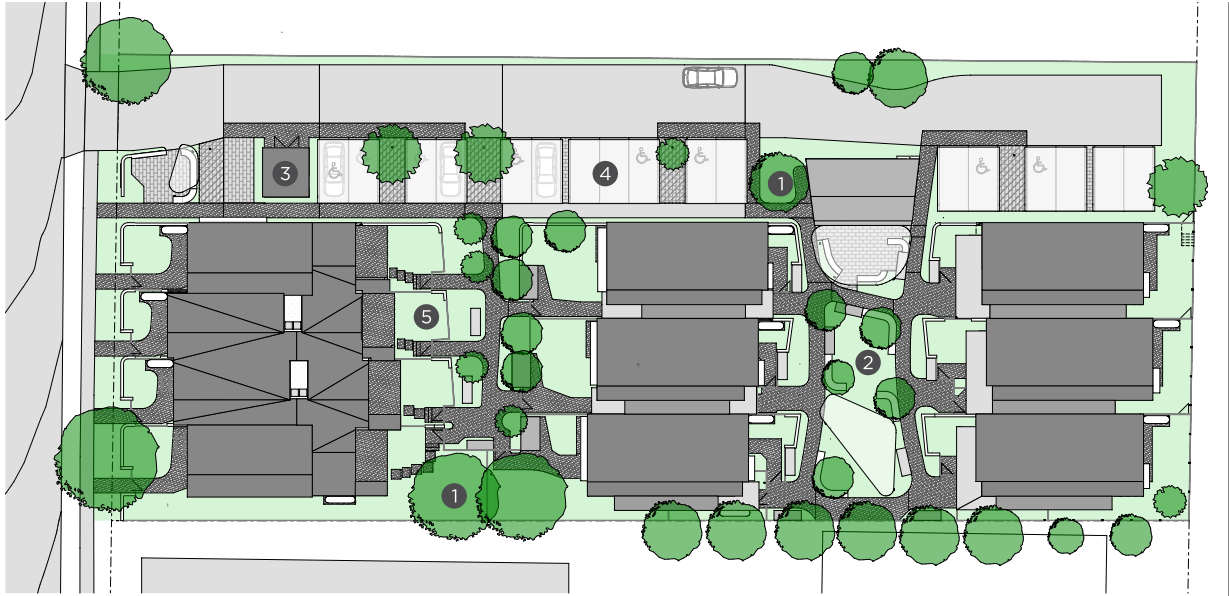
Car parking is consolidated and located to the south of the site to provide clear separation between vehicles and pedestrians. Walking routes to homes are overlooked by residents, promoting safety. Homes facing the street enjoy views and access into north facing courtyards that encourage activity and deliver a safer streetscape for all.

PROJECT PROFILE
Homes that nurture and protect by REFRESH* Architects

These homes have been designed to provide comfortable living for a range of people, which may include single parents, people with disabilities, people with complex needs and backgrounds, and people with pets.

They are arranged around a series of garden spaces and organised to allow for north-south orientation and good natural ventilation into all homes. Landscape features are used to layer privacy as well as bring people together in shared garden spaces.

Each resident has their own, private outdoor space, protected by trees and roof forms that carefully balance outlook and privacy. These visually filtered edges enable residents to clearly see the activity in communal areas while maintaining individual privacy. They provide a gradual transition from private to semi-private to public space.

This is a key consideration when designing for residents with complex needs and backgrounds who may need some time before connecting with neighbours, as their sense of safety increases.

All of the buildings and landscaped spaces have been carefully designed to offer residents a choice in their level of interaction, with shared communal spaces also supporting residents to host visitors without needing to invite them into their home.

"The project is inspired by the idea that architecture can shape a better society. Biophilic design principles are the key driver to create harmonious communal outdoor areas for enhanced human experience."

— Erhard Rathmayr, Architect

It's important to have "Doors and windows that lock properly, safety screens to prevent break ins, and high enough fences for privacy…"

— Social housing resident

2.1 Create safe communities

- Discourage potential intruders to homes by including secure locking and screening.
- Adopt Crime Prevention Through Environmental Design strategies.
- Create trauma-informed spaces that keep residents and others safe.
- Create places that make it easy to find your way.
- Design public spaces to be easily overlooked.
- Provide well-lit pathways, entrances and communal spaces.
- Establish clear lines of sight along pathways, avoiding concealed spaces.

2.2 Create places with a clear sense of ownership

- Provide clear transition between public, shared and private spaces.
- Provide spaces of transition between car parking, shared circulation and the front doors of homes.
- Use landscape and other design strategies to provide a visually soft transition between spaces.
- Provide circulation options, to offer residents choice and the ability to manage their interaction with neighbours.

2.3 Layer privacy

- Design shared spaces to support the comfort and privacy of neighbours.
- Locate windows and doors to avoid overlooking neighbours, whilst maintaining outward views.
- Balance resident privacy with access to breezes and natural light within homes.
- Use landscape and other design strategies to insert space between communal walkways and individual homes, particularly their windows.
- Incorporate a variety of features to support resident privacy.

2.4 Create homes that work well in an emergency

- Design public spaces to balance the comfort and safety of pedestrians with the spatial requirements of emergency vehicles.
- Ensure there is adequate space to allow emergency services to reach individual homes with equipment.

RESIDENT'S STORY
Antoinetta finally has a safe place to call home

To meet her, you'd never know the years of heartache and abuse that Antoinetta has lived through. Her smile is constant, and she is almost always laughing and making jokes.

Antoinetta came to Australia from Italy when she was 33, and now lives in a social housing unit in Kingston. It was a difficult road for Antoinetta before moving into her home.

She was abandoned as a baby, and, suffering from polio and visual impairments, spent the first five years of her life in a Naples orphanage. Antoinetta was regularly abused by the carers at the orphanage.

At 33 she met a man and moved with him to Australia. They married and had a daughter. This relationship turned violent and once again home was not a safe place for Antoinetta.

"He tried to kill me with a skipping rope. I was so depressed I didn't know what to do. I didn't want to lose my daughter."

Antoinetta moved into her current home 16 years ago. She says she feels safe in her home and was able to start her life anew.

Antoinetta is an active volunteer at the local church, participates in gardening and cooking workshops and sees her daughter regularly.

"No one can touch me here now. Now I shop, volunteer, come home, cook, there's no one hurting me, using me, there's no more domestic violence."

Antoinetta takes a lot of pride in her home and fills it with treasured possessions including photos of family, Italian mementos and a collection of dolls.
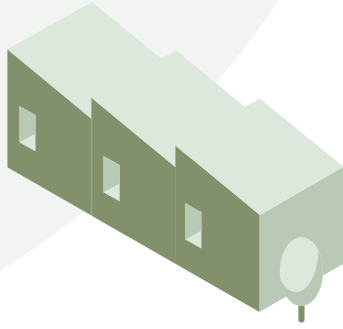
3. Make homes **affordable**

With the cost of living and house prices increasing, we need affordable homes that cost less to build and are designed to minimise ongoing costs.

Design objective

Well-designed homes are affordable to live in and balance up-front expenditure with long-term running costs.

Design strategies

3.1	Minimise capital costs
3.2	Minimise ongoing costs
3.3	Balance cost
3.4	Diversify development models

The relatively high density of the project reduces the land cost component per home, improving project affordability. Also, ground level car parking is much less expensive than basement car parking, further improving affordability

LEGEND

1. Northern, street-facing dwellings
2. Car parking
3. Walkways
4. Green corridor

The building is designed for passive heating and cooling to minimise bills for social housing residents, supporting affordability.

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PROJECT PROFILE
Affordable homes for many by KO & Co Architecture

27 new homes face the street and make the most of the site's northerly aspect. Resident access is via external covered walkways from the south. This configuration ensures all units benefit from access to northern sunlight and effective cross ventilation, significantly reducing cooling costs in summer and heating costs in winter. The green corridor that runs through the centre of the site, provides future opportunity to connect to an adjoining street and establish a laneway between the train and bus interchange and the surrounding neighbourhood.

The building footprint has been kept relatively compact to provide outdoor communal space and areas for deep planting. Existing trees to the north-west corner have been retained and are supplemented with trees planted along the street.

Awnings or roof overhangs provide sun-shading to all windows. Deep balconies to the north shelter living areas beyond. Natural light is delivered into all units through windows on two or three sides, in some instances, light wells illuminate deeper floor plans.

There is a common room on the ground level to facilitate positive social interaction between residents.

Car parking is located behind the building and part of the driveway acts as a shared zone to connect the communal garden to the central green corridor. There is an opportunity for unused parking to function as additional play space.

"Our key priority when planning this project was the first principal of environmental design - orientating all dwellings to the north to maximise the climatic benefits. This decision also activates the street and creates opportunity for a cross block laneway linking directly to public transport and encouraging residents to save by leaving vehicles at home. Small, yet functional apartment footprints are more economical to build, allowing a greater spend on quality, durable materials and common spaces.

— Karen Ognibene, Architect

3.1 Minimise capital costs

- Design comfortable, compact homes with efficient floor plans.
- Design homes to minimise labour costs during construction.
- Adopt innovative building technologies to minimise waste during construction.
- Work with the natural site topography to minimise cut and fill requirements.

3.2 Minimise ongoing costs

- Use products that minimise maintenance and upgrade costs.
- Include individual water and electricity metering to provide residents opportunities to balance lifestyle and affordability.
- Create homes that are comfortable to be in without air-conditioning.
- Design homes to keep electricity costs low.
- Specify energy efficient fixtures and fittings.
- Select fixtures with low water use.

3.3 Balance cost

- Use a cost specialist and ensure ongoing costs are measured alongside capital costs throughout design and delivery.
- Identify where cost savings can be made early in the design process.
- Include design professionals in value management decisions.

3.4 Diversify development models

Develop housing that:

- Supports diverse and flexible dwelling types.
- Accommodates opportunities to work from home.
- Enables residents to share spaces.

RESIDENTS' STORY
Robert and Lilly avoid bill shock

Keeping a lid on the cost of living while raising four children is no easy task. But it's a challenge that Cairns couple Robert and Lilly have faced head-on, coming up with their own strategies to lower bills.

"I work part-time as a cleaner and Lilly is a student but hopes to become a teacher's aide one day, so we have to cut costs where we can to get by," he said.

"We're hoping the solar panels will make things cheaper for us."

"We've looked at how we can reduce our electricity usage, like not using some appliances and buying low-energy light bulbs."

"We always try to recycle, and we'd like to have plants in the yard but they just won't seem to grow."

"We've got a couple of big trees and foxtail palms everywhere and a big mandarin tree."

The family enjoys fishing in the local rivers and creeks. They also like to live in an environmentally friendly way.
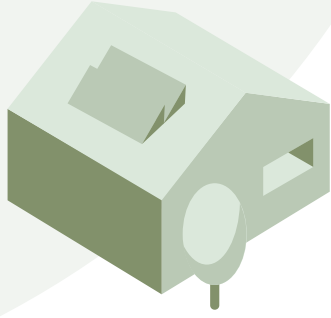
4. Make homes **resilient**

With an ever-changing future we need homes that are flexible, that sustain us and can adapt and change with us as we move through life's different phases.

Design objective

Well-designed homes are resilient places. They provide a sense of long-term stability and security for residents and can be adapted in response to changing social, economic and environmental needs.

Design strategies

4.1	Make homes energy and water efficient
4.2	Use materials efficiently
4.3	Embed opportunities for adaptation and change
4.4	Support learning and earning at home
4.5	Design for sharing

The housing is both welcoming and secure. Brickwork and other materials used were chosen to minimise maintenance and upgrades. Existing trees were maintained and supplemented with a low water use, native garden to encourage biodiversity. Rainwater is collected and solar panels offset power costs.

LEGEND

① Administration hub   ③ Shared living for 4   ⑤ Independent units

② Communal outdoor space   ④ Bike and paddle board storage   ⑥ Garden store

N

The building planning uses landscaped courtyards to separate the three main functions and places the share-house in the centre of an informal breezeway. This ensures all residents and rooms benefit from a calm outlook, privacy and cross ventilation.

PROJECT PROFILE

A fresh start for young people facing homelessness by Push Architecture

The Youth Hub in the Wide Bay Burnett area is a purpose-built space for teenagers and young adults. This supported accommodation gives young people facing homelessness a stable environment to develop and see a viable future.

Staff work and stay on site, providing support, training and life skills. For this project, one suburban house was replaced with a hub that accommodates four young people and a staff member, plus associated support services in a low impact and considered way. The office, administration, intake and training zones have been co-located to the front of the site to establish a 'living room' for support, learning, sharing and connecting. These key communal spaces support young residents on their journey throughout their stay.

The private rooms include desks, and young residents have access to computers and training to encourage and support learning.

There are four, self-contained units at the back of the site, providing accommodation for young people who are able to live independently, but also need some support.

"The young people in this supported accommodation have usually escaped unstable home environments. Hence an integrated garden/home environment that embraces a variety of private and communal spaces was at the core of the design. Importantly the garden and outdoor living areas are constantly viewed from inside and easily accessible."

— Paul Curran, Architect

4.1 Make homes energy and water efficient	• Adopt passive design strategies to take advantage of the local climate. Refer to the relevant local government design guidelines. • Balance the upfront costs of renewable energy against long-term savings. • Design homes that minimise the use of town water on site. • Design homes that support the easy, daily recycling of waste.
4.2 Use materials efficiently	• Use durable materials that age well and reduce maintenance costs. • Minimise building material waste. • Support local economies through the use of local supply, design and building services. • Where feasible, explore the re-use of existing on-site assets.
4.3 Embed opportunities for adaptation and change	• Create flexible spaces, capable of adapting in response to user needs over time. • Design to support self-sufficiency. • Consider opportunities to include alternate mobility and transport solutions beyond car ownership. • Provide options for future adaptation and use of parking infrastructure.
4.4 Support learning and earning at home	• Include private spaces to support quiet work or study. • Provide spaces that can be used to meet for work or study. • Provide storage and easy access to power in multi-use spaces.
4.5 Design for sharing	• Provide opportunities for residents to share resources. • Ensure that design of shared spaces facilitate easy and effective management by residents. • Design shared spaces where residents can meet with visitors.

RESIDENT'S STORY
Taiya finds a pathway to university

For Taiya, living in youth supported accommodation in Hervey Bay provided the stability she needed to finish schooling and develop her independence.

"I used to bounce around friends' houses quite a bit, couch surfing on and off," she said.

"Living in the supported accommodation was a big help in year 12. Even after a bad day, there was always someone to talk to or you could have something to eat, relax and just know you were safe."

Taiya is now studying at university in Brisbane.

"I thought I would do something like nursing – but after living there and seeing the difference the right support can make, I was inspired to help people in a different way. I just finished my first year studying social work and I'm really liking it."

Taiya misses the relationships she had with the youth workers but is enjoying her newfound independence.

Taiya is enjoying her studies in Brisbane.

"There was a lot of hands-on help, like going to the shops, budgeting or even mental health," she says. "Whatever you needed, the youth workers could assist you or point you in the right direction."

Since beginning university, Taiya has lived in student accommodation and feels like her experience in supported accommodation helped prepare her for this next stage of life. "In many ways, it isn't that different– I have my own room, shared areas and there are other young people living here too," she says.

Taiya fondly remembers dinner times at the supported accommodation.

"We had a rotating roster, so every night one of us would cook and we'd sit together around the table," she says. "On Sunday nights we would all work together to cook a roast meal after our house meeting. Everyone would pitch in, from the veggies to the meat and then washing up."

Taiya remembers that moving into the supported accommodation was challenging at first.

"I'm a very private person and in the first couple of weeks, I just wanted to hide away. But the common areas forced you out of your shell and helped you connect with others," she says.

"It was great being around other young people – we'd share stories, experiences and even just text each other if we knew someone was having a tough day."

Taiya was involved in the consultation for the new Wide Bay Burnett Youth Hub, which provides a stable environment for teenagers and young adults. The design of the hub created spaces that foster and encourage learning and earning at home, by providing a variety of private and communal areas.
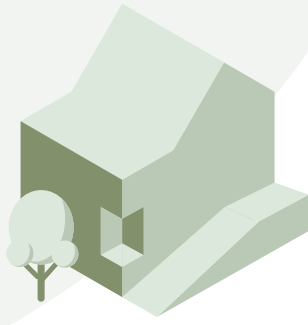
5. Make homes **accessible**

Being able to live independently and play a full and active part in our community requires homes that do not discriminate, that are inclusive, and allow people of all ages and abilities to live unlimited by their surroundings.

Design objective

Well-designed homes improve lives. They are adaptive to diverse physical, sensory and behavioral needs.

Design strategies

5.1	Make homes easy to use and move around
5.2	Provide amenities to support all abilities
5.3	Prioritise the needs of children and older people
5.4	Create accessible places

The project centres on an accessible green laneway which connects both street frontages and provides a well-orientated edge for residents to gather. The car parking courtyard separates cars from individual homes and can double as recreation space.

LEGEND

1. Private courtyards
2. Centralised car parking
3. Shared green space
4. Pedestrian laneway

Carers may stay overnight and need a bed and place for their belongings. The project considers the inclusion of space for carers' rest and activities, providing ample bench and storage space for batch cooking and options for drying larger washing items.

PROJECT PROFILE
Accessible homes on a green laneway by Arkhefield

A suburban site (previously occupied by 3 houses) has been transformed into a new housing community of 12 individual units.

The lower floor of the project has been specifically designed for accessibility. It is easy to move around, with private courtyards at entries designed with space to charge, park and store mobility aids.

Resident parking has been centralised and located at one end of the site, leaving space for the centre of the site to become a green, pedestrian laneway. This internal laneway allows breezes to flow freely through the development, provides each home with a sense of address and encourages social interaction between neighbours. Private courtyards adjacent to the laneway offer an extra layer of privacy to the homes.

Two shared green spaces at either end support community interaction, offering residents access to shared outdoor spaces to enjoy.

The ground floor homes are designed to be pet-friendly with each having a secure outdoor space.

"A communal garden is located within the heart of the site. It connects the central green laneway with the street and provides a well-orientated public space for residents. Many of the one-bedroom apartments feature 'window-beds' in bedrooms enabling residents to have grandchildren or family stay overnight."

— Shy Tay, Architect

5.1 Make homes easy to use and move around

- Design for residents with varied levels of mobility.
- Ensure homes are easy to get around, with clear pathways.
- Design homes to accommodate the functional arrangement of furniture.
- Design homes to support modification and adaptation in response to changing needs.
- Adopt Universal Design principles.
- Adopt Livable Housing Australia's Livable Housing Design Guidelines.

5.2 Provide amenities to support all abilities

- Design shared spaces to be accessible and usable by all residents and visitors.
- Design homes that are able to be modified easily and at low cost.
- Provide well-located and accessible storage for mobility aids and other essential equipment.
- Ensure common functions such as mailboxes and waste bins are accessible by all.

5.3 Prioritise the needs of children and older people

- Design homes and shared facilities to support the needs of children and develop their independence.
- Provide safe spaces for children's play close to parent or carer's activities.
- Provide well-located storage spaces for toys and learning material.
- Design homes and shared facilities to support the needs of older people to maintain their independence.
- Design homes that allow residents to look out and watch the world.
- Provide comfortable seating in public spaces, particularly at main entrances and vehicle pick-up points.

5.4 Create accessible places

- Design buildings, spaces and footpaths that are optimised for use by older people and children.
- Provide well-designed, safe and clearly defined footpaths that encourage walking and reduce the distances between key destinations.

RESIDENT'S STORY
Susan finds her independence

Social housing tenant, Susan found her independence the day she moved into her wheelchair accessible unit in Townsville. She moved from the family home almost two years ago, allowing her to make a home of her own, develop friendships within the community and with neighbours nearby.

Susan uses a wheelchair for mobility and receives assistance through the NDIS to support her independent living. Her mother, Lynne says that moving to the unit has made a big difference in Susan's life.

"The unit is wonderful. Susan continues to flourish and expand her social networks now she has her own home," says Lynne.

Susan's unit has wider doorways and hallways, extra clearance space, level access in the bathroom and no step down onto the balcony. Susan is happy she can move about her home with ease. Overall, Susan says the move to her home has been a wonderful experience.

"My ragdoll rescue cat, Molly loves living in this unit as do I. The location is great, it's got a large shopping centre close by, there's a bus stop right in front of the units and the Riverway is across the road, where lots of festivals and events happen," says Susan.

"The design features make it easy to live in my home without falling and the bedrooms are really spacious,"

— Susan.

"My neighbours and I go across to some of the festivals and I help Bevan, one of my neighbours, water the gardens within the complex and take out the bins on bin day.

One of the best things about having my own home has been the friendships I've developed with neighbours and people I've met at my local gym. I have friends I can call on if I get worried, if I need support or want some company," Susan says.

Susan, front, with her neighbour Bevan and her Lifestyle Assistant, Birthe.

6. Make homes **practical**

A practical home that makes daily tasks easy allows us to spend more time on the people and things that matter, providing us with a place to host loved ones and protect the things we cherish.

Design objective

Well-designed homes make basic daily activities easy, and seamlessly integrate infrastructure for services.

Design strategies

6.1   Balance vehicle needs with residents' comfort

6.2   Make homes durable and cleanable

6.3   Make daily tasks easy

6.4   Provide a variety of storage

The particular building form and massing acknowledges the presence and cultural value of the neighbouring historic house, yielding a garden setting for the shared benefit of occupants, neighbours and those passing by on the street.

LEGEND

① Central communal courtyard with loggia & bbq

② Edible garden along meandering walkway

③ Swale & vegetation buffer along railway line

④ Lightwells to carpark below

⑤ North facing patios and private yards

⑥ Car wash bay in landscape

Most apartments are located towards the street, benefiting from a northern orientation and to reduce the acoustic impact of the adjoining railway line. The other apartments face away from the railway line, opening onto private gardens and a central courtyard (also to the north). Despite the steep site, all communal areas are easy to access, assisted by the provision of a semi-basement carpark.

PROJECT PROFILE
A practical design for a challenging site, by Levesque and Derrick Architects

This steep site, with an eight metre fall from corner to corner, is located between a railway line, a road reserve and a cluster of recently developed apartment buildings. The project consists of 20 homes, including one-bedroom and two-bedroom apartments, plus a three-bedroom apartment.

Semi-basement car parking was a logical solution for this project, as it has minimised the impact of vehicles and driveways, allowing more open green space and pedestrian walkways at the ground level.

The individual homes are designed with practical living in mind, for example, the one-bedroom homes feature multi-purpose spaces, which may be used as a study, occasional sleeping space, or for additional storage.

The simple, open floor plans allow residents to furnish the homes to suit their personal needs and preferences, and finishes and fixtures are simple, durable, and easy to keep clean.

"Knowing that residents may have different levels of mobility, it was important to develop a practical circulation strategy that would allow residents to navigate this steep site as easily and independently as possible. The provision of a semi-basement carpark has allowed us to provide a safe, meandering walkway which starts at the street, linking all communal areas as it makes its way to the highest ground at the rear of the site. "

— Mathieu Levesque, Architect

6.1 Balance vehicle needs with residents' comfort

- Develop project specific parking solutions.
- Minimise the impact of driveways.
- Design vehicle-related infrastructure to contribute to the character and legibility of the street and development address.
- Locate charging points for mobility aids to be easily accessible.
- Balance the servicing needs of utility vehicles with residents' comfort, amenity and safety.

6.2 Make homes durable and cleanable

- Provide well-located infrastructure for cleaning communal spaces and services (such as bins).
- Include well-located places to wash cars, bikes and vehicles.
- Design homes that are easy to maintain.

6.3 Make daily tasks easy

- Ensure good internal floor planning locates rooms and furniture logically and minimises unnecessary paths of travel around the home.
- Provide well-designed spaces for laundry, washing and private drying.
- Provide well-located spaces for waste collection, including recycling.
- Ensure power points and taps are located to support cleaning.

6.4 Provide a variety of storage

- Design homes to accommodate a variety of furniture and fittings.
- Provide well-located and practical shelving that is easy to reach.
- Ensure cupboards are a practical size for their storage functions.
- Consider creative, flexible and functional storage solutions to accommodate residents with higher storage needs.
- Design the entries of homes with space to set things down.

RESIDENT'S STORY

Neighbours, Barry, Colleen and Aileen make knitting as easy as A, B, C

Husband and wife Barry and Colleen, and their neighbour Aileen live in a public housing development in Taigum on Brisbane's northside.

Aileen, Barry and Colleen – or A,B,C as they call themselves – knit toy bears, and lots of them.

Aileen says it all started when Barry came home with a knitted bear, a prototype for the A, B, C creations to come.

This led to them knitting hundreds of bears so far, for donation to the Queensland Children's Hospital.

"We wanted to give them to someone, so we offered them to the Queensland Children's Hospital. They can't get enough of them," says Aileen.

"Barry said he was going to start making these bears, and I said, I've got lots of wool, I can help. Then I got addicted to it and wanted to do more."

Aileen is a master knitter and has been doing it all her life.

"I learned when I was five," she says. "My older sisters taught me. But because of the damaged nerves in my hands, I couldn't do it without Barry."

Barry stuffs the bears, and brings them to life with faces, arms, legs, hair and clothes. Barry's mum taught him to knit and he still has the beautiful, full sized blanket he knitted with her when he was younger.

Barry has also extended his knitting repertoire to garden decorations. Over Christmas, when he was supposed to be having a break from knitting, he knitted a sloth and koala which sit in the trees in the communal garden. He also made a stag, by knitting a covering and placing it over a tin structure.

Colleen says they try to have regular rests away from knitting but find it hard to stop.

Barry in his home surrounded by his equipment and creations.
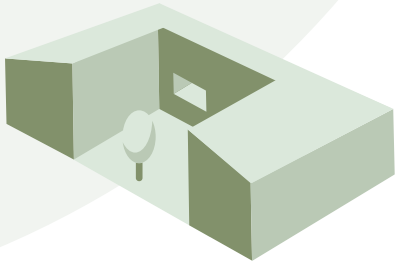
7. Make homes **comfortable**

We need homes that enhance our lives and are comfortable all year round, places that easily adapt to the changing weather and our own individual preferences.

Design objective

Well-designed homes are places where people want to live. They are adaptable to residents' lifestyle requirements and comfortable throughout the year.

Design strategies

7.1	Design to suit the climate of the site
7.2	Balance privacy and views
7.3	Arrange space to enhance liveability
7.4	Support individuality and choice

A view of residents enjoying the shared garden. Both landscape and a large overhanging roof shade the walls and windows, keeping temperatures cool inside and out. Screen planting at the boundaries creates privacy.

The buildings are organised around a courtyard and step up in height away from the street, towards the back of the block, allowing breezes and good levels of daylight to access all apartments.

PROJECT PROFILE
A vertical village by Cox Architecture

This project consists of three distinct buildings clustered around a central communal courtyard located above resident car parking. The building steps up in height as it moves away from the street, from a neighbourly two storeys at the street edge, up to five storeys towards the rear of the site, diminishing the building size and scale.

Many of the one-bedroom apartments enjoy a northern orientation with the stepped height allowing sun into the homes and the central communal courtyard. Each cluster of homes enjoy their own distinct outlook, views and identity within the community.

Breezeways between buildings allow cool air to filter and circulate into and through each home. The main pathway and circulation weaves through the site, offering views and vistas to landscape to aid navigation as residents move around building.

This enjoyable entry sequence takes residents from the street, past a communal courtyard, up to their homes through an open stairway, via a vine covered walkway.

"The building makes resident comfort a priority through a plan arrangement that choreographs outlook to landscape, access to natural light and ample opportunity to draw breezes into each home."

— Paul Focic, Architect

7.1 Design to suit the climate of the site

- Position homes to bring daylight indoors.
- Organise and orientate homes to optimise comfort and to achieve passive ventilation.
- Protect openings from the sun and weather.
- Use planting to create shade and to cool external surfaces and spaces.

7.2 Balance privacy and views

- Provide visual and acoustic protection and provide a good level of privacy between neighbours.
- Enable residents to choose to either open up to views or retain privacy.
- Design to avoid overlooking of private areas and maximise views to public spaces.
- Provide privacy at dwelling entries.
- Screen service areas from view.

7.3 Arrange space to enhance liveability

- Use 'leftover' space to improve amenity.
- Allow separation between household members where possible, for example between living areas and bedrooms.
- Provide places to work, study and undertake hobbies.
- Ensure sufficient bench and table space for multiple uses.
- Where possible, provide high ceilings to create a sense of space.

7.4 Support individuality and choice

- Vary the design of building features to enhance individuality and identity.
- Design the interior of homes to support personal expression and flexibility of use.
- Design balconies that conceal belongings and allow residents to control their level of comfort and privacy.

RESIDENT'S STORY
Mark's home creates positive change and purpose

Moving to Mount Gravatt has helped go-getter and social housing resident, Mark, realise his goals and given him a greater sense of purpose.

From his home, Mark is carving out the next exciting chapter in his life, studying at university, connecting with friends and turning his keen interest in computers into a business.

"I'm halfway through a Master of Cybersecurity Systems," Mark says. "I'd been wanting to go back to uni for a while and I built up the motivation and did it, and I'm really enjoying it."

"Moving to this place has allowed me to study again and has given me a purpose in life."

Mark's unit is only minutes from his university campus, and has enough space for him to work and study at home . "I can study, work on my computer business and even have clients visit at home."

Mark has a degenerative condition, which means he is no longer able to use his arms or legs and uses a wheelchair to get around.

"I get too cold in the winter and sometimes a bit uncomfortable in the summer, but I grew up in North Queensland, so summer is not so bad!" he says.

"With my condition, I am looking forward to having an air-conditioning system installed now my application has been approved."

For the most part, Mark feels like he has privacy in his unit.

"Day to day you don't hear anyone else, and I don't worry if I want to listen to '80s and '90s music loudly," he laughs. "It's also nice to be able to just go out on the balcony, and with the tree coverage it feels really private."

On the balcony there are some personal touches like pot plants and candles, and in the lounge room a treasured photo of Mark's parents takes pride of place.

Although Mark feels at home in Mount Gravatt, he thinks some small changes would improve the comfort of his unit.

"There's natural lighting from the balcony but it would good for it to be a bit brighter throughout, and to have more cupboard space too."

Mark says his home is much more comfortable than the last place he lived and has provided many positive changes.

"I like it here. And having my mates close by now really helps too – they're always coming to visit, and I know I can rely on them."

Mark enjoys sitting on his balcony with a view to trees, sky and the street.
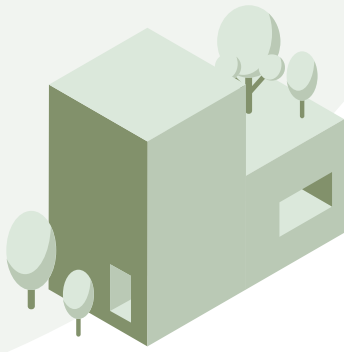
8. Make homes **outside**

We need homes that offer easy access to greenery and the outdoors to support our well-being, allowing us to spend time in nature, to relax and be social.

Design objective

Well-designed homes provide residents with opportunities to directly access nature and contribute to the quality and quantity of green space in an area.

Design strategies

8.1 Conserve, protect and enhance the natural environment

8.2 Make space for new landscapes

8.3 Connect homes to nature

8.4 Include edible landscapes

8.5 Make landscapes easy to manage

Homes are accessed through a shared green laneway and landscaped common. Landscape has been selected from local drought resilient species and includes lush green foliage and tropical colours.

LEGEND

① Communal entries from the streets

③ Personal entries from the street

⑤ Private outdoor yards

② Central green walkway

④ Landscaped common

⑥ Centralised carpark to the rear

N

Homes are arranged around a large common garden and enjoy pet-friendly private outdoor gardens facing the streets.

PROJECT PROFILE
A community with a green heart by Counterpoint Architecture

This project will provide 18 new two-bedroom and four-bedroom homes, designed to respond directly to the climatic conditions of Queensland's dry tropics.

A large landscaped communal space is at the heart of the scheme. All homes are linked to this open space both visually and through pedestrian walkways. This space is intended to foster a sense of community and create opportunities for casual interaction between residents.

Homes have been designed and orientated to be naturally ventilated. They capture and utilise the prevailing south-east wind and north-east sea breezes, to provide residents with passive cooling for indoor comfort, without needing to rely on air conditioning.

This placement of buildings and open spaces will ensure a high level of natural shade and protect homes from the heat of the sun.

The inclusion of landscape is key to the success of the scheme. Well-considered tree planting that delivers extensive shade is essential to achieving a design outcome that is comfortable for residents and contributes positively to the neighbourhood.

The landscape has been designed to be durable and conscious of the climatic conditions of North Queensland. It features a select palette of plants including lush green foliage with highlights of tropical colours, drawn from a range of local species, to deliver seasonal change and fragrance to the landscaped spaces.

"Gardens and green spaces are known to enhance health and well-being. We have designed this project around a generous green space that fosters a sense of community and also provided all residents with private outdoor spaces that allow for individuals to have their own plants or small gardens."

— Mark Kennedy, Architect

8.1 Conserve, protect and enhance the natural environment	• Design places that respect and contribute to the landscape character of the local area.
	• Wherever possible, preserve existing healthy trees and vegetation.
	• Select plant species to enhance local biodiversity.
	• Create landscapes that are climate responsive.
	• Adopt best practice water sensitive urban design strategies.
8.2 Make space for new landscapes	• Make space for new planting, including large trees.
	• Include deep planting zones.
	• Design pathways to include planting and landscape structures to provide shade for pedestrians.
	• Create shared garden spaces to support community activities and play.
	• Provide places for people to sit and enjoy the garden, with access to shade in summer.
8.3 Connect homes to nature	• Provide flexible private garden and outdoor living spaces for residents with enough space and privacy to encourage use.
	• Ensure shared outdoor spaces are well-connected to private yard spaces at ground level.
	• Provide direct visual and physical access between indoor and outdoor living spaces.
	• Design private outdoor living spaces to comfortably accommodate furniture and pets.
	• Ensure outdoor spaces are weather protected to support year-round use.
8.4 Include edible landscapes	• Provide opportunities for residents to grow food in both shared and private gardens.
	• Ensure private outdoor living spaces can accommodate pots and planters.
8.5 Make landscapes easy to manage	• Design landscapes to be low maintenance and drought resistant, using plants appropriate to the local climate.
	• Ensure garden spaces and garden beds can be easily accessed and maintained by residents with varying levels of mobility.
	• Include space for the storage of garden tools.
	• Include accessible taps for the irrigation of both communal gardens and private outdoor spaces.

RESIDENT'S STORY
Housing helps bring Jo freedom and flowers

When Jo was living in a nursing home because of an Airforce accident, she was just living. But 18 years ago, when she moved into her home in Ipswich, she made a life. This new life brought her freedom and flowers.

One of Jo's favourite places in her home is her garden. Filled with beautiful and multi-coloured roses, it is easy to see that this space brings her a lot of joy.

"I love roses," said Jo. "When I was growing up, we were not allowed to plant roses and now that I'm in my own place, I can plant whatever flowers I like."

"When I was in a nursing home, I couldn't have a garden and I couldn't have my dogs with me, so when I got into this home, it changed my life."

"This place has brought me freedom and my garden brings me so much peace and enjoyment," said Jo.

With the help of the department's occupational therapists, Jo was able to have her home modified to suit her needs, with features such as lower bench tops, a lower oven and a higher toilet to accommodate her wheelchair.

Jo moves around her home with ease but loves spending a lot of time in her garden, with supervision from her two German Shepherds, Ice and Finn.
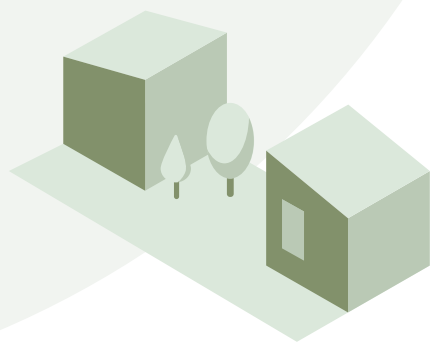
9. Make homes **healthy**

We need homes that encourage us to be active and improve our well-being, that offer sanctuary and a place to relax and recharge.

Design objective

Well-designed homes foster healthy communities, support healthy behaviours and make active healthy lifestyles easy.

Design strategies

9.1	Support the health and wellbeing of residents
9.2	Encourage residents to be active
9.3	Design for pedestrians, bikes then cars
9.4	Create places that provide sanctuary
9.5	Support people through life's challenges

Homes address the street to provide ground floor homes with direct pedestrian access, which allows opportunity for interaction with the community and makes walking to the nearby high street shops and public transport easy.

A garden at the centre of the site creates places for people to interact, gather and grow their own plants, should they desire. It also provides for a range of practical ramped pathways through an enjoyable landscape that encourages residents to traverse the sloping site without relying on a lift.

PROJECT PROFILE
A healthy place to age connected to community by Baber Studio Architects

This project creates homes for members of the community, that have moved from a large family house but still wish to be close to family and community. Some residents will have visiting family and or carers and some may be small families with a requirement for greater accessibility.

The design uses scale and dispersed building massing to create connections to the neighbourhood, socially and structurally. It offers a model for increased density and housing diversity near a high street and incorporates a secondary laneway.

The landscaped area is substantial enough to provide effective common gathering spaces for residents and visitors. It offers layered privacy to homes and creates pockets of sanctuary with varying degrees of privacy.

"Designing for effective deep planting on the site is worth working for, it allows proper shade trees to grow that create a microclimate for the site, and outdoor spaces that people genuinely enjoy spending time in. It also offers a canvas for the residents young and old, to make into a garden of their own, building their sense of community belonging."

— Kim Baber, Architect

9.1 Support the health and well-being of residents

- Create shared spaces that encourage social participation, and that help foster a sense of community, belonging and pride.
- Create homes that are easy to adapt in response to sensory needs such as light and sound adjustment.
- Create homes that allow families to connect over daily rituals.
- Create homes that can easily accommodate visitors (overnight guests, babysitting, grandparents).
- Create homes that are easy to clean.
- Create places that accommodate pets.

9.2 Encourage residents to be active

- Prioritise the needs of pedestrians and cyclists.
- Make physical activity a convenient option.
- Provide spaces that make it easy for people to be active.

9.3 Design for pedestrians, bikes and then cars

- Locate housing within easy walking distance of good public transport to reduce car dependency and risk of isolation.
- Consider the provision of facilities to support the use of scooters and other alternate forms of transport.
- Locate and screen car parking to minimise its negative visual and physical impact on the enjoyment of residents' homes.

9.4 Create places that provide sanctuary

- Minimise the noise impact from shared spaces, including streets, on adjacent homes.
- Where possible, provide residents with more than one way to get to and from their home, to provide choice regarding interactions with their neighbours.
- Layer privacy to create homes that provide a calm comfortable retreat and offer residents the ability to be at home without being seen.
- Create homes that offer residents views out, towards vegetation, landscapes and the sky.

9.5 Support people through life's challenges

- Create spaces that encourage natural interaction and promote support.
- Where possible, provide residents with more than one way to get to and from their home, to provide choice regarding interactions with their neighbours
- Create homes that can easily accommodate visitors (e.g. overnight guests, babysitting, grandchildren)

RESIDENT'S STORY
Janet feels relaxed in her new home

There's nothing like the comfort of home. That's what Redcliffe social housing resident, Janet thinks after moving into the newly named Marle Juster OAM development, occupied by seniors.

"I love my new place. It gives me a sense of security and my life has changed for the better," says Janet.

For Janet, home means a place where you feel at peace, you have no stress and you can relax. "I love my balcony and I like to look out and hear the birds."

"I get on well with all the neighbours and we're always willing to help each other out," says Janet.

Staying fit and active is an important part of Janet's routine.

"I like to go line-dancing and do aqua aerobics and I like gardening. I have a bad back so doing exercise like this helps with my condition."

"I think it's important to look after yourself both mentally and physically, when you are feeling good you can tackle anything," says Janet.

Having lived in the Redcliffe community for a long time, Janet says that she can't imagine living anywhere else.

"I love this community, I've lived here for 42 years and I have friends in the area. Moving to this complex has been wonderful," says Janet.

Janet at home on her balcony.
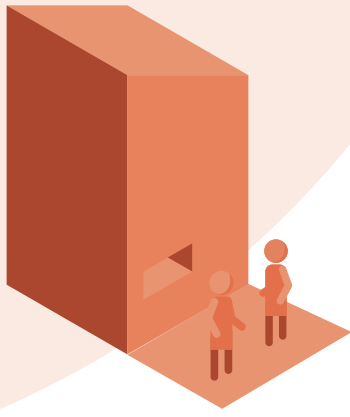
10. Make it **happen**

We need a project process that enables us to navigate the complexities of designing and delivering housing, that adapts to the local community and allows project teams to drive the delivery of quality outcomes.

Design objective

Well-designed homes are delivered through design leadership, effective engagement with communities, strong collaboration and a well-defined process – it is a team effort.

Process strategies

10.1	Adopt best practice
10.2	Lead with design
10.3	Create a great team
10.4	Engage effectively and early
10.5	Set a clear project brief
10.6	Measure, review and champion the design
10.7	Learn from the past and inform the future

10.1	**Adopt best practice**	• Learn from national and international case studies.
		• Seek 'lessons learned' from teams on similar projects.
		• Identify opportunities where the project may innovate, test and advance best practice.
		• Identify barriers that may restrict innovation and set aside time and resources to find solutions.

10.2	**Lead with design**	• Set and define 'good design' to establish key project performance goals.
		• Choose quality designers and support local talent.
		• Fully leverage the contribution of appropriately skilled and experienced designers throughout the project.
		• Test and enhance concepts throughout their development – for example adopt a peer review process.

10.3	**Create a great team**	• Choose a diverse team with relevant and complementary skills.
		• Create a project team culture of collaboration and interdisciplinary working.
		• Embed specialists to design, measure and balance human, economic and environmental metrics.

10.4	**Engage effectively and early**	• Draw on and utilise the first-hand knowledge and experiences of the community.
		• Develop a plan for community engagement, use an experienced facilitator and a structured process.
		• Engage widely and with diverse users.
		• Embed your design and project team in the engagement process, before design starts.
		• Record and share the engagement and design process to improve project understanding.

| 10.5 | **Set a clear brief** | • Translate learnings from community engagement into a clear actionable design brief. |
| | | • Set a clear project brief, balance economic, environmental and human goals. |

10.6	**Measure, review and champion the design**	• Establish a project champion/s to check alignment of the design to the brief, regularly and throughout the process.
		• Adopt relevant established industry benchmarks.
		• Maintain design team continuity.
		• Capture and maintain an assessment of design value aligned to the project objective and vision.

10.7	**Learn from the past and inform the future**	• Undertake post occupancy reviews and share results.
		• Collect residents' stories and share widely.
		• Create a record of your project and publish to gather and share lived and built experience and educate teams in practice.

Logan Youth Foyer

"From the first engagement experience with Bark, it was clear why they had been awarded the contract for this very special piece of work. Their values of creating real community consultation in the design and build of accommodation for people who have experienced hardship were truly lived out in their respectful and genuine interactions with the young people, staff and community. They cared for the viewpoints of all parties and kindly guided the process to bring to life the ideas being put forward."

— Jasmine Lind - Coordinator - Logan Youth Foyer Support Service Housing and Homelessness Support Services 17 May 2019

Collaborative engagement creating community by Bark Architects

Youth foyers provide safe and secure accommodation for young people while they earn and learn.

The Logan Youth Foyer expansion was a design-led project with young people involved in the co-design process to increase the existing 22 self-contained units to 40.

The collaborative and inclusive process with stakeholders ensured a design was developed that would benefit the young people who will live there.

The project methodology included invaluable collaborative workshops with young people and project stakeholders. The insights and project directions gathered at workshops were vitally important and established the base that would guide the project's future success.

Project facts

- Provides 16 new one-bedroom living units with outdoor living spaces located to the north, a communal outdoor hub, indoor hub and dedicated office for the support services team, adding to the existing 22 studio living units.

- Delivered through a co-design process with the architect-led design team providing continuity through both the design and construction stages.

- Designed through a collaborative and inclusive process including 'Enquiry by Design' workshops with young people and stakeholders.

- Responsive to the Livable Housing Design Guidelines.

- The design brief was extended after a need was identified during co-design to incorporate indoor and outdoor communal spaces to promote social cohesiveness.

- Delivered ahead of schedule and within budget.

Design goals

- Create a great place for young people to live and develop social cohesion.
- Focus on central shared community 'green' space and landscape integrated design.
- Optimise climatic response with all living units open to north.
- Harness natural light and breezes, with maximum connection between internal and external areas.
- Use a sub-tropical, low maintenance plant palette to provide horizontal and vertical screening and permeability to balance a sense of openness with privacy and security.
- Work with strong landscape character.
- Be inspired by local place and celebrates Queensland characteristics, forms and culture.
- Provide adaptable, flexible spaces with separate bedrooms and living spaces.
- Create central shared indoor and outdoor hubs to support community cohesion.

Design achievements

- A great place for young people to live and develop their skills to be confident, strong and self-supporting.
- Shared community space and integral landscape design featuring sub-tropical, low maintenance planting.
- Buildings deliver an optimal climatic response, with all homes open to the north.
- Provides flexible spaces that respond to residents' needs.
- The inclusion of communal areas, a basketball half court and a 'make your mark' art wall, providing opportunities to create a sense of community.

Photographs of Logan Youth Foyer C @Christopher Fredrick Jones
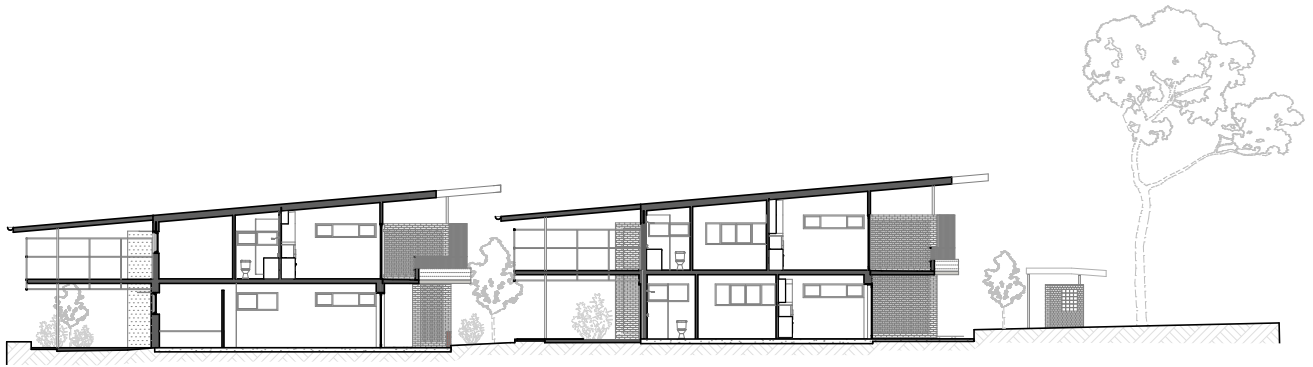
RESIDENT'S STORY

Jasmine and Renato reflect on the power of collaboration and community

Jasmine, Program Manager at the Logan Youth Foyer says that Youth Foyers are about providing safe and secure accommodation for young people while they earn and learn.

"Transitioning from a teenager into an adult world with responsibilities is a lot to learn. We supervise and support young people on-site. The atmosphere is actually a mini community."

"We operate together as great neighbours, as great tenants, build relationships and look after one another's wellbeing and safety. We recognise that we are part of the community and what we do shouldn't impact on the surrounding neighbourhood."

"Foyers really aim to make sure that there is available parking and infrastructure for staff and young people. Being close to transport is a key feature of most foyers."

Renato, a tenant at the Logan Youth Foyer, says that the design of the building and the grounds with sub-tropical and native plants provides a great space to be in.

"To me it looks beautiful. It's a place you can just enjoy the scenery – the trees, just the space and atmosphere it creates."

"I love gardening and seeing all these plants, it makes me want to take care of them. I like it here."

Renato says that he feels safe and secure in his home and is really grateful to live in a well-designed building.

"From being homeless to having something over your head, it's a blessing to me. As soon as I got here, I didn't have to look over my shoulder. I didn't get anxiety about things. This place is so close to perfect."

"I feel safe here, it feels like home to me," says Renato.

PART 03

The Tool Kit
Using the ingredients

These housing guidelines are intended to assist anyone working in the design, planning or development of homes and communities; however are directly applicable to the design and delivery of social housing.

They have been developed to elevate a number of priority issues that have a significant influence and impact on the quality, liveability and sustainability of homes.

The guidelines provide a design resource that works within and complements existing national, state and local regulation, guidance and policy information.

To support the easy adoption and use of the 10 essential ingredients, complimentary resources have been developed, including a **five-step project process plan** and a **project checklist.**

Five-step project process plan

Five key project steps have been identified, aligned to critical points of decision making, where the use of these guidelines has amplified value in terms of influence and outcomes.

The first two and last two steps respond directly to key stages in the typical project development process. The third encourages an embedded discipline of consistent review throughout each stage:

| Typical project development process	Five-step project process plan
Pre feasibility and brief development	Step 1 — Establish strong foundations
Concept design and detail design	Step 2 — Advance ideas collaboratively
Embedded and consistent review	Step 3 — Review regularly
Delivery	Step 4 — Deliver the vision
Post occupancy review	Step 5 — Live and learn

STEP 5

Consult, capture, document and share lessons learned.

STEP 1

Get the brief right, get the team right and engage key project stakeholders effectively in this foundational project stage.

Establish strong project foundations

Review regulary

Live and learn

Review regulary

Review regulary

Advance ideas collaboratively

Deliver the vision

Review regulary
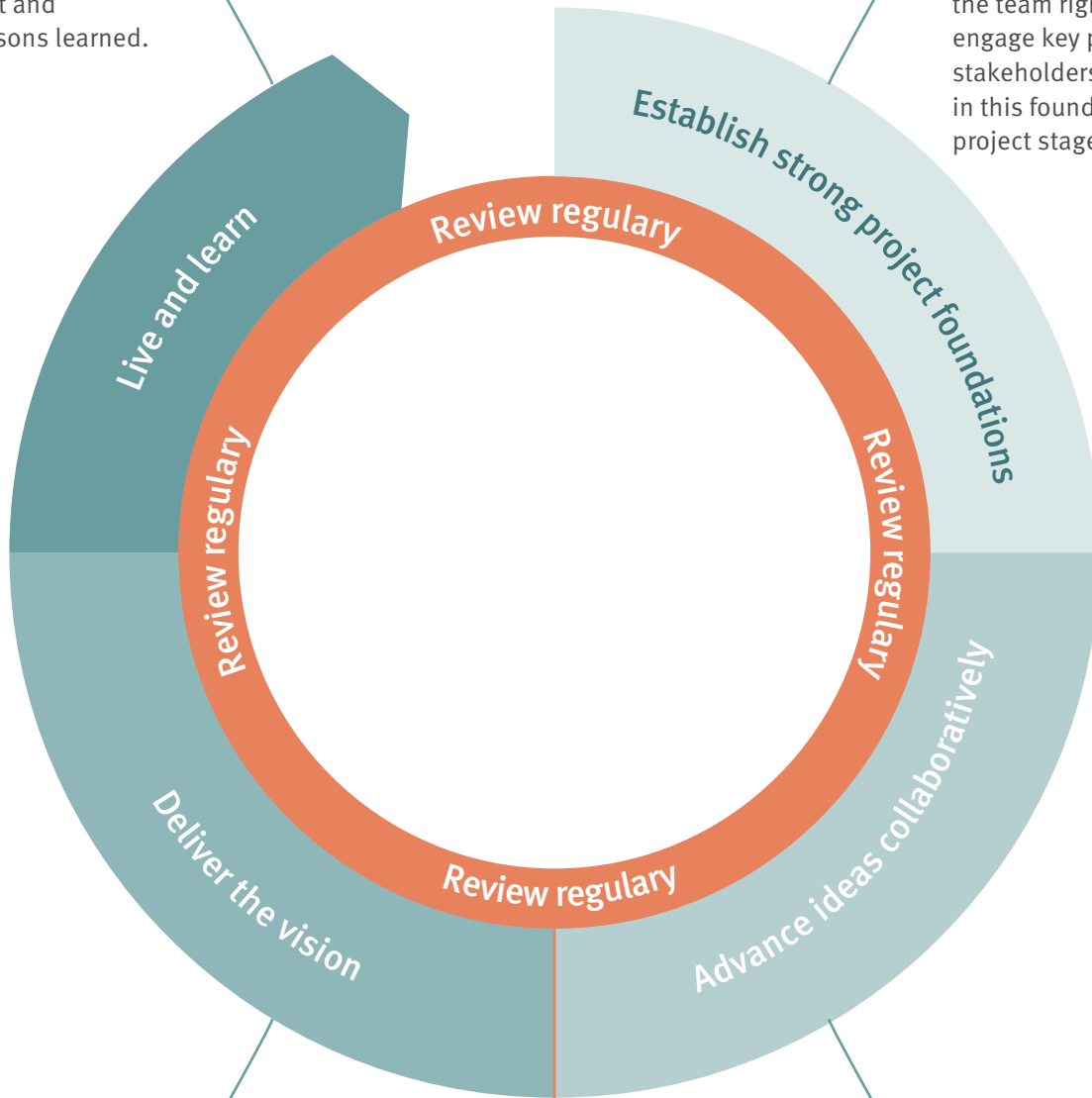
STEP 4

Ensure the development is delivered to meet the agreed project objectives.

STEP 3

Undertake collaborative reviews at key decision points to assess project alignment with objectives and re-adjust as necessary.

STEP 2

Work together, achieve an aligned project vision and deliver integrated design concepts.

STEP 1

Establish strong project foundations

Get the brief right, get the team right and engage key project stakeholders effectively in this foundational project stage.

Key activities:

- Engage with key community representatives, to ensure a clear appreciation of residents' needs is embedded in the design brief.
- Select appropriate sites, ensuring project locations provide future residents easy access to their daily needs, do not isolate or disadvantage.
- Establish a great team culture, with the appropriate mix of skills and experience.
- Work with stakeholders to develop a clear project brief, using the 10 essential ingredients as a checklist to promote ideas and challenge thinking.
- Establish a project budget that is informed, aligned and responsive to the primary project objectives.

STEP 2

Advance ideas collaboratively

Work together, achieve an aligned project vision and deliver integrated design concepts.

Key activities:

- Develop concepts aligned to the agreed project objectives.
- Use the 10 essential ingredients as a framework to guide decision making and test ideas.
- Review concept with inputs from clients, design team, key stakeholders and peers.
- Agree on design direction and detail development.
- Use the 10 essential ingredients to advance and develop detailed design.

STEP 3

Review regularly

Undertake collaborative reviews at key decision points to assess project alignment with objectives and re-adjust as necessary.

Key activities:

- Use the 10 essential ingredients as a framework to review project development.
- Involve clients, user groups and industry peers in this process.
- Evaluate progress using the agreed project vision and objectives.
- Review the cost of the project against the original budget.

STEP 4

Deliver the vision

Ensure the development is delivered to meet the agreed project objectives.

Key activities:

- Use the 10 essential ingredients as a framework to ensure design objectives are carried through to construction documentation and delivery.
- Maintain continuity of the design team throughout the delivery process.

STEP 5

Live & learn

Consult, capture, document and share lessons learned.

Key activities:

- Use the 10 essential ingredients as a framework to review project performance and collate user feedback.
- Review the project's performance with residents, clients and project teams.
- Capture, document and share the lessons learned to inform future projects.

Checklist
The project checklist

The 10 essential ingredients and associated design strategies have been summarised to provide project teams with an accessible checklist to guide decision making and provide a useful resource for project discussions, meetings and project reviews.

1. Be a **good neighbour** Make a **good neighbourhood**
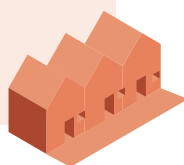
To feel at home, we need to feel part of our community. We need to be in a place that makes us feel comfortable and contributes to our sense of belonging and identity.

○ **1.1** Provide diverse and inclusive housing options

○ **1.2** Connect to local amenities

○ **1.3** Balance site density

○ **1.4** Contribute to local character

○ **1.5** Create great streets

2. Make homes **safe**

To feel safe, we need a sense of control over our own environment, in a space that is our own and offers privacy from the world beyond.

○ **2.1** Create safe communities

○ **2.2** Create places with a clear sense of ownership

○ **2.3** Layer privacy

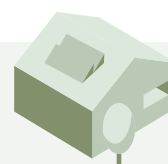○ **2.4** Create homes that work well in an emergency

3. Make homes **affordable**

With the cost of living and house prices increasing, we need affordable homes that cost less to build and are designed to minimise ongoing costs.

○ **3.1** Minimise capital costs

○ **3.2** Minimise ongoing costs

○ **3.3** Balance cost

○ **3.4** Diversify development models

4. Make homes **resilient**

With an ever-changing future we need homes that are flexible, that sustain us and can adapt and change with us as we move through life's different phases.

○ **4.1** Make homes energy and water efficient

○ **4.2** Use materials efficiently

○ **4.3** Embed opportunities for adaptation and change

○ **4.4** Support learning and earning at home

○ **4.5** Design for sharing

5. Make homes **accessible**

Being able to live independently and play a full and active part in our community requires homes that do not discriminate, that are inclusive and allow us to live unlimited by mobility or age.

○ **5.1** Make homes easy to use and move around

○ **5.2** Provide amenities to support all abilities

○ **5.3** Prioritise the needs of children and older people

○ **5.4** Create accessible places

6. Make homes practical

A practical home that makes daily tasks easy allows us to spend more time on the people and things that matter, providing us with a place to host loved ones and protect the things we cherish.

- ◯ **6.1** Balance vehicle needs with residents' comfort
- ◯ **6.2** Make homes durable and cleanable
- ◯ **6.3** Make daily tasks easy
- ◯ **6.4** Provide a variety of storage

7. Make homes comfortable
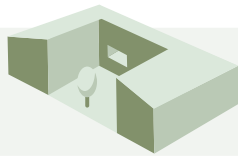
We need homes that enhance our lives and are comfortable all year round, places that easily adapt to the changing weather and our own individual preferences.

- ◯ **7.1** Design to suit the climate of the site
- ◯ **7.2** Balance privacy and views
- ◯ **7.3** Arrange space to enhance liveability
- ◯ **7.4** Support individuality and choice

8. Make homes outside

We need homes that offer easy access to greenery and the outdoors to support our well-being, allowing us to spend time in nature, to relax and be social.

- ◯ **8.1** Conserve, protect and enhance the natural environment
- ◯ **8.2** Make space for new landscapes
- ◯ **8.3** Connect homes to nature
- ◯ **8.4** Include edible landscapes
- ◯ **8.5** Make landscapes easy to manage

9. Make homes healthy

We need homes that encourage us to be active and improve our well-being, that offer sanctuary and a place to relax and recharge.

- ◯ **9.1** Support the health and well-being of residents
- ◯ **9.2** Encourage residents to be active
- ◯ **9.3** Design for pedestrians, bikes then cars
- ◯ **9.4** Create places that provide sanctuary
- ◯ **9.5** Support people through life's challenges

10. Make it **happen**
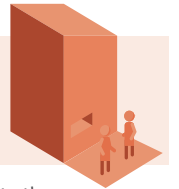
We need a project process that enables us to navigate the complexities of designing and delivering housing, that adapts to the local community and allows project teams to drive the delivery of quality outcomes.

- ◯ **10.1** Adopt best practice
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- ◯ **10.6** Measure, review and champion the design
- ◯ **10.7** Learn from the past and inform the future

Acknowledgements

Projects and Architects

A history of quality housing (P12-13)

1	Brisbane, Gall and Medek Architects
2	Brisbane, Deicke Richards
3	Moreton Bay, Richard Kirk Architect
4	Brisbane's Bayside, Fulton Trotter
5	Brisbane, Deicke Richards
6	Brisbane, Cox
7	Brisbane, Nettleton Tribe
8	Brisbane, Idearchitecture
9	Sunshine Coast, Clare Design
10	Brisbane, Cox
11	Brisbane, Spence Jamieson
12	Brisbane, Arkhefield

Leading by demonstration (from P14-15)

Architects	Project location	Featured ingredient and/or page location
Anna O'Gorman Architect	Gold Coast	Be a good neighbour, make a good neighbourhood – pages 14 (image 1), 18, 19
REFRESH* Architects	Logan	Make homes safe – pages 14 (image 2), 22, 23
Ko & Co Architecture	Moreton Bay	Make homes affordable – pages 15 (image 10), 26-27
Push Architecture	Wide Bay Burnett	Make homes resilient – pages 14 (Image 3), 30-31
Arkhefield	Brisbane	Make homes accessible – pages 15 (Image 9), 34-35
Levesque and Derrick Architects	Brisbane	Make homes practical – pages 15 (Image 8), 38-39
Cox Architecture	Gold Coast	Make homes comfortable – pages 15 (Image 4), 42-43
Counterpoint Architecture	Townsville	Make homes outside – pages 15 (Image 7), 46-47
Baber Studio Architects	Brisbane	Make homes healthy – pages 15 (Image 6), 50-51
Bark Architects	Logan	Make it happen – pages 54, 56-60
Deicke Richards	Logan	Pages 6, 15 (Image 5)
Conrad Gargett	Ipswich	Page 15 (Image 11)
Gresley Abas	Brisbane	Pages 15 (Image 12), 67

Other contributors

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