

Queensland Homelessness Compact

The Queensland Government and the homelessness sector have committed to this Compact to reduce homelessness in Queensland. Together, we have agreed:

We will:

- establish and maintain better ways of working together
- increase our reach and impact
- better collect, understand and use our data
- celebrate and promote our successes
- provide greater transparency in decision making
- create and deliver evidence-based responses.

Our work is underpinned by:

- respectful and open communication
- greater transparency in processes and decision making
- accountability to each other
- integrity in our approach
- a person-centred approach to service delivery
- inclusivity of all
- a focus on outcomes
- evidence-based design
- collaboration, coordination and cooperation
- innovation and sharing of ideas
- user-led design
- valuing our different roles, capabilities and functions
- listening to the voices of Queenslanders.

We are working towards



Strengthening the service system



Expanding our capabilities



Delivering person-centred housing responses

The Queensland Homelessness Compact Workplan

Together, the Queensland Government and the homelessness sector will develop and deliver actions under the 2018 – 2020 Queensland Homelessness Compact Workplan, covering three broad work streams:

Stream 1

Strengthening the service system

- We will develop a well-designed logic for investment in effective homelessness services.
- We will back our efforts with improved data and systems infrastructure, including reviewing the Queensland Homelessness Information Platform (QHIP) and exploring alternative solutions for supporting client assessment, referral, prioritisation and allocation.
- We will enable sector-led innovation and provide flexibility for responsive place-based solutions.
- We will engage with service users, and draw on the knowledge and expertise of other agencies, to ensure we prevent people from becoming homeless wherever possible and enable the delivery of multi-disciplinary responses where appropriate.

Stream 2

Expanding our capabilities

- Together, we will ensure our workforce has the conditions and skills required to meet the challenges of service delivery into the future.
- We will explore the certification of homelessness services against the Human Services Quality Standards.
- We will develop a shared research agenda to give us evidence on what works.
- We will enable the sector to showcase innovation and promote good practice.

Stream 3

Delivering person-centred housing responses

- We will make it easier for people to access pathways into housing.
- We will transform housing services to be more targeted, integrated and person-centred.
- Together, we will make it easier for people to access and navigate housing and homelessness services.



How to get involved

The homelessness sector is invited to take part in the development, implementation and delivery of key actions.

Each stream will be led by a representative from the homelessness sector and the Queensland Government. Together, we will develop and drive actions that are achievable, measurable and have realistic timeframes to meet the outcomes.

Each stream will develop schedules that identify specific regional and state-wide actions.

Broader areas for improvement, that are not included in the initial workplan, will be identified and considered for inclusion in subsequent workplans.

For more information visit www.hpw.qld.gov.au or call the Queensland Government call centre on 13 QGOV (13 7468).