

Queensland Homelessness Compact Workplan 2018–2020

In 2018, the Queensland Government, and the homelessness sector, committed to the Compact to reduce homelessness in Queensland.

This approach was part of our objective to build partnerships, and strengthen services, as outlined in the *Queensland Housing Strategy 2017–2027*.

Together, we agreed to develop the Queensland Compact Workplan 2018–2020 (the Workplan) to drive a shared vision and program of work to implement our new partnering approach.



The Workplan sets out specific actions under three broad work streams:



Strengthening
the service system



Expanding our
capabilities



Delivering person-centred
housing responses

The Department of Housing and Public Works worked with Specialist Homelessness Services, peak bodies and associations, and other government agencies to develop the Workplan. Together, we identified the priorities we need to undertake to reduce homelessness, improve pathways for people to secure safe and affordable housing and support greater economic participation and social inclusion.

This Workplan focuses on the actions needed to address immediate needs, assist people experiencing homelessness to live with dignity and build on existing investment in homelessness services, crisis accommodation and longer term supportive housing. Further areas of improvement will be identified and considered for future workplans.

Stay up to date with the Workplan:

 www.hpw.qld.gov.au/housing

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Queensland
Government

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Project detail			Sector partner leads
No.	Name	Description	
Stream 1: Strengthening the service system			
1	Brisbane Local Government Area (LGA) housing and homelessness responses	Reimagine Housing and Homelessness services to better meet the needs of people who are homeless, or at risk of homelessness, within the Brisbane LGA.	<ul style="list-style-type: none"> • Micah Projects • Q Shelter • St Vincent de Paul
2	Improving Homelessness Service Agreements	Identify and implement opportunities to improve existing Homelessness Service Agreements for the delivery of Specialist Homelessness Services (SHS).	<ul style="list-style-type: none"> • Micah Projects • Brisbane Youth Service
3	Homelessness investment logic and funding framework	Co-design and test a new approach to outcomes-focused investment in SHS to better meet the needs of people who are homeless, or at risk of homelessness. The project approach will be informed and led by industry, evidence-based, and oriented for action.	<ul style="list-style-type: none"> • Community Service Industry Alliance
4	Strengthen the structure of sector	To strengthen the operational and strategic networking structure of the homelessness sector to enable workforce development, integrated service delivery, growth, innovation and problem solving.	<ul style="list-style-type: none"> • Q Shelter
5	Supportive Housing Policy	To develop a supportive housing policy position to deliver better responses to people who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Micah Projects • Q Shelter • Brisbane Youth Service • Queensland Youth Housing Coalition
6	Improving our data and systems	Streamline and integrate data collection, and case management systems, to enable coordinated and collaborative service delivery that better meets the needs of people who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Brisbane Youth Service • Micah Projects • St Vincent de Paul • Mission Australia
7	Integrated homelessness responses	To align housing and homelessness responses, including the Homeless Hotline, to reduce duplication and deliver more effective person-centred services to people who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Q Shelter
Stream 2: Expanding our capabilities			
8	Clearinghouse	To enable the sharing of evidence, research, data, tools, training materials and good practice guides to support continual improvement and reform of service delivery, to better assist people who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Q Shelter
9	Human Services Quality Framework (HSQF)	To support HSQF certification for SHS funded by the Department of Child Safety, Youth and Women (DCSYW) and consider certification for Department of Housing and Public Works funded SHS to build excellence through the alignment of quality systems.	<ul style="list-style-type: none"> • Queensland Council of Social Service • Community Service Industry Alliance • The Salvation Army
10	Future workforce	To utilise current research evidence, and sector human resources strategies, to better understand training needs, and develop recruitment and retention strategies to enable the delivery of effective services to people who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Brisbane Youth Service • Q Shelter • Community Service Industry Alliance • The Services Union • Queensland Youth Housing Coalition
Stream 3: Delivering person-centred housing responses			
11	Review and update existing Guidelines for Good Practice for Specialist Homelessness Services (Under 16 Guidelines)	Work in partnership with DCSYW, and other key stakeholders, to review the existing guidelines and requirements, and develop a contemporary version that aids implementation to support young people, under the age of 16, who are homeless, or at risk of homelessness.	<ul style="list-style-type: none"> • Queensland Youth Housing Coalition
12	Service offering: Domestic and Family Violence (DFV)	Develop a new service offering to better meet the needs of vulnerable women and children experiencing DFV.	<ul style="list-style-type: none"> • Micah Projects • Brisbane Youth Service • St Vincent de Paul
13	Service offering: Young people	Develop a new service offering, to better meet the needs of vulnerable young people, including those leaving care and detention.	<ul style="list-style-type: none"> • Queensland Youth Housing Coalition • Brisbane Youth Service
14	Increase accessibility of homeless services	Ensure the availability and accessibility of services when people need them, including after hours.	<ul style="list-style-type: none"> • Micah Projects • Q Shelter • Mission Australia