

THE QUEENSLAND HOUSING STRATEGY 2017–2027

PROGRESS REPORT 2017–2019

The *Queensland Housing Strategy 2017–2027* is transforming the way housing assistance is delivered, driving key reforms and targeted investment to support urban renewal, generate new jobs, provide affordable housing and drive innovative housing design that responds to contemporary housing needs.

Our objective

Every Queenslanders has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our prosperous state.



Minister's message

Housing is an essential human service and the foundation for strong communities, which is why the Queensland Government has committed \$1.8 billion to delivering the *Queensland Housing Strategy 2017–2027*.

This report shows our achievements over the first two years of the *Queensland Housing Strategy 2017–2020 Action Plan*, which has set the foundations for transforming housing and homelessness services in Queensland.

In collaboration with our partners around the state, we have made real progress towards our vision for 2027.

Mick de Brenni MP

Minister for Housing and Public Works,
Minister for Digital Technology and
Minister for Sport

Our progress at a glance



Contracts awarded for **1,528 new social homes and 287 affordable homes**, supporting **1,383 construction industry jobs**, as at October 2019.



We are **Partnering for Impact** with non-government service providers to reduce homelessness by improving our joint responses across the state, including through better service integration. We are **Partnering for Growth** with the community housing sector to increase the supply of social and affordable housing in Queensland, with 903 new social and affordable dwellings approved so far supported by over \$80 million of government investment.



Delivered new protections for consumers living in a range of accommodation settings through changes to legislation, and funded new information and advisory services.



Received more than **135,000 responses** to our **Open Doors to Renting Reform** consultation about Queenslanders' rental experiences and ideas about how to improve renting.



Commenced our service delivery transformation through implementing a new Customer Connect front-of-house approach to improve customer experience, implementing a new Customer Management system to better capture people's needs, redesigning our **Fortitude Valley and Ipswich Housing Service Centres**, opening the **Toowoomba Housing Hub** and improving mobile and online services.



Launched the **Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023**.



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Growth

The Growth pillar is helping to boost the supply of affordable homes in new and renewed neighbourhoods and communities, while providing more jobs for Queenslanders.

Housing Construction Jobs Program

Awarded contracts for **1,528 new social and 287 affordable homes** under the Housing Construction Jobs Program, as at October 2019. The program encourages partnerships with the private sector and community housing providers to deliver jobs, drive local economic growth and secure better community outcomes.

Partnering for Growth

Launched in November 2018 to **unlock \$2 billion** of previous investment into the community housing sector to boost the supply of community and affordable housing and develop new person centred and flexible housing responses.

The first growth plan with Brisbane Housing Company will yield 682 units of accommodation worth \$222 million.

Planning policy

Partnered with the Department of State Development, Manufacturing, Infrastructure and Planning to develop a new Housing Supply and Diversity State Planning Policy.

Livable Housing Design

Exceeded the 50% target of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards.

Solar on Public Housing

Delivered a trial to place solar panels on **more than 800 public housing homes** and government buildings in Lockhart River, Cairns and Rockhampton, in partnership with the Department of Natural Resources, Mines and Energy.

Build to Rent

Released an expression of interest to deliver a pilot Build to Rent project for long-term affordable rental housing for low to moderate income earners, in partnership with Queensland Treasury and Economic Development Queensland.



Prosperity

Through the Prosperity pillar we are enabling economic independence and participation by providing pathways to housing opportunities that respond to individual choices and needs.



Private housing products

Launched a suite of flexible private rental market assistance packages:

- Helping Hand Headlease assists people experiencing domestic and family violence or people living with a mental health condition, to build a rental history.
- Rental Security Subsidy offers short-term assistance to reduce rental payments for Queenslanders experiencing hardship.
- RentConnect enhancements, No Interest Loans, Regional Discretionary Fund and Bond Loan Plus.
- Skillsets for Successful Tenancies — Dollars and Sense, state-wide rollout commenced in January 2019, provides training to help people successfully find and maintain a private rental property
- Extended Community Rent Scheme funding, enabling more than 1,700 properties to continue to be available to people in housing need.

Closing the Gap

Delivered **338 social housing dwellings** in Aboriginal and Torres Strait Islander communities to meet Queensland's commitment under the National Partnership on Remote Housing 2016–18.

Worked with Mick Gooda, First Nations Advisor to improve housing outcomes for Aboriginal and Torres Strait Islander Queenslanders.

Launched the Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023 in June 2019. The plan creates a shared vision and approach to improving housing outcomes for Aboriginal and Torres Strait Islander people.

Committed \$40 million for new housing in remote and discrete communities.

NRL Cowboys House Girls Campus

Opened in Townsville in January 2019 providing 50 places of accommodation for female secondary students from remote Aboriginal and Torres Strait Islander communities to complete their secondary education, which may include school-based traineeships.

Youth to Work policy

Announced in March 2018, the policy removes barriers for young people growing up in public housing to take up employment opportunities and realise the benefits of economic participation, without penalising their family.



Connections

The Connections pillar is helping people to sustain their tenancies and prevent more people from becoming homeless. The service system will be easier to navigate and support integration with other homelessness, housing and human services.

Partnering for Impact

Established the Queensland Homelessness Compact and Workplan in partnership with the homelessness sector in March 2018. Locked in five-year funding for Specialist Homelessness Services.

Dignity first

Invested a total of \$7.5m in three Dignity First Fund funding rounds to support new and innovative initiatives to prevent and reduce homelessness and assist people experiencing homelessness to live with dignity.

Next Step Home—Women on Parole

Launched in January 2018, **providing coordinated housing and support for women on parole** to reduce their risk of homelessness.

YouthCONNECT

Launched in 2018, **delivers sustainable housing and wraparound support for young people leaving state-based care.** The service is operating in Townsville, Logan and Ipswich.

Sure Steps family coaching

Funded a two-year extension to the pilot being delivered by YFS Ltd. This voluntary program for families in public housing in Logan combines advice and support services with a focus on sustaining tenancies.

Youth Foyers

Expanded the Logan Youth Foyer from 22 to 40 home units, providing secure and affordable housing for young people, with additional support services to enhance their independence and enable them to engage in education, training or employment.

Domestic and family violence shelters

Completed construction of shelters for women and children experiencing domestic and family violence in **Cherbourg, Pormpuraaw, Coen and Roma.**

Commenced construction of additional new crisis shelters for women and children experiencing domestic and family violence in **Caboolture, Charters Towers, Cleveland, the Gold Coast and Woorabinda.**

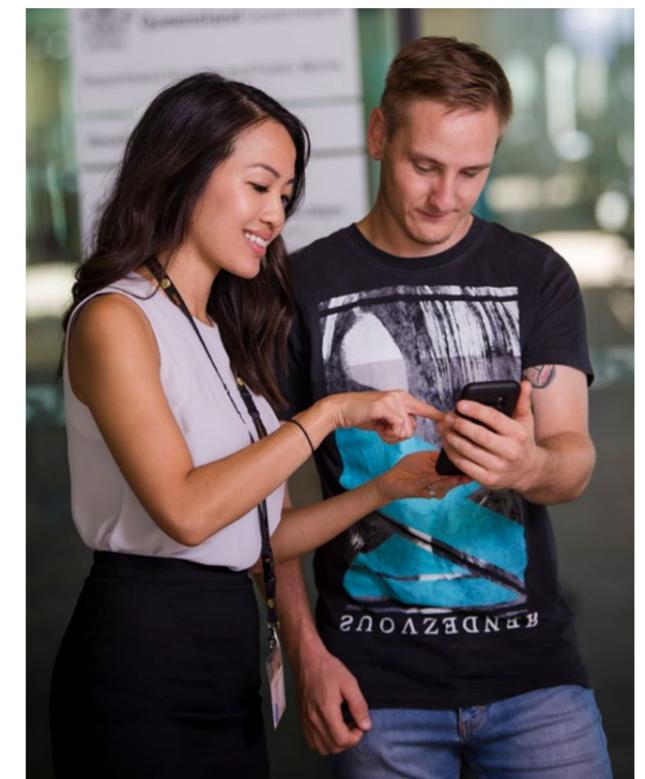
Customer experience

During the first two stages of our Service Delivery Transformation, we have:

- Commenced designing Housing Service Centres for a better customer experience, with Fortitude Valley and Ipswich Housing Service Centres completed.
- Opened the Toowoomba Housing Hub in August 2018, an integrated service model for access to housing and homelessness services.
- Introduced new mobile technology in Housing Service Centres.
- Launched new online services, Housing Assist QLD and Tenant Assist QLD.
- Implemented a new Customer Connect front-of-house service approach and technology solution across all Housing Service Centres to improve the customer experience
- Introduced new technology systems and simplified processes to ensure a more responsive, person-centred service, including a new Customer Management system to better capture people's needs
- Launched the Queensland Housing Services Finder tool, providing online information about housing assistance delivered or funded by the department.

TenantConnect

Launched in November 2018, to **support and empower social housing tenants to participate for social, cultural and economic life.** The program is supported by the website: www.qld.gov.au/tenantconnect.





Confidence

Through the Confidence pillar we are enhancing the safety and dignity of all Queenslanders by creating a fair and contemporary housing system that provides a diverse range of housing options.

Industry regulation

Changes to legislation were delivered to provide better protection for consumers, including amendments to:

- The *Residential Services (Accreditation) Act 2002* and a new Residential Services Regulation. Changes include reporting the death of a resident, and introduction of a 'serious incident register' to ensure service operators manage matters to protect residents effectively.
- The *Retirement Villages Act 1999*, and a new Retirement Villages Regulation which introduced a range of safeguards for retirement village residents including new village comparison documentation, and requirements to ensure residents receive their exit entitlement payment in 18 months.
- The *Manufactured Homes (Residential Parks) Act 2003*, and a new Manufactured Homes (Residential Parks) Regulation with new protections for residents including improved precontractual disclosure processes, park level dispute resolution and emergency plans.

A new Queensland Retirement Villages and Parks Advisory Service program was funded **from 1 October 2018 to 30 June 2023** to deliver specialist legal information and advice to people living in manufactured homes and retirement villages.

Right Where You Live

The Right Where You Live program, funded to provide information and support to help consumers understand new consumer protections.

Renting reform

Completed the *Open Doors to Renting Reform* consultation with **over 135,000 responses** received on suggested improvements to residential tenancies legislation. Consultation outcomes and a suite of fair and workable reform proposals will be announced by the end of 2019.

Future focus

During 2019–2020, delivery against the *Queensland Housing Strategy 2017–2020 Action Plan* will continue to build on the key platforms and partnering approaches established over the past two years, including:

- Delivering a further 600 social and affordable housing dwellings through the Housing Construction Jobs Program, with 2,972 new constructions planned by June 2022, to meet demand for social and affordable housing.
- Continuing our service delivery transformation including implementing pathway planning for all customers, an enhanced service offer for women and children experiencing domestic and family violence, and improved technology and digital service channels.
- Continue to unlock investment and increase supply through *Partnering for Growth*, delivering a new investment framework and operating model for delivery of community housing.
- Continuing to build partnerships and strengthen homelessness services through implementation of *Partnering for impact* and the deliverables of the Queensland Homelessness Compact and Workplan 2018–2020.
- Investing in state-wide housing and homelessness network support and place-based service integration.
- Implementing the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023* including establishing an Aboriginal and Torres Strait Islander housing body and progressing home ownership in remote communities.
- Delivering new and enhanced services for young people, women and children experiencing domestic and family violence and older Queenslanders.
- Helping people experiencing homelessness to live with dignity through delivery of a fourth funding round of the Dignity First Fund.
- Examining better ways to resolve housing consumer disputes.



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