

# NATIONAL HOUSING AND HOMELESSNESS AGREEMENT

## Report against Queensland Bilateral Schedule E3

Reporting period 1 July 2018 – 30 June 2019 for publication by 31 October 2019

### Overview

1. This Report prepared by the Department of Housing and Public Works (DHPW) to monitor progress under the National Housing and Homelessness Agreement (NHHA) fulfils the annual reporting requirements *per* clause 40 of the NHHA and Part 6 of Schedule E3 and brings together existing, non-financial reporting to ensure no duplication of effort.

### Housing

2. The below table contains an update on the components of Queensland's publicly available housing strategy for the purposes of the NHHA, including the *State Planning Policy, Planning Act 2016, ShapingSEQ - South East Queensland Regional Plan 2017, State Infrastructure Plan, Queensland Housing Strategy 2017-2027* and the *Queensland Housing Strategy 2017-2020 Action Plan*.

| Element of the housing strategy | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| State Planning Policy           | <p>The State Planning Policy (SPP) came in to effect on 3 July 2017 and has remained in place throughout 2018-19.</p> <p>Through the state interest review process, all new planning schemes and major amendments proposed by local governments are assessed by the state to ensure that state interests are appropriately integrated.</p> <p>Guidance material is available for each state interest to help support local government in the implementation of the SPP when making or amending a local planning instrument.</p> <p>The SPP is available online.</p> <p><a href="http://dilgpprd.blob.core.windows.net/general/spp-july-2017.pdf">dilgpprd.blob.core.windows.net/general/spp-july-2017.pdf</a></p> |
| <i>Planning Act 2016</i>        | <p>Queensland's <i>Planning Act 2016</i> remained in place throughout 2018-19.</p> <p>Through the state interest review process, all new planning schemes and major amendments proposed by local governments are assessed by the state to ensure that development assessment categories are appropriately calibrated.</p>                                                                                                                                                                                                                                                                                                                                                                                         |

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| <p>ShapingSEQ - South East Queensland Regional Plan 2017</p> | <p>Queensland's <i>ShapingSEQ - South East Queensland Regional Plan 2017</i> remained in place throughout 2018-19.</p> <p>Key achievements include:</p> <ul style="list-style-type: none"> <li>- The release of the Land Supply and Development Monitoring (LSDM) report at the end of 2019</li> <li>- The release of the Measures that Matter (MtM) online dashboard at the end of 2019</li> <li>- Housing Supply Expert Panel (HSEP) has provided ongoing expert advice about how to appropriately manage land and housing supply matters and associated affordability issues in SEQ.</li> <li>- The release of the <i>ShapingSEQ</i> Implementation Program – Progress Report 2018</li> </ul> <p>Reporting for this initiative is available online.</p> <p>LSDM report<br/> <a href="http://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/l sdm?release=2018">planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/l sdm?release=2018</a></p> <p>MtM online dashboard<br/> <a href="http://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/mtm">planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/mtm</a></p> <p>HSEP<br/> <a href="http://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/l sdm?release=2018&amp;page=housing-supply-expert-panel">planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/l sdm?release=2018&amp;page=housing-supply-expert-panel</a></p> <p><i>ShapingSEQ</i> Implementation Program – Progress report 2018<br/> <a href="http://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/ipra-projects?region=shapingseq">planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/ipra-projects?region=shapingseq</a></p> |
| <p>State Infrastructure Plan</p>                             | <p>Under the State Infrastructure Plan, the supply of affordable housing will increase by 10,000 dwellings by 2031.</p> <p>Key achievements include:</p> <ul style="list-style-type: none"> <li>- 576 new dwellings delivered in 2017-18</li> <li>- 3697 new households assisted into social housing in 2017</li> <li>- \$429M invested by the Queensland Government in maintaining and upgrading social housing in 2017-18</li> <li>- \$239M invested by the Queensland Government in new social housing in 2017-18</li> </ul> <p>Reporting is available online.</p> <p>State Infrastructure Plan Part B: Program – 2018 update:<br/> <a href="http://www.dsdmip.qld.gov.au/resources/plan/sip/sip-part-b-2018.pdf">www.dsdmip.qld.gov.au/resources/plan/sip/sip-part-b-2018.pdf</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

*Queensland Housing Strategy 2017-2027 and the Queensland Housing Strategy 2017-2020 Action Plan*

The *Queensland Housing Strategy 2017-2027* is reshaping Queensland's housing system, redefining how the Queensland Government delivers social and affordable housing, providing innovative housing design to meet community needs, urban renewal and jobs.

In the first two years of the *Queensland Housing Strategy 2017-2020 Action Plan*:

- contracts have been awarded for 1,490 new social homes and 221 affordable homes, supporting 1,307 jobs, as at September 2019
- the 50% target for newly constructed social housing dwellings meeting Livable Housing Design gold or platinum standards has been exceeded
- intro to both under the Partnering for Impact initiative, the Queensland Homelessness Compact and Workplan were established in partnership with the homelessness sector and five-year funding for Specialist Homelessness Services has been locked in
- under the Partnering for Growth initiative, \$2 billion of investment into the community housing sector has been unlocked to increase the supply of community and affordable housing and develop new person-centred and flexible housing responses. The first plan under Partnering for Growth with Brisbane Housing Company is expected yield 682 units of accommodation worth \$222 million.
- new protections for consumers living in a range of accommodation settings have been delivered through changes to the *Residential Services (Accreditation) Act 2002*, the *Retirement Villages Act 1999* and the *Manufactured Homes (Residential Parks) Act 2003*
- 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
- more than 135,000 responses were received to our Open Doors to Renting Reform consultation about Queenslanders' rental experiences and ideas about how to improve renting and suggested improvements to the *Residential Tenancies and Rooming Accommodation Act 2008*.
- DHPW's service delivery transformation has commenced through implementing a new Customer Connect front-of-house approach to improve customer experience and better capture people's needs through:
  - redesigning DHPW's Fortitude Valley and Ipswich Housing Service Centres
  - opening the Toowoomba Housing Hub, an integrated service model for access to housing and homelessness services

- introducing new mobile technology in Housing Service Centres
- launching new online services, Housing Assist QLD and Tenant Assist QLD
- implementing a new Customer Connect front-of-house service approach and technology solution across all Housing Service Centres to improve the customer experience and better capture people's needs to ensure a more responsive, person-centred service
- launching the Queensland Housing Services Finder tool, providing online information about housing assistance delivered or funded by DHPW.

#### **Closing the Gap**

- 338 social housing dwellings in Aboriginal and Torres Strait Islander communities have been delivered to meet Queensland's commitment under the National Partnership on Remote Housing 2016–18.
- The *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023* was launched in June 2019, creating 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.

#### **YouthCONNECT**

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

#### **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.

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|  | <p>The <i>Queensland Housing Strategy 2017-2027</i> and <i>Queensland Housing Strategy 2017-2020 Action Plan</i> are available online.</p> <p><a href="http://www.hpw.qld.gov.au/housingstrategy/Pages/default.aspx">www.hpw.qld.gov.au/housingstrategy/Pages/default.aspx</a></p> |
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## Homelessness

3. The *Queensland Housing Strategy 2017-27*, underpinned by the *Queensland Housing Strategy 2017-2020 Action Plan* and *Partnering for impact to reduce homelessness in Queensland*, form Queensland's publicly available homelessness strategy that meets the requirements of s.15C of the Commonwealth's *Federal Financial Relations Act 2009*.
4. The tables below provide an overview of a selection of key achievements for Queensland Government policies and programs that directly address the homelessness priority cohorts.

## Specialist Homelessness Services and non-specialist homelessness services

### Women and children affected by family and domestic violence

| Elements of the homelessness strategy                                                             | Status                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building five new shelters in Charters Towers, Roma, Caboolture, Cleveland and the Gold Coast.    | A replacement shelter in Roma commenced operation in July 2018.<br>Construction of new shelters in Caboolture, Cleveland, Gold Coast and Charters Towers is underway.                                                                                                                                                    |
| Specialist Homelessness Services for women and children experiencing domestic and family violence | Specialist Homelessness Services (SHS) across Queensland continue to deliver temporary supported accommodation and other support services to people who are homeless or at risk of homelessness.<br><br>A specific allocation to SHS is provided to assist women and children experiencing domestic and family violence. |

### Children and young people

| Elements of the homelessness strategy                             | Status                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building two new youth foyers and expanding the Logan Youth Foyer | The expansion of the Logan Youth Foyer from 22 units of accommodation to 40 units was completed in July 2019.<br><br>The Queensland Government announced that Pimlico TAFE is the preferred site for the Townsville Youth Foyer, stakeholders including the local community will be engaged to inform the design for the proposed site.<br><br>Community consultation regarding the Gold Coast Youth Foyer was completed on 24 September 2019. |

### Indigenous Australians

| Elements of the homelessness strategy                       | Status                                                                                                                                                                                  |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Replacing shelters in Woorabinda, Pormpuraaw, and Cherbourg | The replacement shelter in Cherbourg was completed in July 2018 and Pormpuraaw was completed in August 2019.<br><br>The replacement shelter in Woorabinda is not yet due for completion |
| Rockhampton River to Home                                   | A five-year funding agreement was executed for this service in June 2018 and housing outcomes are being delivered per the contract.                                                     |

## People exiting institutions and care into homelessness

| Elements of the homelessness strategy                                                | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Homelessness Emergency Department Liaison                                            | <p>The service continues to play an important role in information provision / education on matters impacting on people experiencing homelessness to Emergency Department staff – doctors, nurses and allied health services. The service builds and strengthen professionals’ relationships with community services. This means targeted referrals and collaborative service delivery can support the patient leaving hospital to navigate the services they need with reduced anxiety.</p>                                                                                                                     |
| Coordinated Housing and Support for women on parole at risk of homelessness          | <p>The initiative operates at two pilot sites: South East Queensland, which commenced in January 2018 and North Queensland/ Townsville which commenced in late September 2018.</p> <p>Both pilots were designed to operate for three years. An evaluation of the initiative by the University of Queensland (UQ) is being undertaken.</p>                                                                                                                                                                                                                                                                       |
| Supported Independent Living Services for Young people under Child Protection Orders | <p>Supported independent living services are being provided to young people aged 15 to under 18 years with moderate to high support needs who are transitioning to independent living.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Re-entry Support Services                                                            | <p>During 2018-19 a total of 10,509 prisoners received re-entry services prior to release. These prisoners had contact with re-entry services 31,827 times.</p> <p>In the same period a total of 4,440 offenders in the community received re-entry support, having contact with re-entry services 18,524 times.</p> <p>As of July 2019, the QCS Post Release Support Accommodation Service (PRSA) will commence. This service will deliver supported accommodation services to males exiting correctional centres to Parole supervision across the areas of Cairns, Townsville, Moreton Bay and Toowoomba.</p> |

| Elements of the homelessness strategy | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Transition Post Care Support          | <p>The Transition and Post Care Support Program is delivered by 16 Transition Officers across Queensland providing direct support to young people aged 15-21 years, with a disability and/or complex needs transitioning from the care of Child Safety to adulthood. This support involves the development of skills to maintain a safe and stable place to live; strengthening engagement with community and culture; and ensuring the young person can readily access further supports such as general health, mental health and employment services. Transition Officers also assist with access to culturally appropriate services and the NDIS where needed.</p> <p>For the reporting period of 1 July 2018 – 30 June 2019, Transition Officers across all components of the Program provided transition and post care support to 213 young people aged between 15 and 21 years across Queensland, 54 of whom were Aboriginal or Torres Strait Islander.</p> |

### Older people

| Elements of the homelessness strategy                                                                                                       | Status                                                                                                                                                                                                                                                                                                                                                  |
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| Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services | <p>The Queensland Government continues to deliver enhanced support for older Queenslanders by implementing service improvements and access to suitable housing for older vulnerable women.</p> <p>The Queensland Government recognises this is a growing cohort and work is underway to review our service offering to better respond to this need.</p> |

5. The tables below provide an overview of a selection of Queensland Government reform initiatives for homelessness.

### Key deliverables

| Selection of homelessness reform initiatives                                  | Status                                                                                                                                                                                                                                                                                     |
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| Development of a Queensland Homelessness Compact with the homelessness sector | <p>Development of a Queensland Homelessness Compact Workplan 2018-2020 has been completed and is available online.</p> <p><a href="http://www.hpw.qld.gov.au/housingstrategy/Queenslanders/Pages/default.aspx">www.hpw.qld.gov.au/housingstrategy/Queenslanders/Pages/default.aspx</a></p> |

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| Supporting innovative projects through the Dignity First Fund | <p>Round 1 (2016) provided \$2.5M to 24 projects.</p> <p>Round 2 (2017) provided \$2.5M to 29 projects.</p> <p>Round 3 (2018) provided \$2.5M to 42 projects.</p> <p>Round 4 (2019) is underway</p> <p>More information is available online.</p> <p><a href="http://www.hpw.qld.gov.au/dignityfirst">www.hpw.qld.gov.au/dignityfirst</a></p> |
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### Selected reforms

| Selection of homelessness reform initiatives                                                                                   | Status                                                                                                                                                                                                                                                                                                                                    |
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| Strengthening the service system—developing a logic for investment                                                             | The Queensland Department of Housing and Public Works has partnered with Community Services Industry Alliance to co-design and test a new approach to outcomes-focused investment in specialist homelessness services to better meet the needs for people who are homeless, or at risk of homelessness.                                   |
| Strengthening the service system—enabling sector-led innovation and providing flexibility for responsive place-based solutions | The Queensland Department of Housing and Public Works is collaborating with housing and homelessness service providers and peak organisations to support integrated service delivery initiatives specific to case coordination and capacity and capability building of local networks.                                                    |
| Expanding our capabilities—developing a shared research agenda                                                                 | The Deck was launched in September 2019 and is available online.<br><a href="http://thedeck.org.au">thedeck.org.au</a>                                                                                                                                                                                                                    |
| Expanding our capabilities—enabling the sector to showcase innovation and promote good practice                                | The Queensland Department of Housing and Public Works is partnering with homelessness service providers and peak organisations to undertake exploratory work into funded provider service delivery standards and certification processes. This work is being delivered as part of the Queensland Homelessness Compact Workplan 2018-2020. |

Published 15 November 2019. This report has been edited to comply with accessibility guidelines.

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