

# National HOUSING AND HOMELESSNESS AGREEMENT

## Report against Queensland Bilateral Schedule E3

Reporting period 1 July 2019 – 30 June 2020 for publication by 31 October 2020

### 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.
2. Reporting is limited to focus on the initiatives included in Schedule E3 and is therefore not a comprehensive report on housing and homelessness in Queensland.

### Housing

3. 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*.
4. Since the development of Queensland's Bilateral Schedule E3 the Queensland Government released the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* in May 2019. Further information is available online at <https://www.hpw.qld.gov.au/about/initiatives/aboriginal-torres-strait-islander-housing-action-plan>.

Element of the housing strategy	Status
<i>State Planning Policy</i>	<p>The State Planning Policy (SPP) came into effect on 3 July 2017 and has remained in place throughout 2019-2020.</p> <p>The SPP is available online: <a href="https://dilgpprd.blob.core.windows.net/general/spp-july-2017.pdf">https://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 2019-20.</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>
<i>ShapingSEQ - South East Queensland Regional Plan 2017</i>	<p>Queensland's <i>ShapingSEQ - South East Queensland Regional Plan 2017</i> remained in place throughout 2019-20.</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></ul>

Element of the housing strategy	Status
	<ul style="list-style-type: none"> <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 2019</li> </ul> <p>Reporting for this initiative is available online: LSDM report: <a href="https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/lsdm?release=2019">https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/lsdm?release=2019</a></p> <p>MtM online dashboard: <a href="https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/mtm">https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/mtm</a></p> <p>HSEP <a href="https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/lsdm?release=2018&amp;page=housing-supply-expert-panel">https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/seqrp/lsdm?release=2018&amp;page=housing-supply-expert-panel</a></p> <p><i>ShapingSEQ</i> Implementation Program – Progress report 2019: <a href="https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/ipra-projects?region=shapingseq">https://planning.dsdmip.qld.gov.au/planning/better-planning/state-planning/regional-plans/ipra-projects?region=shapingseq</a></p>
<i>State Infrastructure Plan</i>	<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>- 620 estimated new social housing dwellings delivered in 2018-19</li> <li>- 4472 new households assisted into government owned and managed social housing in 2018</li> <li>- \$463 million invested by the Queensland Government in maintaining and upgrading social housing in 2018-19</li> <li>- \$217 million invested by the Queensland Government in new social housing in 2018-19</li> </ul> <p>Reporting is available online State Infrastructure Plan Part B: Program – 2018 update: <a href="https://www.dsdmip.qld.gov.au/resources/plan/sip/sip-part-b-2019.pdf">https://www.dsdmip.qld.gov.au/resources/plan/sip/sip-part-b-2019.pdf</a></p>
<i>Queensland Housing Strategy 2017-2027 and the Queensland Housing Strategy 2017-2020 Action Plan</i>	<p>The <i>Queensland Housing Strategy 2017-2027</i> 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.</p> <p>The Housing Construction Jobs Program (HCJP) will deliver in excess of 5,000 additional social and affordable housing dwellings across the state between 2017 and 2027. The number of contracts awarded</p>

Element of the housing strategy	Status
	<p>through the HCJP each financial year is made available online: <a href="https://www.hpw.qld.gov.au/about/initiatives/housing-construction-jobs">https://www.hpw.qld.gov.au/about/initiatives/housing-construction-jobs</a></p> <p>Since the announcement of the <i>Queensland Housing Strategy 2017-2027</i> on 12 June 2017 as at 30 June 2020, contracts have been awarded for the commencement of 1949 social housing dwellings. Of these commencements 1061 have been completed.</p> <p>The 3-year HCJP target of 1700 commencements as outlined in the <i>Queensland Housing Strategy 2017-2020 Action Plan</i> was exceeded.</p> <p>Partnering for Growth was launched in November 2018 to unlock previous Government investment into the community housing sector, to increase the supply of community and affordable housing and develop new person centred and flexible housing responses. As at 30 June 2020, 923 new social and affordable dwellings have been approved, supported by over \$75 million of government investment.</p> <p>The first growth plan with Brisbane Housing Company will yield 682 units of accommodation, including 172 units of social and affordable housing. This is a \$222 million plan, with State investment of \$28 million. Further growth plans are expected to deliver 241 units of social and affordable accommodation across the Bowen, Cairns, Logan, Sunshine Coast, Bundaberg, Bribie Island and Ripley regions.</p> <p>The Queensland Government has met the needs of the most vulnerable and high need households by:</p> <ul style="list-style-type: none"> <li>- Assisting over 71,000 households through social housing, including 6,230 new households;</li> <li>- Funding community housing providers and local governments to deliver social housing;</li> <li>- Constructing, maintaining and refurbishing social housing;</li> <li>- Providing assistance to households to remain in or move to the private rental housing market;</li> <li>- Regulating housing and accommodation services including retirement villages and manufactured homes.</li> </ul> <p>Reporting against the <i>Queensland Housing Strategy 2017-2027</i> and <i>Queensland Housing Strategy 2017-2020 Action Plan</i> will continue to be made available online: <a href="https://www.hpw.qld.gov.au/housingstrategy/Pages/default.aspx">https://www.hpw.qld.gov.au/housingstrategy/Pages/default.aspx</a>.</p>

## Homelessness

5. 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 FFR Act.
6. The table below provides 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*

Element of the homelessness strategy	Status
Building four new shelters in Charters Towers, Roma, Caboolture and the Gold Coast.	<p>A replacement shelter in Roma commenced operation in July 2018.</p> <p>Construction of new shelters in Caboolture and Gold Coast has been completed. The shelters became operational in 2019-20.</p> <p>A second shelter on the Gold Coast will be completed in 2020-21. Delivery of the new shelter in Charters Towers is anticipated to occur in 2021-22. Interim leasing arrangements are in place in Charters Towners to maintain critical service delivery until new construction is complete.</p>
Specialist homelessness services for women and children experiencing domestic and family violence	<p>Specialist homelessness services (SHS) across Queensland continue to deliver temporary supported accommodation and other support services to people who are experiencing or at risk of homelessness.</p> <p>Specific services are provided to assist women and children experiencing domestic and family violence.</p> <p>High Risk Teams (HRTs) commenced in three locations in 2017 and were expanded between 2018 and 2019 to a total of eight locations operating in Logan/ Beenleigh, Mt Isa, Cherbourg, Brisbane, Ipswich, Cairns, Mackay and Caboolture. The HRT form part of integrated multi-agency responses involving police, corrections, health and domestic violence services to provide safety responses to adults and their children who are at high risk of serious harm or lethality.</p>

#### *Children and young people*

Element of the homelessness strategy	Status
Building two new youth foyers and expanding the Logan Youth Foyer	<p>The expansion of the Logan Youth Foyer was completed in June 2019.</p> <p>The Gold Coast Youth Foyer is under construction and due for completion in late 2021.</p> <p>The Townsville Youth Foyer is in the initial feasibility phase.</p>

### *Indigenous Australians*

<b>Element of the homelessness strategy</b>	<b>Status</b>
Replacing shelters in Woorabinda, Pormpuraaw, and Cherbourg	The Cherbourg replacement shelter was completed in 2018-19 and the replacement shelter in Pormpuraaw was completed in August 2019.  The replacement shelter in Woorabinda was completed in October 2020.
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.

7. Reporting on the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* may be referenced within future NHA annual reports to provide greater visibility of achievements.

### **People experiencing repeat homelessness**

<b>Element of the homelessness strategy</b>	<b>Status</b>
Common Ground Brisbane	A five-year homelessness funding agreement was executed for this service in June 2018 and housing outcomes are being delivered in accordance with the agreement.
Street to Home	Five-year homelessness funding agreements were executed in June 2018 with five non-government organisations funded to deliver the Street to Home initiative. All services are operating and delivering housing outcomes in accordance with the agreements.

### *People exiting institutions and care into homelessness*

<b>Element of the homelessness strategy</b>	<b>Status</b>
Accommodation and support for Queensland Drug and Alcohol Court	The department executed a homelessness funding agreement in May 2018 with a non-government organisation to deliver the accommodation and support component of Queensland Drug and Alcohol Court program. The service is operating and delivering housing outcomes in accordance with the agreement.
Homelessness Emergency Department Liaison	The Homelessness Emergency Department Liaison service continues to play an important role to educate Emergency Department staff on matters impacting on people experiencing homelessness.
Coordinated Housing and Support for women on parole at risk of homelessness	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. Both pilots were designed to operate for three years and are currently operating.
Supported Independent Living Services for Young people under Child Protection Orders	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>	<p>During 2019-2020 a total of 8,598 prisoners received re-entry services prior to release. These prisoners had contact with re-entry services 24,641 times.</p> <p>In the same period a total of 4,522 offenders in the community received re-entry support, having contact with re-entry services 24,103 times.</p> <p>In 2019-2020, the QCS Post Release Support Accommodation Service (PRSA) commenced. This service delivers supported accommodation services to males exiting correctional centres to Parole supervision across the areas of Cairns, Townsville, Moreton Bay and Toowoomba.</p> <p>During 2019-20, the PRSA service assisted a total 35 offenders to be released to access independent accommodation in the community.</p>
<p>Transition Post Care Support</p>	<p>The Transition and Post Care Support Program provides 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.</p> <p>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>In 2019-2020, a total of 388 young people aged between 15 and 21 years across Queensland were provided transition and post care support.</p>

### Older people

Element of the homelessness strategy	Status
<p>Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services</p>	<p>The Queensland Government has invested in the award-winning Better Together Housing model and it is currently operating in Mackay and the Sunshine Coast to assist older women who are finding it difficult to secure affordable housing in the private market.</p>

8. The table below provides an overview of a selection of Queensland Government reform initiatives for homelessness.

### Key deliverables

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

Selection of homelessness reform initiatives	Status
	<p>This is an evolving program of work, remaining responsive to current challenges, including responding to the needs of people experiencing or at risk of homelessness during the COVID-19 pandemic.</p>
<p>Supporting innovative projects through the Dignity First Fund</p>	<p>Round 1 (2016) provided \$2.5M to 24 projects.            Round 2 (2017) provided \$2.5M to 29 projects.            Round 3 (2018) provided \$2.5M to 42 projects.            Round 4 (2019) provided \$2.5M to 43 projects.</p> <p>More information is available online:  <a href="http://www.hpw.qld.gov.au/dignityfirst">www.hpw.qld.gov.au/dignityfirst</a></p>

### Selected reforms

#### Strengthening the service system

<p>Developing a logic for homelessness investment</p>	<p>The Queensland Department of Housing and Public Works continues to partner with Community Services Industry Alliance to co-design and test a new outcomes-focused way of working to better meet the needs for people who are homeless, or at risk of homelessness.</p>
<p>Enabling sector-led innovation and providing flexibility for responsive place-based solutions</p>	<p>The Queensland Department of Housing and Public Works is collaborating with housing and homelessness service providers and peak organisations to support place-based and person-centred integrated service delivery through the Coordinated Housing and Homelessness Response (CHHR).</p> <p>CHHR is underway with support to build capability of housing and homelessness networks being provided across the state. In Cairns, Townsville, Mackay, Sunshine Coast, Moreton Bay, Brisbane, Redlands, Logan and the Gold Coast Place Based Response Teams and funded Care Coordination Facilitators have been implemented.</p> <p>Place-Based Response Teams work with funded outreach providers to proactively identify and engage people experiencing homelessness and link them with the housing and support services they need.</p> <p>Funded Care Coordination Facilitators increase capability of local care coordination groups to deliver integrated housing with support for people with complex needs. These enhancements were leveraged to support delivery of measures in the COVID-19 Immediate Response Fund.</p>

#### Expanding our capabilities

<p>Developing a shared research agenda</p> <p>Enabling the sector to showcase innovation</p>	<p>The Deck was launched in September 2019 and is available online <a href="https://thedeck.org.au/">https://thedeck.org.au/</a>. It is a resource hub for Queensland's community housing and homelessness sector to access and share research, resources, good practice, jobs and events with colleagues across the state. The Deck has supported communication to and</p>
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and promote good practice	between housing and homelessness service providers during the COVID-19 pandemic.
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## Responding to COVID-19

9. Although not represented in Queensland Bilateral Schedule E3 to the NHHA, responding to the COVID-19 pandemic has been a key focus of housing and homelessness service delivery in 2019 20 from 29 January 2020 when a public health emergency was declared in Queensland.