

# QUEENSLAND HOUSING STRATEGY 2017–2020 **ACTION PLAN**

Building a better  
**housing future**  
*for all Queenslanders*



**Queensland**  
Government





## **Mick de Brenni MP**

Minister for Housing and Public Works and Minister for Sport

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The Queensland Housing Strategy 2017-2027 is a 10-year framework which aims to provide all Queenslanders with a better pathway to safe, secure and affordable housing.

As the strategy looks at Growth, Prosperity, Connections and Confidence, this 2017-2020 Action Plan targets key actions and deliverables we are committing to over the next three years. The initial actions detailed here form the foundations of our vision for a better housing future for all Queenslanders.

These actions encourage transformational change and multi-faceted solutions to a range of community challenges. They demonstrate our intent to work across agencies, and in partnership, to achieve real results.

The Action Plan initiates our new approach to delivering social and affordable housing in communities across the state with a focus on revitalising neighbourhoods, improving housing diversity and providing a safety net for Queensland's most vulnerable, while considering wider community needs for housing choice and affordability.

It offers a new framework of collaborative partnerships with service providers, including co-located delivery hubs and integrated housing and support, to transform the way we deliver housing services across the state.

A handwritten signature in black ink, appearing to read 'Mick de Brenni', with a horizontal line extending to the right.



# Building a better housing future for all Queenslanders

The Queensland Housing Strategy outlines our vision for the housing system to 2027.

The government is committed to making sure every Queenslander has a pathway to a safe, secure and affordable place to call home.

The Queensland Housing Strategy 2017–2020 Action Plan documents the first steps we will take towards achieving our 10-year vision.

## Our commitment

Queenslanders will move in and out of different housing throughout their lifetime as their needs and circumstances change. This Action Plan commits to realising the vision of the Housing Strategy.

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Every Queenslander should have access to a safe, secure and affordable home that meets their needs and supports them to participate in the social and economic life of a vibrant and prosperous state.

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# Growth

## Principles

- Access to safe, secure and affordable housing is the bedrock of social, economic and community participation.
- Housing is essential infrastructure that generates economic growth and local jobs.
- Housing supply needs to be increased by taking a holistic approach to development, and planning and building precincts based on viable economic zones and comprehensive, supportive, community infrastructure.

## Actions

### Diversity

Revitalise housing precincts across Queensland to deliver more social and affordable housing. This includes:

- partnering with private industry and community housing providers
- focusing on developing vacant and under-utilised government land
- delivering more social housing properties that better meet people’s needs
- improving community liveability and prosperity
- enabling affordable by design options.

Where surplus state land is developed for residential purposes, introduce inclusionary requirements so a proportion (5–25%) of new dwellings will be designated for social and affordable housing. This will include Priority Development Areas and Economic and Community Development zones.

Deliver a diversity of social housing that is fit-for-purpose and tailored to meet the needs of individual households and communities.

Improve housing choice and affordability within greenfield release areas and established suburbs by promoting new options for affordable housing including smaller allotments, smaller homes, “missing middle” forms of housing and “affordability by design” features.

### Supply

Partner with the community housing sector to deliver new affordable housing that reduces the gap between social housing and private housing, funded and delivered through better use of existing program funds and facilitating project financing.

Facilitate private and public delivery of residential dwellings in Queensland where possible, using the planning system and redeveloping underutilised government land. This action will include working with local governments to ensure best practice subdivision and design standards, as well as monitoring and facilitating the supply of land where appropriate, supported by the delivery of the *Advancing our Cities and Regions Strategy*.

Commence the Housing Construction Jobs Program to deliver additional social and affordable housing dwellings across the state (including more than 1,700 new dwellings in the first three years and in excess of 5,000 dwellings over the course of the 10-year Strategy).

Establish a Housing Partnerships Office to deliver contemporary housing projects. This includes:

- engaging with state and local government and private sector stakeholders
- identifying, leveraging and managing development opportunities
- initiating place-making initiatives and tenant and community engagement programs in redevelopment sites.

### Efficiency

Explore options for future reform of the Department of Housing and Public Works’ housing portfolio and business model to ensure effective future service delivery.

Ensure optimal use of our public housing assets including assessing the current depreciation and maintenance model used by the department.



## Principles

- Having a safe, secure and affordable place to call home underpins participation in education, training, employment and community life.
- Housing facilitates clear pathways to economic independence.
- Housing services support aspirations for a better future.

## Actions

### Pathways to success

Reform our intake, assessment and allocations process to capture people's needs holistically, and develop Home Pathway Plans to facilitate a more person-centred response.

Deliver pathways to home ownership for existing public housing tenants who may have the financial capacity through the provision of loans, shared equity and rent-to-buy schemes. We will work in partnership with industry to improve opportunities for home ownership.

Remove disincentives and ensure that income does not impact on family rental obligations to encourage pathways to employment and training for targeted young people in public housing, including young Aboriginal and Torres Strait Islander peoples.

Implement a new tenancy engagement program for people living in public housing to promote participation and inclusion.

### Tools for success

Deliver a new suite of flexible assistance packages to enable access to private rental properties including loans, subsidies, head-leases and supports, and an extension of Bond Loans.

Provide flexible assistance packages to women escaping domestic and family violence to support independence and enable a choice of housing that best meets their needs.

Ensure that Home Pathway Plans address financial management, to increase independence and enable a greater range of future housing choices for public housing tenants.

Introduce a rent deduction scheme for vulnerable or at-risk public housing tenants to assist them in sustaining their tenancies.

### Closing the Gap

Investigate and establish a new Aboriginal and Torres Strait Islander housing body that will work with Indigenous Community Housing Organisations and Aboriginal and Torres Strait Islander Councils to improve Indigenous housing outcomes in urban, regional and remote communities across Queensland.

Develop an Aboriginal and Torres Strait Islander Housing Action Plan dealing with housing outcomes and complex challenges in urban, regional, remote and discrete communities, under the framework of the Queensland Housing Strategy.

Deliver an accommodation facility for young Aboriginal and Torres Strait Islander women from remote communities pursuing education and employment opportunities, in partnership with the private sector.



## Principles

- Housing is an essential human service.
- Safe, secure and affordable housing enables better connections to support services, improved health, and greater social, economic and cultural participation.
- Better integration of housing and human services will deliver improved life outcomes for vulnerable Queenslanders.
- Proactive and intensive support helps those at risk of homelessness to access and maintain tenancies.

## Actions

### Service delivery reform

Establish five new housing and homelessness service hubs in Toowoomba, Logan, Cairns, Moreton Bay region and Townsville, co-locating government and non-government housing, homelessness and other local support services. Coordinated assessment of housing and support needs will enable integrated service delivery and avoid the need for people to retell their story many times.

Establish Housing Referral Teams to support people to access secure and safe housing and link people to support to improve wellbeing and housing outcomes. This will provide for improved outcomes for a range of vulnerable people, including Aboriginal and Torres Strait Islander peoples.

Introduce additional digital services and mobile devices to modernise and innovate frontline service delivery including:

- an online application system
- mobile offices to improve client access to information/services and streamline service delivery in the field
- self-service kiosks to improve client experience at service centres
- equipping staff to support clients to self-serve through a concierge approach.

Strengthen coordinated support through Housing Service Centres for vulnerable children and families through early intervention including initial assessments, referrals, case coordination, and supportive housing.

Modernise our Housing Service Centres to be more contemporary and person-centred by:

- changing the physical design to improve service experience
- proactively engaging across government and with providers to deliver holistic responses for vulnerable clients, such as through child protection and domestic and family violence case panels
- investing in staff to ensure they have the tools and skills needed.

Build upon the success of the Mental Health Demonstration Project to establish partnerships that will provide holistic responses to people with mental health concerns living in public housing.

Deliver enhanced housing support for seniors by implementing service improvements to address the issues raised by the Advisory Taskforce on Residential Transition for Ageing Queenslanders. This includes taking action on relevant recommendations, advocating to the Australian Government, collaborating with stakeholders to explore options for promoting liveable, age-friendly housing design standards, and pursuing innovative partnerships to improve the variety, diversity and supply of housing to meet older people's needs.

Strengthen the service delivery response to the housing challenges faced by vulnerable families and women and children escaping domestic and family violence, particularly through closer partnership between the Department of Housing and Public Works and the Department of Communities, Child Safety and Disability Services, and in line with the work underway to implement the relevant recommendations of the Special Taskforce on Domestic and Family Violence.





## Actions

### Youth

Expand HomeStay services in targeted locations to support vulnerable families at risk of homelessness with a focus on families with children under 10 years of age.

Build two new youth foyers on the Gold Coast and in Townsville, and expand the Logan Youth Foyer, to provide housing for young people at risk of homelessness, and support them to achieve independence.

Provide improved housing solutions for highly vulnerable young people, including those leaving out-of-home care and youth detention who are at risk of homelessness. This will include the exploration of new investment models such as a social benefit bond to support delivery. This action will support improved housing outcomes for vulnerable young people from a range of groups, including Aboriginal and Torres Strait Islander peoples.

### Reduced homelessness

Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services.

Reduce the risk of homelessness through a range of measures including:

- a greater focus on supportive housing and early intervention responses
- greater service coordination to support wraparound services
- ensure service continuity through longer-term agreements
- a connected service system that provides seamless pathways from crisis and transitional housing to safe and secure housing
- better understanding the contemporary needs of women escaping domestic and family violence, youth and vulnerable families with young children.

Improve housing outcomes for women and children escaping domestic and family violence by constructing two new crisis shelters and replacing or renewing shelters in the remote and discrete communities of Pomppuraaw, Cherbourg and Woorabinda.

Implement a coordinated housing and support initiative for women on parole or at risk of being remanded to custody.

Provide dignity to people experiencing homelessness through building on the investment already made in the Dignity First initiative.



# Confidence

## Principles

- Housing systems will be fair, contemporary and assure the safety and dignity of all.
- There will be a greater range of housing options whatever a person's age or circumstances.
- People will have a voice and greater access to information to make decisions about their housing future.

## Actions

### Housing pathways

Establish a Queensland Government housing portal that will consolidate information to ensure it is user-friendly and accessible to people of all abilities, including seniors, people from culturally and linguistically diverse backgrounds and people with disability. The portal will provide information about the full range of housing options including home ownership, retirement living and affordable rental.

Reform the *Housing Act 2003* and the *Residential Tenancies and Rooming Accommodation Act 2008* to create a more contemporary legislative framework.

Explore improvements to dispute resolution arrangements to ensure housing consumer complaints are resolved as quickly and cost-effectively as possible, including the possibility of a dispute resolution body.

Establish a Housing and Homelessness Research Alliance to better support targeted research, analysis and evaluations.

### Residential tenancies

Review the *Residential Tenancies and Rooming Accommodation Act 2008* to better protect both tenants and landlords to improve housing stability for people living in the private market.

### Regulated accommodation

Amend the *Retirement Villages Act 1999* and the *Manufactured Homes (Residential Parks) Act 2003* to improve pre-contractual disclosure processes and introduce new behaviour standards to make it easier to address undesirable behaviour in residential parks and retirement villages, and if necessary, undergo dispute resolution processes.

Review the *Residential Services (Accreditation) Act 2002* to ensure the regulatory framework protects residents, promotes fair trading practices, and encourages the growth and viability of the residential services industry.

Provide advocacy and support through peak groups and resident and home owner associations to retirement village residents, manufactured home owners and vulnerable residents living in residential services, including helping to prepare for proposed legislative changes.

### Housing design and amenity

Introduce sustainable building measures following consultation on the Queensland Building Plan.

Construct 50% of public housing dwellings to the Livable Housing Design Guidelines Gold Level or Platinum Level standards to increase accessibility and adaptability.

Ensure public housing design standards are contemporary and include features which deliver safety, amenity and energy efficiency.



### For more information

 [qld.gov.au/housingstrategy](http://qld.gov.au/housingstrategy)

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