

NATIONAL HOUSING AND HOMELESSNESS AGREEMENT

Report against Queensland Bilateral Schedule E3

Reporting period 1 July 2020 – 30 June 2021 for publication by 31 October 2021

Overview

1. This Report prepared by the Department of Communities, Housing and Digital Economy (DCHDE) 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 reporting to reduce 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.
3. For example, the Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023 was released in May 2019, subsequent to Schedule E3 being developed. A key achievement in 2020-21 was the launch of Aboriginal and Torres Strait Islander Housing Queensland, the peak body working with Indigenous community housing organisations and Aboriginal and Torres Strait Islander councils focusing on all matters regarding Aboriginal and Torres Strait Islander housing and homelessness in Queensland. Further information is available online at <https://www.chde.qld.gov.au/about/initiatives/aboriginal-torres-strait-islander-housing-action-plan>.
4. Significantly, in June 2021 the Queensland Government released the Housing and Homelessness Action Plan 2021-2025, the second action plan under the Queensland Housing Strategy 2017-2027 that has been developed in the context of current and anticipated housing market conditions and need. Further information is available online at <https://www.chde.qld.gov.au/about/strategy/housing/housing-and-homelessness-action-plan-2021-2025>

Housing

5. 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 Action Plan 2017-2021*.

Element of the housing strategy	Status
<i>State Planning Policy</i>	The State Planning Policy (SPP) came into effect on 3 July 2017 and has remained in place throughout 2020-2021. The SPP is available online: https://dilgpprd.blob.core.windows.net/general/spp-july-2017.pdf
<i>Planning Act 2016</i>	Queensland's <i>Planning Act 2016</i> remained in place throughout 2020-21. The <i>Planning Act 2016</i> is available online: https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-025
<i>ShapingSEQ – South East Queensland Regional Plan 2017</i>	Queensland's <i>ShapingSEQ - South East Queensland Regional Plan 2017</i> remained in place throughout 2019-20. Reporting on this initiative is available online: https://planning.statedevelopment.qld.gov.au/planning-framework/how-is-the-planning-framework-performing
<i>State Infrastructure Plan</i>	The Queensland Government has released a new draft State Infrastructure Strategy to replace the March 2016 State Infrastructure Plan (SIP).

	<p>The draft State Infrastructure Strategy responds to the dramatic and permanent changes we are now facing in our state, and the challenges and opportunities that lie ahead and sets out a framework for building a strong, resilient and sustainable Queensland, providing a clear direction to guide future infrastructure planning and investment over the next 20 years.</p> <p>Consultation on the draft SIP is occurring: https://www.state.development.qld.gov.au/industry/infrastructure/infrastructure-planning-and-policy/state-infrastructure-strategy/draft-state-infrastructure-strategy</p>
<p><i>Queensland Housing Strategy 2017-2027 and the Queensland Housing and Homelessness Action Plan 2021-2025</i></p>	<p>Under the <i>Queensland Housing Strategy Action Plan 2017-2020</i>, the Queensland Government has delivered on an ambitious program of work, including:</p> <ul style="list-style-type: none"> - new social and affordable housing, including in partnership with the community housing sector - new products and services to assist people to access housing through the private rental market - a homelessness service sector that is more integrated with the broader housing service system - new approaches and technology to ensure our service responses are person-centred - regulatory reforms to improve consumer protections for all Queenslanders in the homes in which they live and provide greater certainty for industry - foundational reform to frontline services through Service Delivery Transformation, with new person-centred customer service approaches, tailored pathway planning and redesigned Housing Service Centres. <p>This is driving new ways of working across government and the sector, creating a more integrated system where people can access housing with support according to their needs.</p> <p>The <i>Queensland Housing and Homelessness Action Plan 2021-2025</i> was developed in the context of current and anticipated housing market conditions and need and released in June 2021. A key initiative is the Queensland Housing Investment Growth Initiative (QHIGI) that will deliver a strong, coordinated program of capital investment to increase housing across the state and deliver on the Queensland Government's commitment to commence 7400 social and affordable homes over the four years. The QHIGI is backed by a total 4-year investment of \$1.813 billion to commence 6,365 social homes, create jobs and benefit trades. It is further supported by the establishment of the \$1 billion Housing Investment Fund to provide annual returns to be invested in social housing. This is the largest concentrated investment in social housing in Queensland's history.</p> <p>It is anticipated that this latest Action Plan under the Housing Strategy will form the cornerstone of any future bilateral Schedule under the NHHA.</p>

	Further information is available online at https://www.chde.qld.gov.au/about/strategy/housing/housing-and-homelessness-action-plan-2021-2025
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Homelessness

- The *Queensland Housing Strategy 2017-27*, underpinned by the *Queensland Housing Strategy Action Plan 2017-2021*, 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.
- 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 replacement shelter on the Gold Coast was completed in 2020-21.</p> <p>Commencement of a new shelter in Charters Towers is anticipated to occur in 2022.</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. In 2019-20 around 43,100 clients were assisted by SHS in Queensland and 2020-21 figures will be made available online by the Australian Institute of Health and Welfare.</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 are an integrated multi-agency responses involving police, corrections, health, education, housing, child safety 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

<p>Building two new youth foyers and expanding the Logan Youth Foyer</p>	<p>The expansion of the Logan Youth Foyer was completed in June 2019.</p> <p>The Gold Coast Youth Foyer was completed in June 2021 with on-site service delivery commencing in July 2021.</p> <p>The Townsville Youth Foyer is in the initial feasibility phase.</p>
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Indigenous Australians

<p>Replacing shelters in Woorabinda, Pormpuraaw, and Cherbourg</p>	<p>The Cherbourg replacement shelter was completed in 2018-19 and the replacement shelter in Pormpuraaw was completed in August 2019.</p> <p>The replacement shelter in Woorabinda was completed in October 2020.</p>
<p>Rockhampton River to Home</p>	<p>A five-year funding agreement was executed for this service in June 2018 and housing outcomes are being delivered per the contract.</p>

People experiencing repeat homelessness

<p>Common Ground Brisbane</p>	<p>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.</p>
<p>Street to Home</p>	<p>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.</p>

People exiting institutions and care into homelessness

<p>Accommodation and support for Queensland Drug and Alcohol Court</p>	<p>The initiative commenced 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 to deliver SHS.</p>
<p>Homelessness Emergency Department Liaison</p>	<p>The Homelessness Emergency Department Liaison service continues to play an important role to educate Emergency Department staff on matters impacting on people experiencing homelessness and has seen a significant increase in activity over the past 12 months, which appears to be partly attributable to impacts of the COVID-19 pandemic.</p>

Coordinated Housing and Support for women on parole at risk of homelessness	The initiative commenced in 2018 in two pilot sites: South East Queensland and Townsville. The service is operating and delivering integrated housing and support for women exiting custody and at risk of homelessness.
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.
Re-entry Support Services	In 2020-21, delivery of Re-entry Support Services for prisoners during and after release faced many challenges as the COVID-19 pandemic continued to impact Australia. In 2020-21, Queensland Corrective Services delivered almost 41,700 re-entry service contacts to prisoners and offenders. This included 23,413 contacts with services before release and 18,282 post-release contacts.
Transition Post Care Support	The Transition and Post Care Support Program provides direct support to young people aged 15-21 years with complex needs (including disability, mental health or other high risk behavioural needs) who are transitioning from care and whose needs place them at greater risk of experiencing homelessness. In 2020-21, 442 young people received support from the Transition and Post Care Support Program.

Older people

Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services	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.
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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
Development of a <i>Queensland Homelessness Compact</i> with the homelessness sector	Development of a <i>Queensland Homelessness Compact Workplan 2018-2020</i> has been completed. A program of work was delivered that evolved to meet the emerging needs of people experiencing or at risk of homelessness and the housing and homelessness sector, including during the COVID-19 pandemic.
Supporting innovative projects through the Dignity First Fund	Round 1 (2016) provided \$2.5M to 24 projects. Round 2 (2017) provided \$2.5M to 29 projects.

Selection of homelessness reform initiatives	Status
	<p>Round 3 (2018) provided \$2.5M to 42 projects. Round 4 (2019) provided \$2.5M to 43 projects. COVID-19 Response Round (2020) provided \$2.5M to 24 projects.</p> <p>More information is available online: https://www.chde.qld.gov.au/about/initiatives/dignity-first</p>

Selected reforms

Strengthening the service system

Developing a logic for investment	<p>The Queensland Department of Communities, Housing and Digital Economy 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>
Enabling sector-led innovation and providing flexibility for responsive place-based solutions	<p>The Queensland Department of Communities, Housing and Digital Economy 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 and continue to deliver outcomes in line with funded objectives.</p>

Expanding capabilities

<p>Developing a shared research agenda</p> <p>Enabling the sector to showcase innovation and promote good practice</p>	<p>The Deck was launched in September 2019 and is available online https://thedeck.org.au/. 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 supported communication to and between housing and homelessness service providers during the COVID-19 pandemic.</p>
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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 from 29 January 2020 when a public health emergency was declared in Queensland has remained a key focus of housing and homelessness service delivery in 2020-21.

Selection of initiatives supporting the response to COVID-19

In 2019-20 the \$24.7m Housing and Homelessness COVID-19 Immediate Response Fund was announced to enhance existing service offerings across the housing and homelessness continuum and ensure vulnerable Queenslanders could access the services required during the COVID-19 pandemic.

An Emergency Housing Assistance Response was initiated, providing short-term accommodation to individuals and families requiring an immediate accommodation solution. The Queensland Government also established a rapid response domestic and family violence COVID-19 initiative to move women and their children in inappropriate accommodation in Brisbane to safer short-term accommodation with coordinated specialist supports and services, including safety planning.

Across Queensland, since March 2020 more than 4,247 households (including families and individuals) were supported with emergency housing assistance and of those, over 2,552 households were assisted into longer-term accommodation, including social housing and private rentals and some reconnecting relationships with family and friends.

In April 2020, around 200 individuals from four congregate accommodation sites in Inner Brisbane were temporarily relocated to a site, leased to January 2021, to adhere to social distancing requirements, with around-the-clock security and support for over 350 individuals during this period.

Residents were supported to transition to alternative accommodation with support. In the following six months to July 2021, 85% of people who transitioned from the leased site with service provider supports in place have sustained their tenancy.

Key information about Queensland's response to COVID-19 is located online at <https://www.chde.qld.gov.au/about/initiatives/rapid-housing-response>.