

# NATIONAL HOUSING AND HOMELESSNESS AGREEMENT

## Report against Queensland Bilateral Schedule E3

Reporting period 1 July 2022 – 30 June 2023

### Overview

1. This Report, prepared by the Department of Housing (the Department) to monitor progress under the National Housing and Homelessness Agreement (NHHA), fulfils the annual reporting requirements per clause 40 and Part 6 of Schedule E3 and brings together existing, non-financial reporting to reduce duplication of effort.
2. Reporting is generally limited to focus on the initiatives included in Schedule E3, many of which are well advanced or completed, and is therefore not a comprehensive report on housing and homelessness responses in Queensland.
3. Key developments in the Queensland Government housing and homelessness response since negotiation of Schedule E3 include: the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023*, released in May 2019; the Housing and Homelessness COVID-19 Immediate Response Fund announced in March 2020; the *Queensland Housing and Homelessness Action Plan 2021-2025*, released in June 2021; including QuickStarts Qld and the Housing Investment Fund (HIF), the *Towards ending homelessness for young Queenslanders 2022-2027* policy and framework, released in October 2022; and the *Queensland Housing Summit Outcomes Report*, released 1 December 2022. The HIF was boosted to \$2 billion as part of the Queensland Housing Summit on 20 October 2022, with \$130 million per year available to support an increased target of 5,600 new social and affordable housing commencements across Queensland by 30 June 2027.

### Housing

4. 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 (SPP), *Planning Act 2016*, ShapingSEQ – South East Queensland Regional Plan 2017, State Infrastructure Plan and the *Queensland Housing Strategy 2017-2027* underpinned by the *Queensland Housing Strategy Action Plan 2017-2020*, the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* and the *Queensland Housing and Homelessness Action Plan 2021-2025*. Notably, some of these documents have been replaced.

Element of the housing strategy	Status
<i>State Planning Policy</i>	The SPP came into effect on 3 July 2017 and has remained in place throughout 2022–2023. The SPP outlines 17 state interests and is available online: <a href="https://dsdmipprd.blob.core.windows.net/general/spp-july-2017.pdf">https://dsdmipprd.blob.core.windows.net/general/spp-july-2017.pdf</a>
<i>Planning Act 2016</i>	The <i>Planning Act 2016</i> (Qld), the principal legislation establishing the framework for Queensland’s planning system, remained in place throughout 2022–2023 and is available online: <a href="https://www.legislation.qld.gov.au/view/html/inforce/current/act-2016-025">https://www.legislation.qld.gov.au/view/html/inforce/current/act-2016-025</a>
<i>ShapingSEQ – South East Queensland Regional Plan 2017</i>	As an outcome of the Housing Summit, the Queensland Government is undertaking a targeted review of the existing regional plan for South East Queensland (South East Queensland Regional Plan 2017 – ShapingSEQ 2023 Update) to ensure that land and housing supply settings are fit for purpose and responsive to current and future

	<p>growth.</p> <p>The draft ShapingSEQ 2023 Update includes a combined target for social and affordable housing.</p> <p>The ShapingSEQ 2023 Update will support the outcomes sought by National Cabinet and the 2022 National Housing Accord. The Update is expected to be finalised by the end of 2023 and will be available online at:  <a href="https://shapingseq.statedevelopment.qld.gov.au/">https://shapingseq.statedevelopment.qld.gov.au/</a>.</p>
<p><i>State Infrastructure Strategy</i></p>	<p>The Queensland Government released the State Infrastructure Strategy in June 2022 (SIS):  <a href="https://www.statedevelopment.qld.gov.au/data/assets/pdf_file/0013/72103/state-infrastructure-strategy-2022.pdf">https://www.statedevelopment.qld.gov.au/data/assets/pdf_file/0013/72103/state-infrastructure-strategy-2022.pdf</a></p> <p>The SIS presents the State’s 20-year vision for infrastructure, setting out four guiding objectives and priority actions for delivery over the next four years, including 10 actions focused specifically on social and affordable housing. Agencies are progressing the implementation of priority actions and a monitoring and reporting framework is being developed to measure the delivery of the strategy against its key objectives.</p> <p>The department continues to explore interventions to respond to the need for land, and affordable, diverse housing in SEQ.</p> <p>Seven Regional Infrastructure Plans are being progressively developed to support implementation of the SIS. The regional infrastructure plan for Central and Western Queensland and a draft South East Queensland Infrastructure Supplement were finalised during 2022-2023.</p>
<p><i>Queensland Housing Strategy 2017-2027</i></p>	<p>The Queensland Government delivered the <i>Queensland Housing Strategy Action Plan 2017–2020</i> and continues to implement the <i>Queensland Housing and Homelessness Action Plan 2021-2025</i>, released in June 2021 to deliver a strong, coordinated program of capital investment to increase housing across the State.</p> <p>It is further supported by the \$2 billion HIF, with \$130 million available each year to support 5,600 social and affordable home commencements across Queensland by 30 June 2027.</p> <p>On 12 July 2022, the Queensland Auditor-General released the report, <i>Delivering social housing services</i> (the Report), which made eight recommendations for the Department. The Department has welcomed and accepted all eight recommendations of the Report, which acknowledges the challenges the housing system is experiencing. Work is underway to respond to these recommendations, with responses to five recommendations completed, and the remaining recommendations on track for completion by December 2023.</p>
<p><i>Aboriginal and Torres Strait Islander Housing Action Plans</i></p>	<p>An investment of \$67.1M over five years for the <i>Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023</i> has supported the Queensland Government partnering with First Nations peoples to strengthen joint decision making that enables community-led and place-based responses.</p> <p>The <i>Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023</i> set the foundation for a new way of working where communities are empowered to participate in shared leadership and decision-making.</p> <p>The Department is working in partnership with Aboriginal and Torres Strait Islander Housing Queensland to co-design <i>Our Place: A First Nations Housing and Homelessness Action Plan 2024-2027</i> (Our Place Action Plan). The Our Place Action Plan will build on the foundations of the <i>Aboriginal and Torres Strait Islander Housing Action Plan 2019 - 2023</i>.</p>

	<p>The 2023-24 Queensland Budget included \$51.3M over four years to support the Our Place Action Plan, with a focus on progressing Closing the Gap initiatives, enhancing culturally safe services and delivering innovative housing supply solutions.</p> <p>Phase 2 of the co-design and shared decision-making process is currently underway which includes focus groups and workshops with key stakeholders.</p>
--	---

## Homelessness

5. The *Queensland Housing Strategy 2017-27*, underpinned by the *Queensland Housing and Homelessness Action Plan 2021-2025*, *Partnering for impact to reduce homelessness in Queensland* and *Towards ending homelessness for young Queenslanders 2022-2027*, form Queensland’s publicly available homelessness strategy that meets the requirements of s.15C of the *Federal Financial Relations Act 2009*. Notably, some of these documents have been replaced.
6. The table below provides a selection of key achievements for Queensland Government policies and programs targeting 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>Since 2018, new shelters have commenced operations in Roma, Caboolture, the Gold Coast, Pormpuraaw, Woorabinda and Cherbourg.</p> <p>An appropriate site for a new shelter asset in Charters Towers was secured in late 2022 and construction is scheduled to commence in 2024.</p> <p>A new shelter also commenced operation in Coen (2017) and replacement shelters have been delivered in Southport (2021) and Toowoomba (2022). An extension to an existing shelter was also delivered in Redlands (2019).</p> <p>New women’s shelters were constructed in the remote and discrete Aboriginal and Torres Strait Islander communities of Pormpuraaw (2019) and Woorabinda (2020). An existing dwelling was identified in Cherbourg to be repurposed and underwent extensive remodelling and refurbishment to create a new shelter in Cherbourg (2019).</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 experiencing or at risk of homelessness. In the first nine months of 2022-23, 7,215 people in Queensland identified domestic and family violence (DFV) as the main reason for seeking assistance from SHS, and 10,688 people identified DFV as one of the reasons for seeking assistance.</p> <p>Specific services are provided to assist women and children experiencing DFV. Queensland Government High Risk Teams (HRT) operate in nine locations across the State – Logan/Beenleigh, Mount Isa, Cherbourg, Brisbane, Ipswich, Cairns, Mackay, Caboolture and Townsville. As part of the response to the Women’s Safety and Justice Taskforce recommendations, the Queensland Government has committed to establish new HRTs in Redlands and Rockhampton. The department is a core agency in multi-agency HRTs that provide integrated responses to victim-survivors and their children at high risk</p>

	of serious harm.
--	------------------

### Children and young people

Element of the homelessness strategy	Status
<i>Towards ending homelessness for young Queenslanders 2022-2027</i>	<p>In October 2022, the Queensland Government released <i>Towards ending homelessness for young Queenslanders 2022-2027</i>, a policy and framework to improve housing outcomes for young people backed by a \$29.8 million investment across four years, which includes \$27 million in new funding from 2023-24. \$10 million per annum has been committed ongoing from 2026-27.</p> <p>The Queensland Government has made good progress in the early stages of implementing this five-year policy and framework with over \$2 million already allocated to services to respond to emergent need for enhanced services, while working with young people and the sector to implement system-wide improvements in the policy and framework.</p>
Building two new youth foyers and expanding the Logan Youth Foyer	<p>Queensland has two youth foyers, located in Logan and the Gold Coast. Each youth foyer provides 40 units of accommodation for young people who are committed to engaging in education, training or work and are in need of a safe and stable environment to live in as they build their future as adults. The youth foyers are staffed by experienced youth support workers who are on site 24/7.</p> <p>Construction of a Townsville Youth Foyer commenced in late 2022 and is forecast to be completed by early 2024.</p>

### Indigenous Australians

Element of the homelessness strategy	Status
<i>Aboriginal and Torres Strait Islander Housing Action Plan 2029-2023</i>	<p>In 2019 the Government released the <i>Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023</i> to support the Government partnering with First Nations peoples to strengthen community-led and place-based responses.</p> <p>The Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023 set the foundation for a new way of working where communities are empowered to participate in shared leadership and decision-making. These outcomes are driven by priorities identified by Aboriginal and Torres Strait Islander Local Governments in 17 Local Housing Plans.</p> <p>Capital programs addressing housing need and overcrowding are designed by Councils, with most programs also delivered by Councils.</p> <p>From 1 July 2019 to 30 June 2023, 60 new dwellings, 24 one-bedroom and two-bedroom extensions and 20 new residential allotments have been completed through State and Federal funding.</p> <p>At 30 June 2023, 207 First Nations households on communal lands now own their home through the Queensland Government's Remote Home Ownership program.</p> <p>At 30 June 2023, a total of 62 First Nations trainees have been placed across the state, with 27 already completing their traineeship and transitioning into employment.</p>

	The department funded adult literacy program, Yes I Can!, supported 51 Yarrabah residents in 2021 and 2022 to build independence through improved literacy skills.
--	--

### People experiencing repeat homelessness

Element of the homelessness strategy	Status
Common Ground Brisbane	A five-year homelessness funding agreement was executed for this service in June 2018 and housing outcomes were achieved in accordance with the agreement to June 2023.
Street to Home	Five-year homelessness funding agreements were executed in June 2018 to 30 June 2023. All Street to Home services have operated and delivered housing outcomes in accordance with the agreements.

### People exiting institutions and care into homelessness

Element of the homelessness strategy	Status
Accommodation and support for Queensland Drug and Alcohol Court	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.
Homelessness Emergency Department Liaison	<p>The Homelessness Emergency Department Liaison Officer initiative assists patients who are experiencing, or are at risk of, homelessness to find appropriate accommodation on discharge from hospital emergency departments. The initiative contributes to preventing hospital re-admissions and engages patients in support services around mental health, substance use and disability.</p> <p>Across Metro North and Metro South Health Regions there were more than 1,200 presentations in 2022-23. People continue to present with complex issues, including substance use, mental health issues and DFV.</p>
Coordinated Housing and Support for women on parole at risk of homelessness	The Next Step Home Initiative commenced in 2018 in two pilot sites, South East Queensland and Townsville, delivering integrated housing and support for women exiting custody at risk of homelessness. An evaluation of the initiative was finalised in late 2020, and services have been extended in South East Queensland and Townsville.
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, high or complex support needs who are transitioning to independent living. Services have a strong focus on supporting the development of life-skills and self-care, assisting young people to develop or improve social skills, increase access to information and community support and facilitate education, employment and skills acquisition opportunities. A total of 23 services are funded to deliver supported independent living services in Queensland.
Re-entry Support Services	The Queensland Corrective Services deployed a statewide network of Re-entry Advisors and funded six non-government organisations to deliver dedicated Re-Entry Support, including practical assistance to apply for and

	<p>secure post-release accommodation.</p> <p>Since 2019, 293 men have been supported through the Post Release Supported Accommodation (PRSA) program (as at 30 June 2023), with 46 percent of participants identified as Aboriginal peoples and Torres Strait Islander peoples.</p> <p>The PRSA program was independently evaluated in April 2023 which found universal support across all stakeholders for the approach of providing accommodation and support for men exiting custody to parole. Additionally, the program generated a small cost saving compared to a man remaining in custody, with additional savings expected with reduced impacts of COVID-19. Evaluation recommendations for improvements are being considered as part of contract renewal and program improvement activities.</p>
Transition Post Care Support	The Transition and Post Care Support program responds to the needs of young people with complex disability, mental health, and/or high-risk behavioural needs who are at risk of homelessness as they transition from care. In 2022-23, a total of 385 young people received direct support from the Transition and Post Care Support Program.

### Older people

Element of the homelessness strategy	Status
Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services	<p>In February 2022, the Queensland Government announced a Housing Outcomes for Older Women initiative to contribute to greater housing and support responses for older women. This initiative was developed in collaboration with the Housing Older Women Movement, Sharing with Friends and Q Shelter. More information is available online: <a href="https://www.chde.qld.gov.au/about/initiatives/housing-older-women">https://www.chde.qld.gov.au/about/initiatives/housing-older-women</a></p> <p>The Housing Older Women Support Service (HOWSS) operated by Footprints Community Limited is a specialised housing and support hub for older women. The HOWSS operates through a Brisbane based hub and spoke in Mackay and also provides a state-wide online service accessible to all older women experiencing or at risk of homelessness. The online and Brisbane (West End) service have been operational since early October 2022 and the Mackay spoke opened in February 2023.</p> <p>\$8M has been allocated for design and construction projects to build new homes designed by and for older women.</p>

7. The table below provides a summary of progress against a selection of Queensland Government reform initiatives for homelessness.

### Key deliverables

Selection of homelessness reform initiatives	Status
Development of a <i>Queensland Homelessness</i>	Development of a Queensland Homelessness Compact Workplan 2018–2020 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

Compact with the homelessness sector	housing and homelessness sector, including during the COVID-19 pandemic.
Supporting innovative projects through the Dignity First Fund	<p>Five rounds of funding totalling \$12.5M were completed between 2016 and 2020 supporting up to 43 projects per round. All Dignity First Funding contracts have expired, and Dignity First Funding has been fully expended. The Dignity First Fund was replaced by the Stay Connected fund in August 2022. The Stay Connected Fund provides up to \$150,000 to community organisations to improve community connections for vulnerable Queenslanders. The Fund supports one-off projects that build connection between Queenslanders and reduce feelings of social isolation and loneliness. In 2022, the fund supported ideas and initiatives helping women aged 55 years and over and provided \$2.49M to 23 suppliers to deliver 25 service initiatives across Queensland.</p> <p>More information about the Stay Connected Fund is available online: <a href="http://www.housing.qld.gov.au/about/initiatives/stay-connected-fund">www.housing.qld.gov.au/about/initiatives/stay-connected-fund</a></p>

## Selected reforms

### Strengthening the service system

Selection of homelessness reform initiatives	Status
Enabling sector-led innovation and providing flexibility for responsive place-based solutions	<p>The Department is collaborating with housing and homelessness service providers and peak organisations to support integrated place-based and person-centred service delivery through the Coordinated Housing and Homelessness Response (CHHR). This includes, under the <i>Queensland Housing and Homelessness Action Plan 2021-25</i>, a commitment to enhance the CHHR in priority locations across the State (Action 6.4), which included enhancements to the client management system and data and reporting delivered in 2022-2023 and the expansion of CHHR into further locations.</p> <p>Place-Based Response Teams and funded Care Coordination Facilitators are operational in Cairns, Townsville, Mackay, Gympie, the Sunshine Coast, Moreton Bay, Brisbane, Redlands, Logan and the Gold Coast and work with funded outreach providers to proactively identify and engage people experiencing homelessness and link them with housing and support services.</p> <p>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 our capabilities

Selection of homelessness reform initiatives	Status
Developing a shared research agenda	<p>The Deck was launched in September 2019 at <a href="https://thedeck.org.au/">https://thedeck.org.au/</a> and provides 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</p>

Enabling the sector to showcase innovation and promote good practice	<p>service providers throughout the COVID-19 pandemic.</p> <p>Work is occurring through the <i>Queensland Housing and Homelessness Action Plan 2021-2025</i> to equip the government and community sector workforce to develop the skills, practice and tools needed to deliver person-centred, coordinated, outcomes focused housing with support services; and to understand, identify and respond to the interdependency between mental health, homelessness and housing need.</p>
--	---

## Queensland Housing Summit

Although not represented in the Queensland Bilateral Schedule E3 to the NHHA, the Queensland Government hosted a Housing Summit on 20 October 2022. The Housing Summit was attended by representatives from local, state and federal governments, industry and the community housing and homelessness service sectors and provided an opportunity to explore ways to work together to meet the housing needs of Queenslanders.

Following the Summit, the Queensland Housing Summit Outcomes Report was released on 1 December 2022 which includes a program of actions backed by \$56 million in new funding and focuses on expanding housing supply and increasing housing support for Queenslanders. Initiatives include:

- \$11.7 million to expand tenancy sustainment responses to support vulnerable people to maintain their tenancies.
- \$10 million to expand private rental assistance products and services for people experiencing severe rental stress.
- \$10 million to deliver more temporary emergency accommodation with onsite support.
- \$8.5 million additional support for after-hours homelessness outreach services in six locations
- a further \$5 million boost to the Immediate Housing Response for Families.
- \$5 million for a Community Engagement and Awareness Campaign on growth and housing diversity.
- \$3.3 million for cost-of-living relief, including emergency relief and food relief, doubling the amount of emergency relief available for people most in need.
- \$2.5 million to support the review of the South-East Queensland Regional Plan.

The Queensland Government also boosted the HIF from \$1 billion to \$2 billion to support commencements of 5,600 social and affordable homes by 30 June 2027.