

QUEENSLAND HOUSING STRATEGY 2017–2027





Mick de Brenni MP

Minister for Housing and Public Works and Minister for Sport

There is no better place than Queensland to live, work and raise a family. Our lifestyle is the envy of the country.

Housing is about more than simply shelter. It's about people. It's about how we live, how we connect and how we build better neighbourhoods that support social cohesion and advance our enviable way of life.

The Queensland Government recognises the importance of giving every Queenslanders a pathway to a safe, secure and affordable place to call home. That is what this strategy is all about.

No matter where you are in Queensland, or your circumstances or background, this strategy provides a clear pathway for housing to support your aspiration.

The strategy links housing with skills, training and education, especially for young

people. It acknowledges that housing is a key foundation for social and economic improvement.

Housing is an essential human service, and we know that when human services are done well, the economic benefits are immense.

That's why we are backing this strategy with a \$1.8 billion investment, delivering more than 5,000 new homes and supporting 450 full-time construction jobs a year for 10 years.

Housing is a foundation for strong communities and with this strategy we are investing in a brighter housing future for all Queenslanders.

Together we will build more homes, strengthen our communities and grow the state's economy.



Annastacia Palaszczuk MP

Premier and Minister for the Arts

Safe, secure and affordable housing is the foundation on which we build connected and resilient communities. As more and more people choose to make Queensland their home, it is imperative that we act now, with a long-term and sustainable vision, to support and safeguard the housing needs of current and future generations.

The Queensland Housing Strategy delivers a framework for a positive housing future for Queensland. This approach includes opportunities to enhance local communities, encourage social inclusion and economic participation, and to assist people to reach their full potential.

As we actively work to advance Queensland, investing in technology and innovation, and building confidence in our economy across the state, we are also working to deliver a pipeline of opportunity for local contractors, creating jobs and encouraging economic growth.

This new approach to urban renewal and precinct development is exciting. It is another piece of critical work being done to build social and economic resilience for the people of Queensland.

This housing strategy will help ensure a better housing future for all Queenslanders.

A housing investment milestone

Delivering the Queensland Housing Strategy involves a \$1.8 billion investment to deliver more social and affordable housing and transform the way that housing services are delivered to better support people in need.

\$1.8bn

10-YEAR HOUSING STRATEGY



4,522 SOCIAL HOMES
1,034 AFFORDABLE HOMES
STATEWIDE



450 full-time jobs a year for 10 years



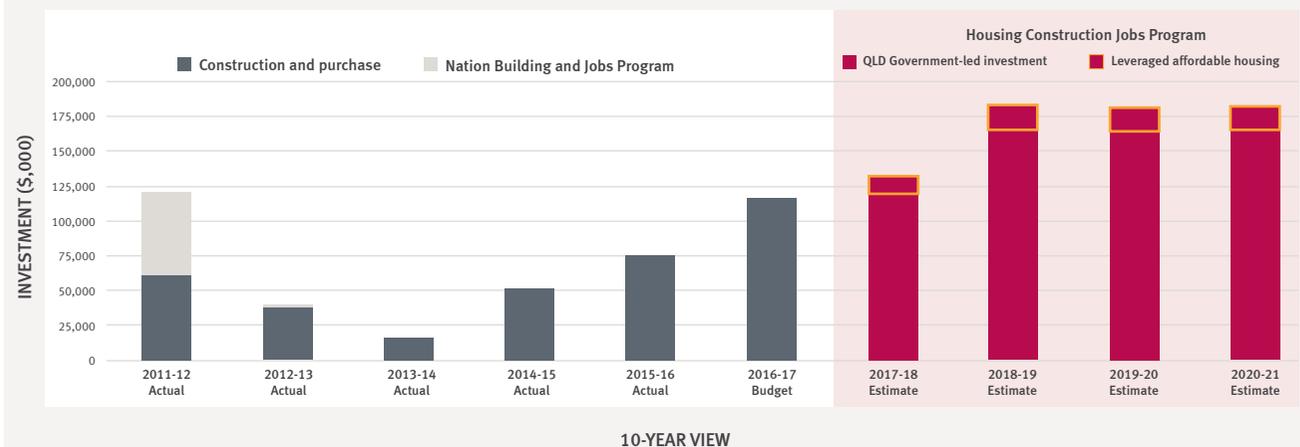
Statewide housing
CONSTRUCTION program

Creating opportunities for **YOUNG PEOPLE** through stable housing



ADVANCING
Aboriginal and Torres Strait
Islander housing outcomes

Housing construction investment profile



Delivering safe, secure and affordable housing

Safe, secure and affordable housing enables people to fully participate in, and contribute to, the wellbeing of our state and to achieve other positive life outcomes, such as good health, quality education and secure employment.

Housing construction provides jobs and creates a strong economic driver for local business. New housing creates demand for goods and services, and a healthy housing market adds to a more resilient and inclusive economy. Stable housing enables better access to education, jobs and services.

When the cost to buy or to rent rises faster than household incomes, more people struggle to find and afford a place that best meets their needs. This increases demand on housing services and pushes more Queenslanders into insecure housing.

What Queenslanders told us

We heard from individuals, couples and families. Older people looking at housing in retirement, people with disability, and younger people looking to enter the housing market for the first time – they all shared their experiences and challenges with us.

We met with people living in government housing, as well as private market tenants, and we heard from the many dedicated people who work in homelessness, housing, community services and health services who offer support to those in need.

We travelled to regional, rural and remote areas across the state to better understand local housing impacts.

The Housing Strategy Consultation Summary 2016 provides a summary of this consultation and an overview of our findings.

23% of homeless people are aged 12-24 years



90% of housing assistance applications received from people with high needs

142,000 low-income renters spend more than 30% of their income on housing



25,000 people with disability on low incomes live in inappropriate/unsustainable settings

Our challenge

Almost 380,000 additional homes will be needed by 2027 when Queensland's population grows to 5.7 million.

The way we live is changing. An ageing population has led to smaller households, which needs to be reflected in the neighbourhoods in which we live. Housing markets vary across the state with different housing needs and pressures in different communities, often impacted by local economies.

People on moderate incomes, including key workers, are finding it harder to afford to live in the communities in which they service.

The Queensland Housing Strategy 2017-2027 is a long-term plan to work through the different and unique challenges faced by our communities, in cities and towns across the state.

Meeting these challenges will require the creation of more housing options for public housing in the private market.

Revitalising our housing and homelessness system

Responding to community and stakeholder feedback will require fundamental reforms across the continuum from homelessness to home ownership.

Homelessness

Improve the pathways from homelessness to safe and secure housing.

Social housing

Make better use of housing assets to meet the needs of communities.

Affordable rental

Increase the supply of community-managed, affordable rental accommodation.

Private market rentals

Increase the supply of affordable private market rental properties and provide greater protection and support to tenants.

Housing supply

Create a pipeline of development; undertake urban renewal across local precincts; and encourage energy-efficient and sustainable design.



Building a better housing future for all Queenslanders

The Queensland Housing Strategy 2017-2027 is a 10-year framework driving key reforms and targeted investment across the entire housing continuum.

No matter what your circumstances or background, if you live in Queensland, you should always have a safe and secure place to call home.

The Housing Strategy is a long-term plan to embrace innovation and a commitment to make meaningful changes that lead to better long-term housing outcomes for Queenslanders.

The Housing Strategy redefines how we will deliver housing to support urban renewal, generate new jobs, provide affordable housing, and drive innovative housing design that responds to contemporary housing needs.

This new 10-year strategy ensures those most in need are supported by a safety net of targeted early interventions, flexible packages of support, supportive social housing, and genuine wraparound services.

By creating better housing pathways, we will promote growth, enable prosperity, create connections and instil confidence, providing every Queenslanders with the opportunity to fully participate in social and economic life.

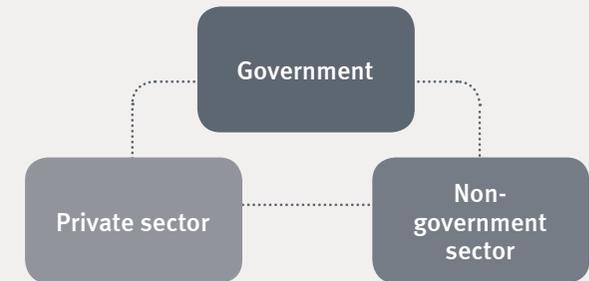
Our objective

Every Queenslander has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our prosperous state.

Our focus

Transformational development and opportunities		Safety net for those most in need	
 Growth	 Prosperity	 Connections	 Confidence
<ul style="list-style-type: none"> • More affordable and accessible housing • Stronger partnerships to build supply • New and renewed neighbourhoods 	<ul style="list-style-type: none"> • Reduced barriers to accessing and sustaining tenancies • Pathways to independence • Better futures through education and training 	<ul style="list-style-type: none"> • Seamless service delivery • A collaborative approach • Person-centred responses 	<ul style="list-style-type: none"> • Consumer protection • Reform and modernise legislation • Improved housing design

Our partnerships



Our partnerships are integral to achieving our Housing Strategy objective. We will work together to deliver:

- holistic, proactive and person-centred responses for vulnerable people
- improved liveability and prosperity of communities across the state
- increased supply of diverse and affordable housing.



Growth

We will help to boost the supply of affordable homes in new and renewed neighbourhoods and communities, while providing more jobs for Queenslanders.

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.

More affordable and accessible housing

We will create a pipeline of development, through public and private investment, to build homes that are affordable, accessible and designed to meet the needs of our changing population.

We will transform how social and affordable housing is delivered, focusing on urban renewal and providing effective catalyst for economic development.

Better planning

Better planning mechanisms and government regulations will be put in place to support the delivery of new, well-designed and well-located housing supported by other critical infrastructure.

This will be facilitated by the Strategy for Social Infrastructure developed by the Department of Infrastructure, Local Government and Planning in collaboration with human services agencies.

Stronger partnerships to build supply

The Housing Strategy will act as a catalyst for urban renewal and economic development to encourage affordable and accessible housing.

Private industry will be invited to partner with us to improve the supply of affordable housing for rent and purchase.

We will partner with community housing providers to maximise opportunities and remove long-standing barriers to pursuing growth. We will facilitate project financing arrangements to expand providers' service capability into providing community-managed affordable housing. This will address the gap between social housing and private rental.

Community housing providers will be encouraged and supported to develop strong relationships with industry partners and financiers to expand their housing portfolios.



New and renewed neighbourhoods

We will develop an improved housing landscape where neighbourhoods are revitalised and housing diversity, choice and affordability are improved.

To achieve this we will partner with local government, local communities and industry to plan, design and deliver urban revitalisation in key economic zones across Queensland.

Urban development will boost the local economy and kick-start private sector investment as well as deliver improved housing diversity and choices for community members.

A better way to work

A commitment to renew and repurpose government land in Logan is set to deliver more affordable and diverse housing while creating jobs, economic growth and better community outcomes.

Delivered as a partnership between the Department of Housing and Public Works and Economic Development Queensland, the Better Neighbourhoods Logan project is connecting other government departments, agencies, not-for-profit providers and private industry partners to improve housing diversity and better meet people's needs.

The program will generate nearly \$1 billion in housing investment in the community—more than 3,300 new social and affordable dwellings for the people of Logan, over the next 20 years.

The Queensland Government is working with Logan City Council and other local stakeholders to identify and act on opportunities to revitalise urban spaces and encourage local participation in development projects.

While development and urban revitalisation will deliver improved housing diversity, Better Neighbourhoods Logan will work with local human service and support organisations to strengthen service delivery through a coordinated, person-centred approach.

The investment is projected to support around 2,400 full-time jobs in the community over the next 20 years, while creating inclusive communities with better streetscapes, greater economic activity and a strong sense of community and place.



We will enable economic independence and participation by providing pathways to housing opportunities that respond to individual choices and needs.

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.

Reduced barriers to accessing and sustaining tenancies

A greater range of financial assistance including loans, rental subsidies, head leases and supports such as the extension of bond loans, will provide people with pathways to sustainable, affordable housing within the private rental market.

These new products will be used to help vulnerable households sustain their current housing, and move out of crisis or unsuitable housing and into suitable tenancies. The products will also provide social housing tenants with a pathway to greater housing choices.

Future service delivery will provide individuals with a customised package of support and assistance appropriate to their needs and circumstances. We will assist people to transition to independent housing options, with access to support and education. More intensive support will be given to those requiring greater assistance.

Pathways to independence

For Queenslanders looking to purchase a home, we will provide clearer pathways to home ownership by ensuring they have access to user friendly information that enables them to make well informed decisions about their housing options.

We will work in partnership with industry to improve opportunities for home ownership.

We will develop a suite of new financial products for people in public housing to help them achieve their aspirations. This will include shared equity loans and rent-to-buy schemes.

Public housing tenants will be assisted with home pathway plans to increase independence and access to a greater range of housing choices.

Better futures through education, training and employment

Greater links to education and training opportunities and tenant engagement activities will be available for public housing tenants to improve whole-of-life outcomes.

We will support pathways to training and employment for targeted young people in public housing without their income impacting on family rental obligations.



Creating education opportunities

Young Aboriginal and Torres Strait Islander men from remote communities in northern Queensland have the opportunity to study and train in Townsville following the opening of the NRL Cowboys House.

Twenty-five young men aged between 12 and 16 are living at the House, being managed by the Cowboys Community Foundation, as they move toward completing their secondary education or school-based apprenticeships in schools across Townsville.

At the heart of the House's success is the wraparound support it receives from remote Aboriginal and Torres Strait Islander communities, and government and non-government agencies.

The House has been developed in partnership with Indigenous communities to provide the quality of care and support the students need to achieve their full potential.

The Cowboys Community Foundation is instrumental in keeping the links to remote communities open and strong.

Organisations such as the Townsville Aboriginal and Islanders Health Services and Education Queensland are delivering education and health programs to support the students.

The facility, built in partnership with the Australian Government, was officially opened on 8 March 2017.



Aboriginal and Torres Strait Islander housing outcomes

Principles

- Government will work in partnership with Aboriginal and Torres Strait Islander communities to develop culturally appropriate housing solutions.
- Socio-economic advancement is available through maximising employment, training, and business opportunities for Aboriginal and Torres Strait Islander peoples and communities.
- There is greater access to safe, secure and affordable housing and pathways to home ownership.
- Housing is a foundational issue in closing the gap on Indigenous disadvantage.

Closing the Gap

Aboriginal and Torres Strait Islander peoples face complex challenges. This is why we will work collaboratively to develop an action plan to address these challenges.

Housing stability provides Aboriginal and Torres Strait Islander families with the opportunity to pursue other social or economic goals. This includes providing greater support to younger generations to pursue further education, training, employment and other economic opportunities while also sustaining strong connections to community and culture.

All Queenslanders should have the opportunity to aspire to home ownership. We know that around two-thirds of non-Indigenous households own, or are paying off, their own home. However for Indigenous Queenslanders, the rates of home purchase are much lower – around one-third. The likelihood of Aboriginal and Torres Strait Islander peoples owning their own home decreases significantly as remoteness increases. Indigenous households are four times more likely than non-Indigenous households to live in overcrowded conditions.

Building on strengths

We recognise that many Aboriginal and Torres Strait Islander peoples face significant challenges when seeking to access housing including discrimination and intergenerational disadvantage.

Housing referral teams will assist Aboriginal and Torres Strait Islander Queenslanders to access secure and safe housing as well as engage in education, training, and employment, so they can more readily transition through the housing continuum to outright mortgage-free home ownership.

A new Aboriginal and Torres Strait Islander housing body will be created to work with Indigenous Community Housing Organisations and Aboriginal and Torres Strait Islander Councils to improve housing outcomes in urban and regional areas as well as remote and discrete communities.



Economic development

Closing the Gap on access to safe, secure, and affordable housing can only be achieved by working in partnership with Aboriginal and Torres Strait Islander individuals, communities and stakeholder organisations. These partnerships will focus on facilitating increased engagement in employment and those activities associated with community development and economic participation.

Safe, secure and affordable housing provides the foundation for participating in the economy through employment and training, and business development and growth.

The Housing Strategy will ensure that vulnerable Aboriginal and Torres Strait Islander young people have a greater capacity to pursue education, training and employment.

Resolving land administration issues is a precursor to enabling the building of homes and housing-related infrastructure in Aboriginal and Torres Strait Islander communities. This delivers additional benefits by providing employment and training opportunities, and supporting the development and growth of local Aboriginal and Torres Strait Islander businesses.

Home ownership becomes a reality

The opportunity to buy social housing in discrete communities under a 99-year lease is giving Aboriginal and Torres Strait Islander people a pathway to home ownership.

In discrete Aboriginal and Torres Strait Islander communities, land is generally community-owned, which makes it difficult to achieve private home ownership outcomes.

Legislative reform introduced in 2008 has enhanced and simplified pathways to private home ownership on communal land through 99-year home ownership leases.

The Department of Housing and Public Works and the Department of Aboriginal and Torres Strait Islander Partnerships will continue to work with communities and Indigenous Local Governments to assist with home ownership on discrete Aboriginal and Torres Strait Islander communities.

Increased home ownership can help break intergenerational reliance on social housing, promote wealth creation and economic prosperity, and support self-determination.



Connections

We will help people to sustain their tenancies and prevent more people from becoming homeless. Our service system will be easy to navigate and will integrate seamlessly with other homelessness, housing and human services.

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.

Seamless service delivery

We will modernise our Housing Service Centres and make greater use of technology to provide timely housing assistance.

For our service partners, we will build new relationships where there is the flexibility to use funding to meet people's needs, and where the standards of service remain high, outcomes are monitored, and planning is robust and evidence-based.

Homelessness and community housing providers will be linked into housing and homelessness hubs, providing greater choice and opportunities for housing solutions that meet individual needs.

We will ensure service continuity for service providers through the exploration of longer-term agreements.

A collaborative approach

We will work with our partners to improve housing outcomes for people in need. This will involve building upon current government commitments and implementing new initiatives in collaboration with other agencies, service providers, industry and the community.

We will develop better links with other services to deliver tailored, holistic support that assists people with specific housing needs. This will include providing enhanced referral pathways for vulnerable families and individuals. To achieve this, we will work collaboratively with other government services and non-government providers so public housing tenants and their families have opportunities to achieve greater economic, social and cultural participation.

Together with RentConnect officers and other Housing Service Centre staff, skilled housing referral teams will operate at the frontline to help enhance housing pathways. They will work closely with people who are experiencing housing challenges and help them connect with the support and services needed.



Person-centred responses

We are committed to person-centred responses, delivering high quality services and collaborating with non-government services. Our new revitalised system will offer more early intervention and prevention services so people get help before they reach crisis point. It will focus on cohorts at particular risk, such as young people, women and children escaping domestic and family violence, people with disability, families, Aboriginal and Torres Strait Islander peoples, seniors and people from culturally and linguistically diverse backgrounds.

We recognise that young people leaving care and institutional settings are at high risk of homelessness. We will therefore focus on providing vulnerable young people, including those leaving statutory care, with improved housing options linked to support where appropriate.

A pathway to independence

Vulnerable young people struggling to find and sustain long-term housing will have access to new supported housing on the Gold Coast and in Townsville, and an expanded service in Logan.

The Queensland Government's investment in youth foyers will provide young people aged between 16 and 25 with an opportunity to live independently, while receiving the necessary assistance to become confident, strong and self-supporting.

Youth foyers are internationally recognised for providing secure and affordable housing while delivering social and economic benefits for young people and the community.

The single occupancy, self-contained studio units in the youth foyers have controlled access and are staffed 24/7 by professional youth support workers.

On-site computer-based technology, and education and career planning advice, create a supported environment conducive to further education and training.

The foyers also offer the opportunity to learn and practise the rights and responsibilities of being a tenant in a safe and secure environment before moving into independent housing options.



Confidence

We will enhance the safety and dignity of all Queenslanders through a fair and contemporary housing system that provides a diverse range of housing options.

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.

Reform and modernise

We will continue to modernise the housing regulatory framework so consumers are protected and empowered, and the industry can supply quality services. We will streamline the legislative frameworks for regulated forms of housing (such as retirement villages and residential parks), to promote resident protection, innovation and regulatory consistency.

We will also modernise legislation to protect tenant and landlord rights to ensure both parties are treated with fairness and dignity.

Consumer protection

We will improve the regulatory frameworks that apply to residential services, retirement villages and manufactured homes and develop targeted compliance strategies.

Housing design

Technology and innovation are driving changes in many fields, including the built environment. Housing can be made more sustainable through improved energy efficiency and amenity.

We are building new public housing properties to national liveable housing design standards in line with community needs.

We will work with the private market to encourage a greater supply of diverse housing options that can meet the needs of people, whatever their age or personal circumstances.



Age-friendly housing

Flexible, age-friendly housing options will enable people to age in place and will support older Queenslanders to continue to live in their communities as they get older.

One of the key goals of an age-friendly housing strategy is to facilitate housing options that are affordable, accessible, and close to transport and community services.

Access to housing that meets the needs of older people requires planning and design of housing to be suitable for older people and for those with limited mobility.

Sustainable design and efficiency in our built environment is an important pathway to a safe-climate future.

Tenant services reinstated

The Queensland Statewide Tenants' Advice and Referral Service (QSTARS) has provided more than 118,000* services to tenants in the 18 months following its reintroduction on 1 October 2015.

QSTARS is a free independent advice and referral service available to all Queensland tenants.

The service helps public and private tenants better understand their rights and responsibilities, and provides support to resolve tenancy issues, complete tenancy forms, and prepare for tribunal hearings.

Funded by the Queensland Government, QSTARS is managed by Tenants Queensland and delivered in collaboration with partner organisations across Queensland.

In addition to providing a state-wide telephone advice line, QSTARS provides face-to-face support at local and neighbourhood centres across the state.

The centres operate as referral and outreach points, ensuring tenants have local access to education materials, forms and assistance.

**As at 31 March 2017*



Making it happen

Our goal is to create a housing and homelessness system that responds quickly and flexibly to people's unique housing needs.

Government will partner with industry and the community in the design of our housing markets. We will work with the private sector to grow supply and we will partner with the community services sector to create a productive and sustainable housing assistance system.

Collaborative, action-based planning

We are partnering with government and non-government agencies to develop a series of action plans that chart what we will need to do over the next 10 years to achieve our vision. Our vision for Queensland's housing and homelessness system will be achieved when every Queenslanders has a pathway to a safe and secure home that meets their needs.

Informed decision making

Rigorous data will be necessary to inform decision making about housing infrastructure planning and development, and will let us know what outcomes people are getting from the services we provide.

To respond to this need, we will expand our capabilities in housing market data collection, research and analysis, to ensure that our plans are robust and evidence-based, and meet the needs of individual local communities. We will also reform our business processes to collect data that better informs our understanding of how effectively the service system is responding to the needs of individuals and families.

In addition, we will establish a Housing and Homelessness Research Alliance to better support targeted research, analysis and evaluations.

Areas of Action	What the strategy will deliver	Focus
Construction and jobs	<ul style="list-style-type: none"> • Construction jobs will be boosted by creating a stronger pipeline of development. • Supply of social and affordable rental housing will be increased and housing precincts and neighbourhoods will be revitalised by attracting private and government investment. 	Growth Prosperity
Young people	<ul style="list-style-type: none"> • Young people in public housing will have greater capacity to pursue education, training and employment opportunities, and social and economic participation. • Highly vulnerable young people exiting from out-of-home care and institutional settings will receive improved access to safe and secure housing options to support their transition to independence. 	Prosperity Connections
Providing housing pathways	<ul style="list-style-type: none"> • People will be connected to the services and support they need to move through the housing continuum including social and affordable housing, private rental and home ownership. • Aboriginal and Torres Strait Islander peoples will have better access to suitable housing options including home ownership opportunities. 	Prosperity Connections
Supporting seniors	<ul style="list-style-type: none"> • Older people living in retirement villages and residential parks will have better protection through legislative reforms. • Older people living in public housing will be supported to age in their homes through increased accessibility and adaptability of their dwellings. • Seniors will have enhanced housing support by implementing service improvements to address the issues raised by the Advisory Taskforce on Residential Transition for Ageing Queenslanders. 	Confidence Connections
Affordable and innovative housing solutions	<ul style="list-style-type: none"> • State, local government and private sector stakeholders will work collaboratively to identify, leverage and manage development opportunities across the state to create greater housing choice and diversity, respond to local needs and improve neighbourhood liveability. • A genuinely affordable housing market will be delivered in partnership with community housing providers through greater flexibility to use existing program funds and project financing arrangements. 	Growth Connections Confidence
Service delivery transformation	<ul style="list-style-type: none"> • Housing and homelessness services will take a more holistic and person-centred approach, and people will be linked to the support they need to improve their wellbeing and self-reliance, and access and sustain safe and secure tenancies. • Modern and innovative services will support people to have better access to information about their full range of housing options and the housing and support services that can help them to achieve their aspirations. 	Connections Confidence Prosperity
Supporting the most vulnerable	<ul style="list-style-type: none"> • Vulnerable Queenslanders will have access to, and will sustain housing through early intervention, referrals, coordinated support, and personalised assistance. • Housing and support will be proactively delivered to provide pathways and support broader human services outcomes for vulnerable Queenslanders. 	Connections Confidence
Fairness for all	<ul style="list-style-type: none"> • Consumers will be protected and empowered, and the retirement village and residential park industries will be supported to supply quality services with confidence. • People living in the private rental market will have better consumer protection and housing stability through legislative and policy reforms. 	Confidence

For more information

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 #QldHousingStrategy

