



Partnering for impact  
*to reduce homelessness*  
in Queensland



Queensland  
Government

# Our commitment to reduce homelessness

Too many people experience homelessness and housing instability in Queensland.

All Queenslanders have a right to safe, secure and affordable housing. Yet an estimated half a million people across Queensland have experienced homelessness in their lifetime<sup>1</sup>.

Homelessness can happen to anybody – in fact, many people are only a few rough life events away from becoming homeless. People who experience homelessness are not the same – they might be older or younger, and come from diverse cultural backgrounds, locations and life experiences.

We know that a person's pathway out of homelessness needs to respond to their needs and circumstances. Some people will need support to transition to independent housing, others may need micro financing opportunities, wrap around services, or to return home to family and kin. The *Queensland Housing Strategy 2017-2027* provides the foundations for helping people to access pathways to safe, secure and affordable housing, that meets their individual needs and aspirations, and that supports them to participate in economic and social life.

## Foreword



### Mick de Brenni MP

Minister for Housing and Public Works,  
Minister for Digital Technology and Minister for Sport

As Minister responsible for housing and homelessness, I understand that delivering real and sustainable outcomes for Queenslanders who are experiencing or at risk of homelessness, requires the concerted and coordinated effort of both Government and sector stakeholders.

*Partnering for impact* to reduce homelessness in Queensland demonstrates the Queensland Government's commitment to broaden our partnerships with the homelessness sector as earmarked in the Queensland Housing Strategy 2017-2027. It outlines our intent to provide existing service providers and their workforce, with the certainty and stability they need to deliver for Queenslanders and to encourage innovation in our homelessness response.



We have locked in **five year funding** to give existing service providers and their workforce, the certainty and stability they need to continue to deliver vital support services and to drive innovation and transformation to the way we all do business.

We will maximise our investment in **early intervention** and **innovative supportive housing responses** to help Queenslanders to sustain their tenancies and transition to independence.

We will partner for impact to deliver **strong** and **sustainable outcomes** for Queenslanders, by coming together with homelessness services and other sectors to address the complex and interconnected nature of homelessness.

We recognise the ongoing dedication of the homelessness sector to assisting people who are experiencing or at risk of homelessness, using government funding, their own funds and the efforts of many volunteers.

Each year, homelessness services assist tens of thousands of Queenslanders who are homeless or at risk of homelessness. While many people will get the outcome they seek, others will fall through the gaps, disengage or have their needs unmet. We believe that no Queenslanders should fall through the gaps so we will work to close them.

There are opportunities to deliver better outcomes together. That includes prioritising our efforts to groups who are particularly vulnerable, including women and children affected by domestic and family violence; young people; families in housing crisis; older people; Aboriginal and Torres Strait Islander people and people who experience chronic and repeat homelessness.

In partnership, we will:

- revitalise service delivery models
- improve accessibility
- be responsive to emerging cohorts.



## Snapshot of homelessness in Queensland

**41,438**  
people

In 2016-17, services assisted  
**1 in 117 Queenslanders**



On any given day most (**69%**)  
clients achieve **housing outcomes**  
at the end of support

**500,000**



An estimated half a million  
Queenslanders **have experienced**  
**homelessness in their lifetime**

**< 25yrs**

Almost **50%** of people who  
access homelessness services are  
aged **under 25 years**

**35%**

35% of people accessing  
homelessness services in  
2016-17 had experienced  
**domestic and family violence**



**34%**

Over **1/3** of people who access  
homelessness services are  
**Aboriginal and Torres Strait Islander**



**Young people** are the **most likely**  
**group** to have their requests for  
homelessness assistance unmet



**21%**

Older women (**>55years**)  
seeking homelessness assistance  
**increased by 21%**  
between 2011 and 2017

<sup>1</sup> ABS (2015). General Social Survey: Summary Results, Australia, 2014, Table 3.1. Canberra: ABS.

Australian Institute of Health and Welfare (AIHW) (2017). Specialist Homelessness Services 2016-17: Supplementary Tables - Queensland. Canberra: AIHW.

# Stakeholders told us what they need

We have heard the views of stakeholders that more needs to be done to transform our service system to focus on achieving better outcomes for people. The sector has asked for:

- greater certainty and continuity of funding
- new investment in affordable housing to improve pathways out of homelessness
- more flexible and outcome based funding
- improved and more streamlined systems and digital infrastructure
- support for place-based and local solutions
- a stronger emphasis on prevention and early intervention and tenancy sustainment
- stronger alignment across programs and government agencies
- a stable, skilled, supported workforce



## Our next steps

Partnering for Impact details the broad directions and initial actions to generate innovation and revitalisation in our responses to homelessness.

Our first step has been to implement five year service agreements for existing services.

We will then bring stakeholders to the table to develop a shared vision and program of work to implement our new way of partnering through a Queensland Homelessness Compact.

## Partnering for impact – A Queensland Homelessness Compact



### Partnering for impact

We will provide funding certainty and stability to ensure service continuity for homelessness services.

Together, we will develop a Compact to drive a shared vision and shared program of work to implement our new partnership approach.

We will lead and enable whole of government responses to the complex and diverse needs of people experiencing homelessness, including older people, young people, women, families and people with disabilities.



### Strengthening the service system

Together, we will develop a well-designed logic for investment in homelessness services that work.

We will back our efforts with improved data and systems infrastructure.

We will enable sector-led innovation and provide flexibility for responsive place-based solutions.



### Expanding our capabilities

Together, we will ensure the homelessness sector workforce has the conditions and skills required to meet the challenges of service delivery into the future.

We will develop a shared research agenda to give us evidence on what works.

We will enable the sector to showcase innovation and promote good practice.



### Delivering person centred housing responses

Together, we will make it easier for people to access pathways into housing.

To achieve this, we will transform housing services to be more targeted, integrated and person-centred.

Together, we will make it easier for people to access and navigate housing and homelessness services.

# Delivering on our commitment

Beyond our commitment to five year funding, we will consolidate and expand efforts towards homelessness prevention and early intervention, supportive housing and improving sustainable pathways out of homelessness.



## Recently we have

Delivered five new Youth Mobile Support services

Commenced the Youth CONNECT Social Benefit Bond

Delivered a shelter for women and children escaping domestic and family violence in Coen

Delivered a new HomeStay Support service in Logan

Bolstered services under the GC2018 Commonwealth Games Homelessness Action Plan, piloting models such as the Advance to Zero housing program to inform future statewide responses

Undertaken two funding rounds to support innovative projects through the Dignity First Fund

Developed an Aboriginal and Torres Strait Islander Housing Action Plan, which included a focus on providing housing pathways from homelessness for Aboriginal and Torres Strait Islander peoples

Enabled integrated service delivery in Toowoomba, Logan, Cairns, Moreton Bay and Townsville

## Over the next few years, together we will

Build and operate two new youth foyers on the Gold Coast and in Townsville and expand the Logan Youth Foyer providing supportive housing for young people at risk of homelessness to achieve independence

Deliver supportive housing for vulnerable children and families

Deliver new HomeStay Support services for families at risk of homelessness

Implement the Youth to Work initiative for social housing household members under 25 years to enable better economic and social participation

Deliver accommodation and support services for Queensland Drug and Alcohol Court participants

Deliver services for vulnerable young people, including those leaving out-of-home care and youth detention who are at risk of homelessness to sustain their tenancies

Support vulnerable women and children affected by domestic and family violence including:

- New shelters in Charters Towers, Roma, Caboolture and the Gold Coast
- Replacing shelters in Woorabinda, Pormpuraaw, Cherbourg and the Gold Coast

Trial a place-based case management approach across schools, youth services and homelessness services to support young people at risk of homelessness

Continued to support innovative projects through the Dignity First Fund

Implement a coordinated housing and support initiative for women on parole who are at risk of homelessness

Reform our intake, assessment and allocation processes to support a more integrated, holistic response to people's housing and support needs

## Department of Housing and Public Works

For more information call the Queensland Government call centre on 13 QGOV (13 74 68) or visit [www.qld.gov.au](http://www.qld.gov.au)



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