

Queensland Strategy for Reducing Homelessness 2010–20

Background Paper
October 2010



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Introduction

This paper provides background and contextual information to help stakeholders participate in the consultation for the Queensland Strategy for Reducing Homelessness 2010-20 (the Strategy). Each section of this background paper is briefly described below.

Questions and answers about the Queensland Strategy for Reducing Homelessness 2010-20. Answers to common questions about the Strategy and its purpose.

Queensland's responses to homelessness to date. A brief summary of Queensland's past and current efforts to reduce homelessness – the context for the development of new Strategy.

Relationship between the Priorities for the Queensland Strategy for Reducing Homelessness and *The Road Home* strategies. How Queensland's priorities relate to the overall strategies outlined in the Australian Government's White Paper on Homelessness, *The Road Home*.

Estimates of the number of homeless people in Australia and Queensland.

The estimated number of people who are homeless and some recent trends.

Homelessness: causes, pathways and responses. Examples of how people become homeless and general responses to their needs, demonstrating the complexities and scope of the issues involved in reducing homelessness.

More information on policies, strategies and initiatives referenced in the Discussion Paper. More detail on the policies, strategies and initiatives mentioned in the Discussion Paper, for respondents not familiar with the range of efforts the Queensland Government already has in place.

Links. Hyperlinks to websites that contain useful information on homelessness.

Definitions of terms used. This section is important for stakeholders who are not familiar with the terminology used in the homelessness sector, to help them understand the questions in the discussion paper.

Questions and answers about the Queensland Strategy for Reducing Homelessness 2010-20

What is the purpose of the Strategy?

The Queensland Strategy for Reducing Homelessness will identify what Queensland wants to achieve in reducing homelessness and how it will happen over the next 10 years¹.

The Queensland Government supports the national directions in *The Road Home*, available at www.fahcsia.gov.au. Queensland's Strategy will align closely with the directions in *The Road Home*.

The Discussion Paper (p. 4) contains a number of reasons for developing a Strategy.

Tackling homelessness in Queensland will require sustained long-term effort from homeless people, the community, business,

not-for-profit sector and all spheres of government. We must continue to work in partnership and build on existing efforts, leverage community resources and capacity, and find new ways of working together. A Queensland Strategy for Reducing Homelessness will guide efforts to help people who are homeless or at risk to build their resilience, to live independently, and to be less reliant on community services in the long run.

How will the Queensland's Strategy link with other strategy and planning documents?

The following table describes the Strategy and the planning documents which most directly focus on homelessness.

Document	Scope	Timeframe for implementation	Purpose
Australian Government White Paper on Homelessness <i>The Road Home</i> (released December 2008)	National	2008 - 2020	To provide a common national vision for reducing homelessness, including headline goals and three strategies.

¹ Queensland's Responding to Homelessness 2005-09 Strategy concluded in June 2009.

Table 1. Key Documents

Document	Scope	Timeframe for implementation	Purpose
Queensland Strategy for Reducing Homelessness (to be released in 2011)	Queensland	2010 - 2020	To provide an over-arching framework, long-term strategies, and priority actions for Queensland's efforts to reduce homelessness, including specific state-wide actions that will be undertaken to achieve the goals outlined in <i>The Road Home</i> .
Homelessness Community Action Plans (to be developed from late 2010)	Local	Tailored to local needs	To engage government, business and non-government sectors and communities on a place-based plan which outlines clear timelines and numerical goals for reducing homeless numbers in the location; identifying roles and responsibilities for implementation and resourcing; and a process for annual review of the plan.
Queensland Implementation Plan for the National Partnership Agreement on Homelessness (agreed in July 2009)	Queensland	2009 - 2013	Contains an Investment Plan outlining funding over four years for new and expanded services; and a performance framework outlining performance indicators, baselines and targets for reducing homelessness.

How will the Strategy be used?

Reducing homelessness will require coordinated action across a wide range of services and stakeholders. Currently people who are homeless are supported by multiple service providers, with no formally-agreed strategic framework to better integrate services.

The Strategy will give services and stakeholders a shared set of goals, principles and priorities to promote joined-up support that will help people end their homelessness.

It is expected the Strategy will be used in a number of ways by different groups:

Table 2. Potential uses of the Strategy for different groups

Group	Inform program and service model development	Clarify roles in reducing homelessness	Guide involvement in homelessness community action plans	Focus efforts on reducing homelessness	Increase understanding of issues	Guide funding decisions and/or priorities	Guide coordination and integration	Inform program and organisational arrangements
Specialist homelessness services	✓	✓	✓	✓		✓	✓	✓
Mainstream and allied services	✓	✓	✓	✓	✓	✓	✓	✓
Queensland government	✓	✓	✓	✓	✓	✓	✓	✓
Australian government	✓	✓	✓	✓	✓	✓	✓	✓
Local government	✓	✓	✓	✓	✓	✓	✓	✓
Private business		✓	✓	✓	✓	✓		
Charities and foundations		✓	✓	✓	✓	✓		
Community members		✓	✓	✓	✓			
Advocacy and peak organisations	✓	✓	✓	✓	✓	✓	✓	✓

Note: This table is indicative and not intended to be comprehensive.

What will be included in the Strategy?

The Strategy is likely to include:

- vision, principles and objectives
- scope: how it will help people who are homeless or at risk of homelessness
- the Queensland context and the problems the Strategy aims to address
- its relationship to other strategies, policies and agreements
- key priorities and actions
- how success will be determined, and
- the roles and responsibilities of stakeholders.

How will the Strategy be developed?

The Strategy will be developed in accordance with the principles of the Queensland Compact² - a partnership agreement that guides the relationship between the non-profit community services sector and the Queensland Government.

In addition, a Queensland Government Homelessness Engagement Strategy will be developed in 2010 to guide consultation, communication and collaboration with all stakeholders in developing the Strategy.

The Queensland Homelessness Inter-sectoral Forum will guide the development of the Strategy, and will take into account submissions and views from key stakeholders in response to the discussion paper.

Prior to being circulated, the Strategy will require endorsement by the Queensland Government.

Community consultation forums will be held to advise stakeholders about agreed directions in the Strategy which aim to improve outcomes for people who are homeless or at risk of homelessness. The Queensland Homelessness Inter-sectoral Forum members will circulate information about the Strategy to their networks.

How will the Strategy be implemented?

Following endorsement by the government (expected to be in 2011), the Queensland Homelessness Inter-sectoral Forum will consider how the Strategy's principles, goals and priorities can be put into action.

Government members of the Forum will review relevant policies and programs to align them with the Strategy. The Strategy will also guide government agencies' future funding and policy decisions. Some actions and initiatives in the Strategy may require new or different investment by government, while others will improve the use of existing resources.

The Strategy will support the development of place-based Homelessness Community Action Plans by providing a robust framework for local coordination of government and community services. The action plans will result in better-coordinated services that have a stronger focus on reducing homelessness, greater sharing of responsibility and accountability, and locally-developed approaches to reducing homelessness.

² More information on the Queensland Compact is available at www.communityservices.qld.gov.au/department/about/corporate-plans/queensland-compact/

How will the Strategy be monitored and reviewed?

The aims outlined in the Strategy will need to respond to economic and social changes over time. The Queensland Government supports an ongoing, continuous improvement approach to reducing homelessness.

The Queensland Homelessness Inter-sectoral Forum will regularly review the Strategy to assess progress against goals and priorities. That process will be informed by learnings identified through implementing and monitoring the Homelessness Community Action Plans.

The Forum's review process will ensure consistency with emerging national and state policy directions and needs.

Queensland's responses to homelessness to date

Since 1985, the Supported Accommodation Assistance Program (SAAP) and Crisis Accommodation Program (CAP) have been the government's primary response to homelessness, initially focussing on people in crisis, with the dominant service model being capital funding for crisis shelters.

Evaluation of SAAP showed that greater investment in early intervention and post-crisis support were required, along with better-coordinated responses to clients with high or complex support needs, and the need for mainstream services to play a greater role in addressing the needs of homeless people.

In 2008-09, approximately \$72 million was provided to 228 service providers for crisis and transitional supported accommodation, outreach support, information and referral services, service hubs, day support and early intervention services. SAAP and CAP are now funded under the National Affordable Housing Agreement.

Queensland's social housing system is also helping people who are homeless or at risk of homelessness:

- Since 2005, applicants' level of housing need is assessed to match them with appropriate housing assistance. Social housing is now being allocated to those who need it most, including people who are homeless or at risk of homelessness.
- The Australian Government's Nation Building Economic Stimulus Plan (Social Housing Initiative) will provide an

unprecedented increase of social housing stock. Under the initiative, Queensland will receive approximately \$1.2 billion over three years resulting in around 4,000 new social housing properties.

In 2005-09, the Queensland Government introduced new models of service delivery under the Responding to Homelessness Strategy to prevent homelessness and provide support and accommodation for people sleeping rough.

Services included early intervention, outreach to people sleeping rough and better connections between the homelessness system and health, income support or other service systems. A total of \$235.52 million was allocated over four years. A number of initiatives established under that strategy are continuing.

The National Partnership Agreement (NPA) on Homelessness is an agreement between Commonwealth, State and Territory Governments that commits funding of \$284.6 million over five years for new and expanded initiatives to reduce homelessness in Queensland over the period 2008-13.

The NPA on Homelessness sets the following targets to be achieved by 2013:

- Reduce overall homelessness by 7%.
- Reduce rough sleeping by 25%.
- Reduce Aboriginal and Torres Strait Islander homelessness by 33%.

The Queensland Government funds a broad range of mainstream and allied services of benefit to people who are homeless or at risk of homelessness — for example, services in the areas of family support, child protection, youth, alcohol and drugs, domestic and family violence, and mental health. The Implementation Plan for the NPA on Homelessness includes some of these services, recognising that integrated, holistic approaches to service delivery are essential to reducing homelessness. Details about particular services and initiatives in the plan are available at www.federalfinancialrelations.gov.au/content/national_partnership_agreements/housing.aspx.

Reforms are underway in a number of human service areas to improve service integration and delivery. When vulnerable people seek our help, especially those needing a more intensive level of service, they should be able to navigate easily through the service system and get the right response at the right time. The Department of Communities has recently adopted a ‘No Wrong Door’ approach to service delivery which is about being client-centred, improving coordination, innovative thinking and sharing information to achieve the best possible outcomes for clients. Community service providers are being encouraged to adopt the ‘no wrong door’ approach as well.

On a broader level, the Department of Communities is exploring ways to deliver a contemporary and sustainable community services system that is better equipped to address complex needs, jointly plan services, and share a collective responsibility for achieving benefits for clients.

Major service initiatives are also underway across a range of areas under the national reform agenda — for example, the Closing the Gap Aboriginal and Torres Strait Islander reforms, National Plan to Reduce Violence against Women, National Disability Agreement, and National Framework for Protecting Australia’s Children.

Relationship between the Priorities for the Queensland Strategy for Reducing Homelessness and The Road Home Strategies

The Queensland Strategy for Reducing Homelessness will clearly show how the Australian Government’s White Paper on Homelessness: *The Road Home* will be implemented in Queensland.

The Queensland Government has previously indicated its proposed directions for reducing homelessness in its response to the Australian Government’s Green

Paper on Homelessness: *Which way home?*³. Queensland advocated for an integrated, client-centred system for reducing homelessness, consistent with the approach announced in *The Road Home*.

The Queensland Government’s 10 proposed priorities are related to the three major strategic directions that were identified in *The Road Home*, as outlined in the following table.

White Paper Strategies and Discussion Paper Priorities		
Turning off the tap	Breaking the cycle	Improving and expanding services
Priority 1. Common vision and principles		
Priority 7. More community involvement		
Priority 8. Effective place-based responses		
Priority 3. Help people avoid homelessness through prevention and early intervention		Priority 2. Person-focused responses to homelessness
Priority 4. People have access to stable housing with support		Priority 6. Effective coordination and integration of services
Priority 5. Increased participation in education, training and employment		Priority 9. Improve capacity and strengthen services
		Priority 10. Collecting and sharing data on homelessness

Queensland’s priorities provide a framework for discussing Queensland’s Strategy for Reducing Homelessness. The priorities are

not in an order of importance and may not be reflected in the final Strategy in this way.

³ The response is available at www.housing.qld.gov.au/about/pdf/qldgovt_response.pdf

Estimates of the number of homeless people in Australia and Queensland

On census night in 2006, there were an estimated 104,676 people homeless or in tenuous housing situations across Australia⁴.

Information on the estimated prevalence of homelessness in Queensland, based on Chamberlain and MacKenzie's analyses⁵, is presented below.

Key points	Data
The estimated number of homeless people in Queensland has increased.	The estimated number of homeless people in Queensland increased from 24,569 in 2001 to 26,782 in 2006. This was an increase of 9% (2,213 people) from 2001 compared to an increase of 4.8% nationally over the same period.
The estimated rate of homelessness in Queensland has not changed significantly.	The estimated rate of homelessness per 10,000 people in Queensland decreased from 70 in 2001 to 69 in 2006. The estimated rate of homelessness in Australia remained unchanged between 2001 and 2006 at 53 per 10,000 of population.
Queensland has a high estimated rate of homelessness compared to other states and territories.	In 2006, Queensland had the second highest rate nationally behind the Northern Territory (248) and similar to Western Australia (68). Queensland's rate was significantly higher than the southern states, which have rates between 42 and 53 per 10,000 people.
Youth (ages 12 to 18) homelessness has decreased.	There was a 30% decrease in the number of homeless youth between 2001 and 2006 (from 6,381 to 4,469).
There are increasing numbers of homeless children (under 12 years old).	Between 2001 and 2006 there was a 25 per cent increase in the number of children under 12 years who were homeless in Queensland (from 2,328 in 2001 to 2,914 in 2006).
Aboriginal and Torres Strait Islander peoples are over-represented in the homeless population.	In 2006, 2.4% of the population were identified as Aboriginal or Torres Strait Islander but these peoples made up 10% of the homeless population and 17% of Supported Accommodation Assistance Program clients.
Regional and remote areas of Queensland have the highest estimated rates of homelessness.	In 2006, the Queensland Statistical Divisions with the highest rates of homelessness per 10,000 people were North West (208), Central West (172) and Mackay (167).
The large urban centres of Queensland have the greatest estimated number of homeless people.	In 2006, the five urban centres of Brisbane (7,996 homeless people), Gold Coast (2,289), Sunshine Coast (1,658), Cairns (1,391) and Townsville (1,141) had a total of 14,475 homeless people, which represented 54% of all homeless people in Queensland.

⁴ Chamberlain, C. & MacKenzie, D. (2009). *Counting the Homeless 2006*, Australian Institute of Health and Welfare, Canberra ([www.ausstats.abs.gov.au/Ausstats/subscriber.nsf/0/57393A13387C425DCA2574B900162DF0/\\$File/20500-2008Reissue.pdf](http://www.ausstats.abs.gov.au/Ausstats/subscriber.nsf/0/57393A13387C425DCA2574B900162DF0/$File/20500-2008Reissue.pdf))

⁵ Chamberlain, C. & MacKenzie, D. (2009). *Counting the Homeless 2006: Queensland report* (www.aihw.gov.au/publications/index.cfm/title/10756), Chamberlain, C. & MacKenzie, D. (2004). *Counting the Homeless 2001* ([www.ausstats.abs.gov.au/ausstats/free.nsf/0/5AD852F13620FFDCCA256DE2007D81FE/\\$File/20500_2001.pdf](http://www.ausstats.abs.gov.au/ausstats/free.nsf/0/5AD852F13620FFDCCA256DE2007D81FE/$File/20500_2001.pdf)) and Chamberlain, C. (1999). *Counting the Homeless 1996: Implications for policy development* ([www.ausstats.abs.gov.au/ausstats/free.nsf/0/8B3540FF145192A7CA256AE90020F638/\\$File/20410_1996.pdf](http://www.ausstats.abs.gov.au/ausstats/free.nsf/0/8B3540FF145192A7CA256AE90020F638/$File/20410_1996.pdf))

Homelessness: causes, pathways and responses

There are many ways to conceptualise causes of and responses to homelessness. No single model can entirely capture the complexity of the problem. The intention of the following model is to prompt discussion

about strategies to reduce homelessness and to inform responses to this discussion paper. This model does not necessarily represent Queensland’s current or planned responses.

Root causes of homelessness		
Individual vulnerabilities and risk factors	Unexpected life events	Barriers and gaps ⁶ in service system
<ul style="list-style-type: none"> • Lack of social support and networks • Lack of knowledge and skills • Unemployment / insecure employment • Poor mental or physical health and disabilities • Lack of education and training • Disadvantage/poverty • Household overcrowding • Substance abuse • Gambling • Debts and financial management • Criminal justice involvement • Transient lifestyle 	<ul style="list-style-type: none"> • Loss of job • Relationship break-up or conflict, or change in family structure • Domestic or family violence • Abuse (physical, sexual, emotional) • Health crisis • House fire, flood, etc. • Legal problems • Housing stress (eviction) • Events that lead to further social and economic marginalisation 	<ul style="list-style-type: none"> • Health • Income support and benefits • Housing supply and affordability • Criminal justice • Corrective services • Domestic and family violence • Child safety and youth • Employment • Disability • Immigration • Exiting an institution



⁶ Barriers refer to, for example, problems finding, accessing, remaining continuously engaged with or lack of follow-up, services. Gaps refer to, for example, the absence of a service in a particular location, a type of service being unavailable when required, or a fragmented service system.

Main pathways into homelessness⁷

Housing stress	Family breakdown	Poor life transitions	Untreated mental health and substance use disorders
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Responses to Homelessness⁸

Type	Prevention	Early intervention	Immediate needs and crisis	Transitional	Long-term
Program Target Groups⁹	Young people, Single men or women, Families, Women escaping domestic violence, Cross-target/general				
Aim	Addresses root causes of homelessness and support to maintain housing to reduce risk factors and enhance protective factors	Support to maintain housing and address root causes of homelessness in response to early indicators of emerging problems	Support to reduce impact of homelessness and to manage crises	Support in moving out of homelessness	Support to sustain housing and address issues that may lead to return to homelessness

⁷ Adapted From Homelessness Careers: Pathways into and out of Homelessness (2003) www.salvationarmy.org.au/reports/Homeless_Careers_2003.pdf and Australian Government (2008). The Road Home: A National Approach to Reducing Homelessness. www.fahcsia.gov.au/sa/housing/progserv/homelessness/whitepaper/Pages/default.aspx

⁸ Adapted from Review of Program Management Arrangements for SAAP and CAP Final Report (2008) www.housing.qld.gov.au/programs/ch/publications/saap_cap.htm Jones et al. (2004). Sustaining tenancies in public housing: Understanding and supporting tenancies-at-risk in Queensland. Final Report for Department of Housing; and YWCA Yellowknife (2007). Being homeless is getting to be normal: A study of women's homelessness in the Northwest Territories. <http://ywcacanada.ca/data/publications/00000011.pdf>

⁹ From Homeless People in SAAP: SAAP National Data Collection annual report 2007-08 www.aihw.gov.au/publications/index.cfm/title/10662

Type	Prevention	Early intervention	Immediate needs and crisis	Transitional	Long-term
Examples of Support and Services	<ul style="list-style-type: none"> • Affordable housing • Employment • Education and Training • Access to income support • Social inclusion • Promote physical and mental health and wellbeing • Strengthen families and relationships • Advice and information about early intervention services 	<ul style="list-style-type: none"> • Information about available support • Help to sustain tenancies • Financial relief • Specialist services (drug and alcohol, mental health) • Health services • Legal assistance and advice • Employment, education and training • Access to housing for those leaving institutions • Support for domestic and practical skills 	<ul style="list-style-type: none"> • Short-term housing (shelters), help to find long-term housing and facilitate transition • Identify needs and support requirements through assessments and interventions based on needs • Case coordination or management • Basic support (transport, food) • Develop practical and domestic skills to regain individual living • Advice and emotional support 	<ul style="list-style-type: none"> • Provide short to medium-term housing • Access to appropriate support • Support to find, secure and retain appropriate, long-term housing • Training and employment assistance and opportunities 	<ul style="list-style-type: none"> • Provide or facilitate access to long-term housing • On-going support for poor health and wellbeing, financial difficulties, relationship issues, breaking the cycle of criminal justice involvement

Examples of System-wide Activities	<ul style="list-style-type: none"> • Coordination and integration • Referral systems • Information management 	<ul style="list-style-type: none"> • Coordinated case management • Evaluation and research • Data and performance reporting 	<ul style="list-style-type: none"> • Workforce development • Engagement / communication • Governance arrangements
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More information on policies, strategies and initiatives referenced in the Discussion Paper

The Discussion Paper refers to a number of Queensland Government policies, reforms and strategies. Links to more information on these are provided below.

Message from the Minister

Reference and Hyperlink	Description
White Paper on Homelessness: <i>The Road Home</i> www.facs.gov.au/sa/housing/progserv/homelessness/whitepaper/Pages/default.aspx	<ul style="list-style-type: none"> • Outlines the Australian Government's strategy to halve homelessness by 2020 and offer supported accommodation to all rough sleepers who need it. • Will be implemented through three strategies: Turning off the tap, Improving and expanding services and Breaking the cycle.
Responding to Homelessness Strategy www.housing.qld.gov.au/about/pdf/homelessness.pdf	<ul style="list-style-type: none"> • Invested \$235.52 million over four years to boost responses to homelessness.
'No Wrong Door' approach to service delivery www.communities.qld.gov.au	<ul style="list-style-type: none"> • The 'No Wrong Door' vision is "client-centred accessible and coordinated services." • The 'No Wrong Door' approach to service delivery ensures clients get the right response that best matches their needs. • Involves streamlining intake, assessment and referral systems, ensuring clients only need to provide their information or tell their story once, making sure the pathways to services are easier, and ensuring that clients who require multiple services receive an integrated response.
Q2 www.towardQ2.qld.gov.au	<ul style="list-style-type: none"> • The Queensland Government has framed its 2020 vision for Queensland around five ambitions that address current and future challenges: Strong, Green, Smart, Healthy and Fair. • Efforts to reduce homeless contribute to several of these ambitions, including increasing the employment outcomes (Fair) and addressing mental health needs of homeless people (Healthy).

Introduction

Reference and Hyperlink	Description
<p>National Partnership Agreement on Homelessness</p> <p>www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/national_partnership/national_partnership_on_homelessness.pdf</p> <p>www.fahcsia.gov.au/sa/housing/progserv/homelessness/national_partnership_agreement/Pages/NPAHomelessness.aspx</p> <p>www.housing.qld.gov.au/programs/homelessness/agreement.htm</p>	<ul style="list-style-type: none"> Includes new funding of \$284.6 million over five years (2008–09 to 2012–13) to reduce homelessness in Queensland. Implementation Plan comprises an increased focus on prevention and early intervention and delivery of stable housing solutions with appropriate support. The targets include reducing overall homelessness by 7 per cent; reducing rough sleeping by 25 per cent; and reducing Aboriginal and Torres Strait Islander homelessness by 33 per cent.
<p>National Partnership Agreement on Remote Indigenous Housing</p> <p>www.housing.qld.gov.au/programs/homelessness/reducing/nahs.htm#indigenous</p> <p>www.fahcsia.gov.au/sa/indigenous/progserv/housing/Pages/RemoteIndigenousHousing.aspx</p> <p>www.federalfinancialrelations.gov.au/content/national_partnership_agreements/indigenous/remote_indigenous_housing/Remote_Indigenous_Housing.pdf</p>	<ul style="list-style-type: none"> Provides funding of \$1.156 billion over ten years in Queensland. Targeted to address overcrowding, homelessness, poor housing conditions and the severe housing shortage prevalent in remote Aboriginal and Torres Strait Islander communities. Queensland’s Implementation Plan includes an Investment Plan and a Performance Framework.
<p>National Partnership Agreement on Social Housing</p> <p>www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/national_partnership/national_partnership_on_social_housing.rtf</p> <p>www.fahcsia.gov.au</p> <p>www.housing.qld.gov.au</p>	<ul style="list-style-type: none"> Aims to increase supply of social housing through new construction; to ensure that people are able to rent housing that meets their needs; and that people who are homeless or at risk of homelessness access sustainable housing and achieve better social inclusion. Queensland received a total of \$80.096 million in 2008-09 and 2009-10.
<p>Nation Building and Jobs Plan – Social Housing Initiative</p> <p>www.coag.gov.au/coag_meeting_outcomes/2009-02-05/docs/20090205_nation_building_jobs.rtf</p> <p>www.housing.qld.gov.au/partnerships/jobs_plan/index.htm</p> <p>http://www.fahcsia.gov.au/sa/housing/progserv/social_housing/Pages/default.aspx</p>	<ul style="list-style-type: none"> A National Partnership Agreement that provides a commitment by Commonwealth and State governments to significantly increase supply of social housing and provide additional accommodation to those who are homeless or at risk of becoming homeless. Will allow approximately 4,000 new dwellings to be added to the Queensland social housing portfolio. Queensland will receive over \$1.2 billion for new construction and repairs and maintenance from 2009-10 to 2011-12.

Reference and Hyperlink	Description
<p>National Partnership Agreement on Social Housing</p> <p>www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/national_partnership/national_partnership_on_social_housing.rtf</p> <p>www.fahcsia.gov.au</p> <p>www.housing.qld.gov.au</p>	<ul style="list-style-type: none"> • Aims to increase supply of social housing through new construction; to ensure that people are able to rent housing that meets their needs; and that people who are homeless or at risk of homelessness can access sustainable housing and achieve better social inclusion. • Queensland received a total of \$80.096 million in 2008-09 and 2009-10.
<p>A National Quality Framework to Support Quality Services for People Experiencing Homelessness: A Discussion Paper</p> <p>http://fahcsia.gov.au/sa/housing/progserv/homelessness/national_quality_framework/Pages/default.aspx</p>	<ul style="list-style-type: none"> • The Commonwealth, States and Territories are working together to progress the development of a National Quality Framework to achieve better outcomes for people who are homeless or at risk of homelessness by improving the quality and integration of services they receive.

Priority 1. Common vision and principles

Reference and Hyperlink	Description
<p>One social housing system</p> <p>www.housing.qld.gov.au/about/strategic/oshs.htm</p>	<ul style="list-style-type: none"> • Integrates all housing assistance products provided by the Queensland Government and provides housing assistance to people most in need of help, for duration of their need, with pathways to the wider housing system. • Homeless applicants who are assessed as having the greatest need receive priority allocation of long-term social housing or, if appropriate, are helped to access crisis or transitional housing providers. • Since September 2008, over 60% of allocations to long-term social housing have been to applicants who were homeless or at risk of homelessness.
<p>Queensland's Response to the Australian Government's Green Paper on Homelessness: <i>Which way home?</i></p> <p>www.housing.qld.gov.au/about/pub/corp/response.htm</p>	<ul style="list-style-type: none"> • Queensland proposed an 'integrated client-centred service system to reduce homelessness.' • The Australian Government's <i>Which way home?</i> document is located here: www.fahcsia.gov.au/sa/housing/progserv/homelessness/Documents/homelessness_report/docs/Which_Way_Home_Green_Paper_full_report.pdf

Reference and Hyperlink	Description
<p>National Affordable Housing Agreement www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/IGA_FFR_ScheduleF_National_Affordable_Housing_Agreement.rtf</p> <p>www.fahcsia.gov.au/sa/housing/progserv/affordability/affordablehousing/Pages/default.aspx</p> <p>www.housing.qld.gov.au/programs/homelessness/reducing/nahs.htm</p>	<ul style="list-style-type: none"> • Aims to ensure that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. • Commenced on 1 January 2009, initiating a whole-of-government approach in tackling the problem of housing affordability. • Provides \$1.208 billion in housing assistance in Queensland in the first five years. • Replaces the Commonwealth State Housing Agreement and the Supported Accommodation Assistance Program Agreement.

Priority 2. Person-focused responses to homelessness

Reference and Hyperlink	Description
<p>Positively Ageless (Seniors' Strategy) www.communityservices.qld.gov.au/seniors/strategy/</p>	<ul style="list-style-type: none"> • A whole-of-government approach for the way we support seniors into the future. • Will identify priority areas for action with an emphasis on making positive changes for seniors who are vulnerable, disadvantaged or socially isolated.
<p>Draft 10-year action plan for supporting Queenslanders with a disability www.disability.qld.gov.au/community/10-year-plan/</p>	<ul style="list-style-type: none"> • Sets out strategies and ideas for creating communities where everyone has equitable access to public spaces, transport, services, employment, education and sport as well as artistic and cultural activities.
<p>For Our Sons and Daughters: A Queensland Government Strategy to Reduce Domestic and Family Violence www.communityservices.qld.gov.au/violenceprevention/documents/strategy-to-reduce-violence.pdf</p>	<ul style="list-style-type: none"> • Aims to better protect victims, particularly women and children, by breaking the cycle of violence as early as possible. • Includes reforms aimed at improving the service system and reducing demand. • Will ensure there is a coordinated approach between agencies to improve the safety of victims and families and to hold perpetrators more accountable.
<p>Queensland Plan for Mental Health 2007-17 www.health.qld.gov.au/mentalhealth/abt_us/qpfmh/08132_qpfmh07.pdf</p>	<ul style="list-style-type: none"> • Provides a blueprint for reform and will inform future investment in mental health services across the State. • Establishes a framework for the development of a more responsive system of services to better meet the needs of people who live with a mental illness.
<p>Queensland Drug Strategy 2006-10 www.health.qld.gov.au/atod/documents/31976.pdf</p>	<ul style="list-style-type: none"> • Outlines and coordinates Queensland Government activities that aim to reduce the harm associated with drug use.

Reference and Hyperlink	Description
Homeless Persons Information Queensland www.public-housing.qld.gov.au/programs/homelessness/hpiq.htm	<ul style="list-style-type: none"> • 24-hour call centre providing information about housing, advice and support, and practical assistance such as where to get meals, showers and clothing.
DVConnect www.dvconnect.org/	<ul style="list-style-type: none"> • Provides state-wide domestic and family violence telephone service across Queensland.
Closing the Gap Strategy www.atsip.qld.gov.au/government/programs-initiatives/closing-gap/	<ul style="list-style-type: none"> • Aims to reduce Aboriginal and Torres Strait Islander disadvantage with respect to life expectancy, child mortality, access to early childhood education, educational achievement and employment outcomes.
Street to Home www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • Street to Home supports people living on the streets to move into housing, with the aim of ending their homelessness permanently. Assertive outreach teams provide people with the support they need to move and settle into permanent accommodation.
Homeless Health Outreach www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • Homeless Health Outreach Teams provide assertive outreach, including direct support services, general assistance and housing referral for people experiencing homelessness and mental health, general health, alcohol and substance misuse concerns. • The Homeless Health Outreach Teams (HHOT) have implemented a service model based on 'assertive outreach': a proactive case management approach to providing direct services, general assistance and housing referral to homeless people in locations such as homelessness service centres or public spaces where they are presently based or most comfortable.
Art from the Margins www.wmb.org.au/page/Our_Services/Wesley_Mission_Brisbane_Albert_Street_United_Church/Art_from_the_Margins_-_AFTM2010/	<ul style="list-style-type: none"> • Features artwork by artists who are homeless or living with disadvantage or disability. • Annual event with the Brisbane festival.
Queensland Police Service Vulnerable Persons Policy www.police.qld.gov.au/Resources/Internet/rti/policies/documents/QPSVulnerablePersonsPolicy.pdf	<ul style="list-style-type: none"> • Recognises that a range of people who are vulnerable could encounter difficulties in accessing or receiving equitable or fair treatment during their contact with the QPS as a victim, witness or suspect. • Includes commitment to pursue continuous improvement of policing services provided to vulnerable people.
Homelessness Information Management Program www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • An initiative in the National Partnership Agreement on Homelessness. • Will specifically develop and implement a common homelessness assessment tool and vacancy management system for the homelessness service system. • Will further develop a business case for a client management system and develop a case mix methodology.

Priority 3. Help people avoid homelessness through prevention and early intervention

Reference and Hyperlink	Description
Community Services www.communityservices.qld.gov.au	<ul style="list-style-type: none"> • Provide funding to a variety of non-government support services to help people experiencing problems that affect their personal, social or emotional wellbeing and safety.
National Rental Affordability Scheme www.public-housing.qld.gov.au/partnerships/affordable/nras.htm	<ul style="list-style-type: none"> • The Australian Government launched the scheme in July 2008, which aims to increase the supply of affordable rental housing by 50,000 dwellings across Australia by 2012, and a further 50,000 after July 2012, subject to demand. • Offers investors financial incentives to build new affordable rental properties in high need areas.
Brisbane Housing Company www.brisbanehousingcompany.com.au	<ul style="list-style-type: none"> • An independent, not-for-profit organisation which provides affordable housing in Brisbane. • Offers housing at below-market rents to households on low incomes. • Initial funding was provided by the Queensland Government and Brisbane City Council.
Urban Land Development Authority www.ulda.qld.gov.au/	<ul style="list-style-type: none"> • Works with local and state Government, community, local landholders and development industry representatives to help deliver commercially viable developments that include diverse, affordable, sustainable housing, using best-practice urban design.
Homelessness Services www.housing.qld.gov.au/programs/homelessness/reducing/services.htm	<ul style="list-style-type: none"> • Funds non-government organisations to provide accommodation and support services to people who are homeless or at risk of becoming homeless. • Provides funding and accommodation under the National Affordable Housing Agreement, which incorporated the Supported Accommodation Assistance Program (SAAP) and Crisis Accommodation Program (CAP) on 1 January 2009.
Youth Housing and Reintegration Service www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • Provides case management support and brokerage to help young people aged 12-20 years who are transitioning from the care of the Child Safety System, transitioning to the community following a period of sentence or remand in a Youth Detention Centre and who are homeless or at risk of homelessness, to transition to greater stability and independence.

Reference and Hyperlink	Description
<p>A place to call home</p> <p>www.facs.gov.au/sa/housing/progserv/homelessness/Pages/place_to_call_home.aspx</p>	<ul style="list-style-type: none"> • Part of the National Partnership Agreement on Homelessness and commenced in July 2008. It will provide more than 140 new dwellings in Queensland over five years and other support services to facilitate long-term housing for families who are homeless or at risk of homelessness. • Helps people move directly into permanent housing. They receive tenancy and other support services for the first 12 months to help them address the issues that led to homelessness, and reintegrate with the broader community. Tenants are able to remain in their home at the end of the support period, as A Place to Call Home dwellings are transferred to the public housing pool in each jurisdiction.
<p>Integrated Transitional Support Model and Offender Reintegration Support Service</p> <p>www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc</p>	<ul style="list-style-type: none"> • Gives transitional support to prisoners exiting custody. • Effective pre-release planning support and coordinated links with housing providers can significantly reduce the likelihood of immediate post-release homelessness. • An early intervention approach to addressing homelessness.

Priority 4. People have access to stable housing with support

Reference and Hyperlink	Description
<p>Community Housing</p> <p>www.housing.qld.gov.au/programs/ch/index.htm</p>	<ul style="list-style-type: none"> • A form of social housing assistance delivered by community organisations and local governments to eligible individuals and families. • Community housing providers are registered under the <i>Housing Act 2003</i>. They receive funds from the Department of Communities to provide community-based solutions to local housing need through, for example, crisis, transitional and long-term accommodation, information, advice and advocacy to residential tenants and people in housing need.
<p>Allocations Policy For Transitional Housing</p> <p>www.housing.qld.gov.au/programs/pdf/publications/info_pack/policy_allocations_transitional.pdf</p>	<ul style="list-style-type: none"> • Outlines the framework for registered transitional housing providers to help clients move into, through and out of the social housing system as appropriate to their needs.

Reference and Hyperlink	Description
Housing And Support Program (HASP) www.disability.qld.gov.au/support-services/mental-health/housing-and-support-program.html	<ul style="list-style-type: none"> • A cross-departmental collaboration of three government agencies: Queensland Health and the Department of Communities Housing and Homelessness Services, and Disability and Community Care Services. • Helps people with a psychiatric disability who are inpatients of Queensland Health mental health facilities, or who are homeless or at risk of homelessness, to move to sustainable community living. • Aids people's recovery by providing social housing through Housing and Homelessness Services; clinical support through Queensland Health mental health services disability; and non-clinical support through non-government service providers funded by Disability and Community Care Services.
Brisbane Common Ground www.housing.qld.gov.au/programs/homelessness/common-ground/	<ul style="list-style-type: none"> • Will contribute to ending homelessness for individuals by providing long-term accommodation and on-site support services to assist people to sustain long-term housing.
HomeStay Support www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • Provides support to people at risk of homelessness to maintain their tenancies through the delivery of early intervention and post crisis support.
Supervised Community Accommodation (Townsville) www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc	<ul style="list-style-type: none"> • Provides short-term (up to six months) accommodation and case management support to homeless young people aged 16 to 18 years exiting detention in Townsville.

Priority 5. Increased participation in education, training and employment

Reference and Hyperlink	Description
Resident Recovery Program http://generate.qld.gov.au/department/publications/community-connect/2008/issue-two/road-recovery.html	<ul style="list-style-type: none"> • Provides an individualised, flexible and responsive service to help people with a mental illness living in boarding houses and supported accommodation. • Provides assistance along the recovery journey and helps people to build their skills to live independently in the community.

Reference and Hyperlink	Description
<p>Youth Enterprises Partnership www.socialventures.com.au/content/Youth_Enterprises_Partnership_Project/</p>	<ul style="list-style-type: none"> • Will fund the establishment of two social enterprises in Brisbane and Townsville that specifically target young people aged between 15 and 18 who have either recently entered the youth justice system and are at risk of re-offending, or are homeless or at risk of becoming homeless. • The two selected social enterprises will primarily focus on providing employment opportunities for young people via an intermediary labour market approach.
<p>Youth Support Coordinators www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html</p>	<ul style="list-style-type: none"> • Joint collaboration between the Department of Communities and the Department of Education and Training. • Helps young people still connected to education and/or training to move into and through the senior phase of learning.
<ul style="list-style-type: none"> • Supported Accommodation For Young People • After Care Services <p>www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc</p>	<ul style="list-style-type: none"> • Provides supported accommodation for young people who are homeless, or at risk of homelessness, where their homelessness is compromising their engagement in education and training. • After care services help people leaving out-of-home care and who are at risk of homelessness, to address the barriers that prevent them from establishing successful tenancies and accessing employment and training or educational activities. • Other areas of support will help clients address physical or mental health issues, disabilities, offending history, substance abuse and significant unresolved childhood trauma.
<p>Positive Dreaming, Solid Futures www.trainandemploy.qld.gov.au/information/positive-dreaming/index.html</p>	<ul style="list-style-type: none"> • Focuses on improving employment and training outcomes for Aboriginal and Torres Strait Islander peoples. • The Council of Australian Governments (COAG) has set a target of halving the gap in Aboriginal and Torres Strait Islander employment outcomes within a decade. Positive Dreaming, Solid Futures aims to see Queensland play its part in meeting this target. • Has a particular emphasis on those individuals and communities that are locked into intergenerational unemployment due to multi-faceted social and life issues.

Reference and Hyperlink	Description
<p>Queensland Skills Plan 2008 www.trainandemploy.qld.gov.au/skillsplan/</p>	<ul style="list-style-type: none"> • Recognises the fundamental need to boost participation across the workforce in order to address the skill shortages, which are affecting Queensland's economy. • Aims to build the capacity and skills of the Queensland workforce. This includes young people seeking their first job, existing workers who have great experience and skills that can be enhanced and harnessed, those who are disadvantaged or disengaged from the labour market, or new arrivals from other states or overseas. • Recognises a need to build the professional skills of the Queensland workforce to meet increasingly sophisticated workplace skill requirements.
<p>Participate in Prosperity www.employment.qld.gov.au/pdf/eii/sqw-brochure.pdf</p>	<ul style="list-style-type: none"> • A four-year \$23 million strategy targeted at low socio-economic communities where many residents are not participating in the labour market. • Funds organisations to enable highly vulnerable Queenslanders to more easily navigate and access the complete range of government and non-government services that they may need to overcome personal difficulties, develop skills and ultimately enter the workforce.
<p>Get Set For Work Program www.employment.qld.gov.au/programs/sqw/getset/index.htm</p>	<ul style="list-style-type: none"> • Primarily targeted at young people who have left school early, are 'at risk' of doing so before completing Year 12, are unsure of where to go next, and are not ready to commit to formal education or vocational training. • Aims to create a pathway for them to get a job, return to school, or continue with education or training.
<p>Closing the Gap Education Strategy http://education.qld.gov.au/schools/indigenous/strategies/closing-gap.html</p>	<ul style="list-style-type: none"> • Builds on and extends the Department of Education and Training's Partners for Success Indigenous education strategy, and is based on that strategy's priority areas of attendance, retention, attainment and work force capacity. • The Closing the Gap Education Strategy has three key targets: to halve the gap in Year 3 reading and numeracy by 2012 and to close the gap in student attendance by 2013 and in Year 12 retention by 2013. • The strategy delivers a targeted and decentralised approach to Indigenous education in Queensland and contains proactive interventions that will improve teaching and learning outcomes.

Priority 6. Effective coordination and integration of services

Reference and Hyperlink	Description
Homelessness Service Hubs www.housing.qld.gov.au/programs/homelessness/reducing/services.htm	<ul style="list-style-type: none"> Focus on people who have traditionally experienced difficulties in accessing homelessness support services, including those who may be sleeping rough or who have complex needs.
Special Circumstances Court Diversion Program www.courts.qld.gov.au/4852.htm	<ul style="list-style-type: none"> Provides bail and sentencing options which place offenders with support services that help them to deal with the cause(s) of their behaviour. Defendants are assessed by court liaison officers and then referred, supported and monitored while issues contributing to offending.
Queensland Health Service Integration Coordinators www.health.qld.gov.au/mentalhealth/abt_us/qpfmh/qpfmhfsheet5.pdf	<ul style="list-style-type: none"> Strengthen the capacity to coordinate care for consumers with complex needs living in the community. Service Integration Coordinator positions are responsible for improving care planning, communication and continuity across agencies, overseeing processes for linking core service needs and ensuring efficient utilisation of resources.
Logan Beenleigh Young Person's Project http://qld.ipaa.org.au/content/docs/Public-Sector-Conference/Social%20Inclusion_case%20study%20flyer.pdf	<ul style="list-style-type: none"> Provides coordinated, intensive and on-going support to clients through case management and follow up support. Coordinates early intervention and prevention activities targeting young people at risk of early pregnancy or developing mental health problems. On-going evaluation and improvement of the service system aims to improve life chances for young people and their children.
Breaking the Cycle of Domestic and Family Violence in Rockhampton http://www.communityservices.qld.gov.au/department/publications/community-connect/2010/issue-nine/queensland-acts.html	<ul style="list-style-type: none"> Focuses on reducing the risk of harm in the community, by bringing together the human services and justice systems in Rockhampton to help those experiencing domestic and family violence.
Strengthening Social Housing Strategy www.housing.qld.gov.au/programs/pdf/strengthening_social_housing_paper.pdf	<ul style="list-style-type: none"> Supports the continued development and strengthening of not-for-profit housing providers operating as part of Queensland's one social housing system.
Service integration demonstration projects www.fahcsia.gov.au/sa/housing/pubs/homelessness/saap_er_publications/models_interagency/Pages/p3.aspx	<ul style="list-style-type: none"> Aim to improve service integration and collaboration between homelessness and mainstream services. Strengthening links between programs and services will ensure timely and appropriate service delivery to support homeless people.

Reference and Hyperlink	Description
<p>Homelessness community action planning and NGO coordinators</p> <p>www.federalfinancialrelations.gov.au/content/national_partnership_agreements/HO002/implementation_plans/IP_Homelessness_QLD.doc</p>	<ul style="list-style-type: none"> • Homelessness community action plans will bring together all stakeholders in identified localities and focus their efforts on reducing homelessness based on local context, capacities and needs. • Non-government organisation coordinators will work with the community services sector delivering homelessness services to engage with the community action planning process and to develop a more effective service delivery system.

Priority 7. More community involvement

Reference and Hyperlink	Description
<p>Queensland Compact</p> <p>www.communityservices.qld.gov.au/department/about/corporate-plans/queensland-compact/index.html</p>	<ul style="list-style-type: none"> • Supports a fairer and stronger Queensland by committing the government and non-profit community services sector to actions which improve human services and the sector's contribution to the economy through employment and volunteering. • Sets out expectations and commitments for the Queensland Government and the non-profit community services sector to work together in a respectful, productive, forward-looking relationship that benefits the community.
<p>Queensland Homelessness Inter-sectoral Forum (QHIF)</p> <p>Information on the QHIF will be available at www.housing.qld.gov.au in the near future.</p>	<ul style="list-style-type: none"> • A forum for government and community sector representatives to collaboratively and actively contribute to better outcomes for Queenslanders who are homeless or at risk of homelessness. • Focuses on improving service system design and quality service delivery, improving information-sharing to support good planning and practice, and engaging genuine consultative approaches to support policy development, and planning.

Priority 8. Effective place-based responses

Reference and Hyperlink	Description
<p>Responding to Homelessness Strategy 'hot spots'</p> <p>www.housing.qld.gov.au/programs/pdf/strategic_impact_evaluation.pdf</p>	<ul style="list-style-type: none"> • Focuses on five priority areas of high homelessness: Brisbane, Gold Coast, Mt Isa, Townsville and Cairns.
<p>Urban and Regional Service Delivery Strategy</p> <p>www.coag.gov.au/coag_meeting_outcomes/2009-07-02/docs/national_urban_regional_strategy_indigenous_australians.pdf</p>	<ul style="list-style-type: none"> • Will coordinate delivery of services to Aboriginal and Torres Strait Islander peoples. • The Queensland Government is developing an urban and regional service delivery strategy to target investment under mainstream and Aboriginal and Torres Strait Islander specific National Partnerships to urban and regional areas.

Priority 9. Improve capacity and strengthen services

Reference and Hyperlink	Description
<p>Framework for Investment in Human Services</p> <p>www.communityservices.qld.gov.au/department/publications/human-services-framework/</p>	<ul style="list-style-type: none"> • Provides a set of administrative tools to support effective allocation and management of Government's investment in human services. • Will help agencies to identify the best delivery arrangements and the most appropriate providers; encourage innovation and new approaches which combine the resources of providers and create a better return for clients and Government; and guide the management of funded relationships and make administration easier for Government and service providers.
<p>Workforce Development Initiative</p> <p>www.communityservices.qld.gov.au/community/strengthening_ngos/initiatives/workforce-development.html</p>	<ul style="list-style-type: none"> • Provides opportunities for NGOs to build the capacity of their staff, volunteers, management committees and boards. • As well as customised training and development programs for community and disability workers, this initiative includes innovative activities to help NGOs attract, develop and retain a suitably skilled workforce and strengthen their management practices.
<p>Standards for Community Services</p> <p>www.communityservices.qld.gov.au/community/strengthening_ngos/initiatives/standards.html</p>	<ul style="list-style-type: none"> • The minimum expectations for NGOs providing services recurrently funded by the Department of Communities. • As well as helping NGOs continually improve service quality, the standards will build their capacity to continue providing services in the long term. • The eleven Standards for Community Services are organised into three focus areas including People using services, People working in services and Governance.
<p>Queensland Community Housing Standards and Accreditation Council</p> <p>www.chsau.qld.gov.au/aboutus/council.htm</p>	<ul style="list-style-type: none"> • Responsible for overseeing the accreditation system in Queensland and making accreditation decisions. • Encourages continuous quality improvement in community housing by promoting a system of accreditation which is linked to National Community Housing Standards.
<p>Common Service Agreements</p> <p>www.communityservices.qld.gov.au/department/funding/resources/index.html</p>	<ul style="list-style-type: none"> • The Department of Communities funds a range of non-government organisations to deliver services to strengthen and support communities in Queensland. • Organisations that receive funding from the Department of Communities to deliver services must enter into a formal agreement which will outline the terms and conditions under which the funding is provided. • Existing agreements will remain in place until they expire, unless there is mutual agreement between the funded organisation and the department to adopt the new service agreement prior to the expiry of the existing agreement.

Reference and Hyperlink	Description
<p>Streamlining Criminal History Screening Systems</p> <p>www.disability.qld.gov.au/key-projects/criminal-history-screening/documents/fact-sheet-1-summary.pdf</p>	<ul style="list-style-type: none"> • Queensland Parliament passed the <i>Criminal History Screening Legislation Amendment Act 2010</i> on 25 February 2010. • The changes in the Act reduce duplication of screening in the education, health, child protection, youth and disability sectors.
<p>Queensland Compact Reducing Administrative Burden action item</p> <p>www.communityservices.qld.gov.au/department/about/corporate-plans/queensland-compact/documents/compact-governance-committee-action-plan.rtf</p>	<ul style="list-style-type: none"> • The Government agreed to actively reduce administrative duplication, compliance costs and unnecessarily prescriptive funding agreements and to recognise that organisations may have multiple funding streams.
<p>Wage Supplementation Initiative</p> <p>www.budget.qld.gov.au/budget-papers/2009-10/bp5-2009-10.pdf</p>	<ul style="list-style-type: none"> • The Queensland Government announced \$414 million over four years in the 2009-10 State Budget to meet increased award rates for community services workers. • Funding will be allocated on a prioritised basis and contribute to the sustainability of the sector.
<p>Integrated Skills Development Strategy</p> <p>www.qcross.org.au/upload/1192__integrated_skills_development.html</p>	<ul style="list-style-type: none"> • Helps services to develop their workforce skills to deliver quality services in their local community. • Operates through 12 regional Skills Development Networks across Queensland, with support and resourcing from a central project team. • The target group is the paid and voluntary non-government workforce, including management committee members, of services funded through the Department of Communities.
<p>Community Services Skilling Plan</p> <p>www.trainandemploy.qld.gov.au/information/skilling-plans/community-services/index.html</p>	<ul style="list-style-type: none"> • Aims to develop a capable, relevant and skilled workforce that will support the service needs of the community and enhance quality delivery across the community services continuum. • Will support the creation of synergies across the community sector to enhance industry skills capacity and community well-being.
<p>SAAP Networking Strategy</p> <p>www.qshelter.asn.au/branchstory/saap-networking-strategy-overview</p>	<ul style="list-style-type: none"> • A three-year project funded by the Department of Communities and jointly managed by Queensland Shelter and the Queensland Council of Social Service. • Aims to develop a state-wide network of SAAP services providers in Queensland by strengthening and connecting existing networks of SAAP service providers, as well as building networks of providers within regions or focus areas where such networks do not currently exist.

Reference and Hyperlink	Description
<p>Regulation and growth of the not-for-profit housing sector</p> <p>www.fahcsia.gov.au/sa/housing/progserv/affordability/not-for-profit/housing/Pages/default.aspx</p>	<ul style="list-style-type: none"> • An Australian Government discussion paper that puts forward options for potential reforms of community housing in Australia, looking at ways that can better support and sustain the future growth of the sector.
<p>Case-mix funding</p> <p>See University of Queensland (2009). Provision of case-mix review: Literature review. www.homelessnessinfo.net.au/dmdocuments/provision_of_casemix_review_-_university_of_queensland.pdf</p>	<ul style="list-style-type: none"> • A model which aligns funding levels with the type, or mix, of service clients. It identifies the type and volume of services required by particular client groups and the costs associated with such activities. • Provides more equitable funding to support clients with high and complex needs who require support beyond the crisis stage.

Priority 10. Collecting and sharing data on homelessness

Reference and Hyperlink	Description
<p>Department of Communities' Statistical Information System (COMSIS)</p> <p>www.communityservices.qld.gov.au/department/comsis/</p>	<ul style="list-style-type: none"> • Provides a single comprehensive source of local, regional and statewide data for over 200 datasets. • Data topics in COMSIS include demography, education, employment, family, housing, income, remoteness and disadvantage. • Through the release of Disadvantage-Need-Risk (DNR) analysis, COMSIS supports the sector to access robust data for use in evidence-based planning. Provision of DNR rankings gives the sector access to the outputs of internal research and analysis, without incurring any of the costs associated with research and analysis activity, or contravening current data agreements with other government agencies. • A dynamic database, which will be improved and updated as additional data becomes available. • Successful negotiations with data custodians will allow the release of relevant data and feedback from the sector about their needs.
<p>50 Lives 50 Homes</p> <p>www.communitydoor.org.au/5050</p>	<ul style="list-style-type: none"> • Campaign to house and support the 50 most vulnerable homeless people in Brisbane.
<p>Australian Housing and Urban Research Institute (AHURI)</p> <p>www.ahuri.edu.au/themes/homelessness1/</p>	<ul style="list-style-type: none"> • One of AHURI's key research themes is on homelessness and housing.
<p>Council of Australia Governments Homelessness Reforms</p> <p>www.coag.gov.au/coag_meeting_outcomes/2009-12-07/docs/implementing_national_housing_reforms.doc</p>	<ul style="list-style-type: none"> • The priority reforms include integration of homelessness with mainstream services; supporting quality services; data collection and management; and workforce development strategy.

Links

If you require more information on good practice relating to homelessness, please consider these sources:

- National Homelessness Information Clearinghouse www.homelessnessinfo.net.au
- Australian Housing and Urban Research Institute www.ahuri.edu.au
- Australian Institute of Health and Welfare www.aihw.gov.au
- Queensland Community Services Information System
www.communityservices.qld.gov.au/department/comsis/
- National Alliance to End Homelessness (USA) www.endhomelessness.org
- Canadian Homelessness Research Network www.homelessresearch.net
- Homeless Link (United Kingdom) www.homeless.org.uk

Peak organisations working to reduce homelessness include:

- Queensland Council for Social Service www.qcoss.org.au
- Queensland Shelter www.qshelter.asn.au
- Queensland Youth Housing Coalition www.qyhc.org.au
- Homelessness Australia www.homelessnessaustralia.org.au

Definitions

To assist in responding to the questions posed in the discussion paper, it is important to have a shared understanding of the terms used.

We have used the following definitions for terms used in the discussion paper. These definitions are based on number of sources¹⁰.

Affordable housing

Housing that is affordable for low- to moderate-income households, when housing costs are low enough to enable the household to meet other basic, long-term living costs. For example, housing costs should be less than 30 per cent of household income for occupants in the bottom 40 per cent of household incomes.

Brokerage funding

Flexible funds that are available to buy and deliver services specific to the needs of clients.

Case management

A way of working with clients to ensure services are coordinated and targeted to meet identified client needs and goals. It is often reserved for situations where client needs are multiple and complex.

Case mix funding

A funding model which classifies the type, or mix, of cases within a given service environment; and relates or links a particular group to the services required including the type and volume of intervention activities and the cost associated with such activities.

Chronic homelessness

Being continuously homeless over a period of time or having frequent episodes of homelessness.

Collaboration

Two or more service providers adopt a partnership approach to achieve common goals for a mutual client by sharing case management, case planning and/or service delivery. People or agencies have a shared purpose, parallel services and clients in common and develop agreed protocols to share knowledge and build consensus. May include the appointment of dedicated coordinator.

¹⁰ Including: Australian Government (2010). *A National Quality Framework to Support Quality Services for People Experiencing Homelessness: A Discussion Paper* http://fahcsia.gov.au/about/news/2010/Pages/homelessness_national_quality_framework.aspx
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Complex needs

Serious and profound needs and/or multiple issues which may require the involvement of more than one service stream. Clients with complex needs often require intensive supervision and support.

Cooperation

An often unstructured or informal relationship between two or more people or organisations that share information and may pool resources to co-deliver programs or services. Shared purpose and parallel services.

Coordination

More structured relationship or partnership between two or more services or organisations to work together, through a formal or informal arrangement, to meet one or more complementary goals such as networking or working together on a specific program. Shared purpose, parallel services and clients in common.

Council of Australian Governments (COAG)

The peak intergovernmental forum in Australia, comprising the Prime Minister, state premiers, territory chief ministers and the President of the Australian Local Government Association. The Council's role is to initiate, develop and monitor the implementation of policy reforms that are of national significance and require cooperative action by all levels of government.

Crisis accommodation

Short-term accommodation for people who are experiencing, or are at risk of, homelessness. Includes specialist homelessness accommodation, refuges, shelters, motels, flats, boarding houses or caravan parks.

Early intervention

Strategies that aim to reduce risk factors through timely identification and tailored advice and support for those at risk of homelessness.

Emergency accommodation

Short-term accommodation (for example, shelters, motels, flats or caravan parks) provided for people who have recently lost their housing or have been homeless for a longer duration.

Domestic and family violence

Abusive and violent behaviour used by one person to control and dominate another person within a domestic relationship such as a spousal relationship, intimate personal relationship, family relationship or informal care relationship. These relationships involve dependency and commitment, where one person has influence over the life or actions of another. The term 'family violence' recognises the diverse range of ties of mutual obligation and support, and perpetrators and victims can include, for example, aunts, uncles, cousins and children of previous relationships.

Human service system

Provides services including: homelessness, disability, families, youth and children's services; health and wellbeing; child safety; and Aboriginal and Torres Strait Islander Services. The Queensland Government and the non-profit community services sector are two key parts of the human service system.

Homelessness

- Primary homelessness. People without conventional accommodation (living on the streets, deserted buildings, improvised dwellings, parks, under bridges, etc.). This category includes people sleeping rough, as

well as people who are living in makeshift shelters and more substantial improvised dwellings including sheds, garages and cabins.

- Secondary homelessness. People moving between various forms of temporary shelter including friends and relatives' homes, emergency accommodation, youth refuges, hostels and boarding houses.
- Tertiary homelessness. People living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure.

Integration

The integration continuum may include:

- Networking: Two or more service providers giving or exchanging information and/or making referrals to each other and/or advocating for their client group to each other. Processes can be informal and without commonly defined purpose or planning.
- Cooperation: Often unstructured / informal relationship between two or more people or organisations that share information and may pool resources to co-deliver programs or services. Shared purpose and parallel services.
- Coordination: More structured relationship / partnership between two or more people or agencies to achieve complimentary goals, such as networking or working together on a specific program. Shared purpose, parallel services and clients in common.
- Collaboration: Two or more service providers adopt a partnership approach to achieve common goals for a mutual client by sharing case management, case planning and / or service delivery. People or agencies have a shared purpose, parallel

services and clients in common and develop agreed protocols to share knowledge and build consensus.

- Integration: Two or more people or organisations come together to form a single system with a common identity and outcomes. Common service delivery models and processes are implemented to meet identified client needs.

Mainstream and allied services

Government and non-government organisations that are not restricted to service delivery to people who are homeless, but whose clients might include people who are homeless or at risk of homelessness. Such organisations might deliver services to the general community or to a designated client group. Mainstream and allied services could include Centrelink, hospitals, community health centres, general practitioners, alcohol and drug services, mental health, disability services, children and family services, training and employment services, and many others. It is acknowledged that mainstream and allied services each have their own specialities and targeting; however, these terms are used in this paper to distinguish them from services that are specifically funded to support people who are homeless. (Definition taken from *A national quality framework to support quality services for people experiencing homelessness 2010*. Department of Families, Housing, Community Services and Indigenous Affairs).

Networking

Two or more service providers giving or exchanging information and/or making referrals to each other and/or advocating for their client group to each other. Processes can be informal and without commonly-defined purpose or planning.

Outcome

The overall result or impact brought about by a project, initiative or program.

Output

The product or service(s) produced by the project, initiative or program (that is, what a service does). Some performance reporting approaches refer to outputs as the units of service (such as the number of clients assisted). Please note that in the National Partnership Agreement on Homelessness, the term output is also used to refer to higher-level strategies and actions.

Prevention

Programs and opportunities that enable and encourage individuals to address possible risk factors before they become homeless.

Primary homelessness

See above, under Homelessness.

Rough sleepers/sleeping rough

Refers to people living on the street, under bridges, in parks, in abandoned buildings or improvised dwellings. These people are included in the category of primary homelessness.

Secondary homelessness

See above, under Homelessness.

Service Integration

Bringing together previously dispersed and independent services into a more comprehensive service delivery system.

Social housing

Rental housing that is provided and/or managed by government or non-government organisations and targeted to those in greatest housing need, with rents based on household income.

Social inclusion

The Australian Government defines a socially inclusive society as one in which all Australians feel valued and have the opportunity to participate fully in the life of society. Achieving this vision means that all Australians will have the resources, opportunities and capability to learn, work, engage in the community and have a voice.

Specialist homelessness service

An organisation that delivers services specifically to people who are homeless or at risk of homelessness. Specialist homelessness services deliver services that include crisis or supported accommodation, transitional support, crisis support, case management and coordination, housing information and referral, etc. Specialised legal, employment or advocacy services may be considered a specialist homelessness service if that service (or that component of their business) is specifically funded for the provision of services to homeless clients or those at risk of homelessness.

Tertiary homelessness

See above, under Homelessness.