Queensland

NATIONAL HOUSING AND HOMELESSNESS AGREEMENT

PRELIMINARIES

- 1. This Schedule is an agreement that is a supplementary housing agreement for the purposes of section 15C of the FFR Act.
- 2. This Schedule will commence as soon as the Commonwealth and Queensland sign this and the primary agreement (the Agreement).
- 3. Unless terminated earlier or extended as agreed in writing by the Parties, this Schedule will:
 - (a) expire no later than 30 June 2023;
 - (b) be replaced for further terms of up to five years by the written agreement of the Parties.
- 4. A Party to this Schedule may terminate their participation in the Agreement at any time by giving 12 months' notice of intention to do so, in writing, to the other Party.
- 5. This Schedule may be amended at any time by agreement in writing by the relevant Commonwealth and State portfolio Ministers.
- 6. The purpose of this Schedule is to provide an outline of how Queensland will implement the Agreement, including through the actions that will be undertaken as stated in Queensland's housing and homelessness strategies, and any actions to be undertaken by Queensland to support the Data Schedule.
- 7. To enable payments to commence from 2018-19, Queensland confirms that it satisfies the requirements of clause 17 of the Agreement as at 1 July 2018 and as set out in this Schedule. At the commencement of this Schedule, Queensland housing and homelessness strategies are set out in various public documents which are referenced in Parts 2 and 3 of this Schedule.

PART 1 - OVERVIEW

- 8. Queensland is Australia's most geographically diverse state and the third most populous, with strong population growth driven in part by interstate migration. Queensland's highly dispersed population centres and multitude of regional economies present challenges for governments in creating appropriate local responses to housing market pressures and issues. A combination of population growth and ageing, and smaller household size in many communities, is driving greater demand for housing that is well located and serviced by health and community services.
- 9. The rate of homelessness in Queensland is 46.1 persons per 10,000 population. In 2016-17, 1 in 117 Queenslanders accessed specialist homelessness services, with people seeking assistance identifying a diverse range of non-housing issues from financial crisis to domestic and family violence as reasons for seeking assistance. Aboriginal and Torres Strait Islander people continue to be overrepresented, and increasing numbers of older women and younger people are presenting for assistance.
- 10. Queensland has a strong framework in place to address these challenges through the Queensland Housing Strategy 2017-2027, Partnering for impact to reduce homelessness in Queensland, the State Infrastructure Plan and the suite of infrastructure and human services strategies guiding government investment and direction over the next decade.
- 11. Meeting demand for housing and homelessness services within existing resources remains a significant challenge. As at 30 April 2018 there were 16,761 applications on the social housing register. On any given day in Queensland in 2017, nearly 8,300 clients were being supported by specialist homelessness services and 17 requests for assistance were unable to be met.
- 12. Funding provided through the National Housing and Homelessness Agreement (NHHA) provides a substantial contribution to the operation of the housing and homelessness service system. Outcomes this Agreement contributes to are impacted by broader economic factors beyond the sole remit of the Queensland Government.

PART 2 - QUEENSLAND HOUSING STRATEGY

- 13. The *Queensland Housing Strategy 2017-27* will support growth in new social and affordable housing supply over the next five years of this Schedule, through a range of measures including direct investment in social housing, and by supporting community housing providers as they expand into the provision of affordable housing. It will also create prosperity, through opportunities for home ownership, including for public housing tenants and Aboriginal and Torres Strait Islander people, and a range of assistance for people to access in the private market to sustain housing. It will enhance connections, enabling the right support to be delivered through flexible support packages, a safety net of targeted early interventions, supportive social housing and wraparound services. And it will promote confidence, through legislative reform and data and evidence-based policy and program design.
- 14. The State Infrastructure Plan also recognises the role that affordable housing options play in improving prosperity and liveability in the State. The Plan specifies targets for affordable housing, guides the use of state land for residential purposes, and commits the state to increase the supply of social, affordable and crisis housing.
- 15. The State Planning Policy, Planning Act 2016, ShapingSEQ South East Queensland Regional Plan 2017, State Infrastructure Plan, Queensland Housing Strategy 2017-2027 and the Queensland Housing Strategy 2017-2020 Action Plan form the publicly available housing strategy that meets the requirements of s.15C of the FFR Act and:

i.	indicates the level of housing supply
	needed to respond to projected
	housing demand, and outlines the
	reforms and initiatives that will be
	implemented to meet this need;

By 2027, almost 380,000 additional homes will be needed to house Queensland's population – forecast to reach 5.7 million people.

ii. includes planned or expected levels of social housing; and

Under the *Queensland Housing Strategy 2017-2027*, the Housing Construction Jobs Program is to deliver additional social and affordable housing dwellings across the state (including in excess of 5,000 dwellings between 2017 and 2027.

Under the State Infrastructure Plan, the supply of affordable housing will increase by 10,000 dwellings by 2031.

iii. details how the State will contribute to the housing priority policy areas set out in Schedule A of the Multilateral Agreement, where appropriate to its needs. See table of Queensland Government Policy or Programs

16. The table below provides an overview of housing services in Queensland and lists some of the key actions in the *Queensland Housing Strategy 2017-2027* which address the priority policy areas in the Multilateral Agreement.

Key commitment	Queensland Government Policy or Program
Deliver Housing Assistance	 The Queensland Government meets the needs of the most vulnerable/high need households by: Providing or funding physical housing to over 70,000 of Queensland's most vulnerable households; Funding community housing providers and local governments to provide social housing; Constructing, maintaining and refurbishing public housing; Assisting entry into, or maintaining tenancy, in the private market; and Regulating housing and accommodation services including retirement villages, manufactured homes and private rental dwellings. Historically, housing services have been funded by the Queensland Government and the National Affordable Housing Agreement (NAHA) Special Purpose Payment. The Queensland Housing Strategy 2017-2027 underpins reform of the Queensland Government's housing and homelessness services. These reforms are grouped under four pillars: growth; prosperity; connections; and confidence.
	connections; and conndence.
GROWTH: Boosting soci	al and affordable housing supply and economic growth
Increase the supply of social housing	Deliver the ten-year Housing Construction Jobs Program. Deliver up to 2,972 new social housing dwellings over the first five years (2018-19 and 2022-23). New Housing Partnerships Office to deliver contemporary housing projects and drive reforms to how housing is delivered, including revitalised housing precincts and a diversity of social housing that
Increase the supply of affordable rental housing	Partner with community housing providers to deliver new affordable housing that reduces the gap between social and private housing. A new community housing operating framework will be co-designed with the community sector in 2018-19, to facilitate delivery of affordable housing. Where surplus government-owned land is identified for residential development purposes, consider the introduction of inclusionary requirements so that a proportion of new dwellings will be designated for social and affordable housing where it meets operational and community objectives. This will include targeting of Priority Development Areas and Economic and Community Development Zones. An agreed approach to implement inclusionary requirements will be

Key commitment	Queensland Government Policy or Program
	developed with Economic Development Queensland and Properties Queensland in 2018-19.
	Queensland has commissioned research to support development of definitions of affordable housing appropriate to Queensland's housing markets, needs, housing types, demographic and economic circumstances. The research project will report in 2018-19.
Improve the efficiency of social housing	Ensure optimal use of public housing assets and effective future service delivery through a strategic approach that ensures public housing property portfolio and assets support service delivery objectives in an effective and financially responsible way. This will include an exploration of options for future reform of Queensland's social housing portfolio and business model, in 2018-19.
PROSPERITY: Fostering	economic independence and participation
Provide pathways to improved housing outcomes	Intake, assessment and service allocations processes will be reformed by June 2020, to capture people's housing and support needs holistically, to facilitate more person-centred assistance that better matches and prioritises service responses, and better links people to appropriate supports. Home Pathway Planning will be implemented by June 2020 to facilitate a more person-centred response that identifies and facilitates pathways to stable and safe housing, including addressing financial management, to increase independence and enable a greater range of future housing choices for public housing tenants. Deliver pathways to home ownership for existing public housing tenants who may have the financial capacity. A suite of new financial products to help public housing tenants achieve their aspirations, including shared equity loans and rent to buy schemes, will be developed by June 2020. The operation of the Youth to Work policy (introduced in March 2018), will remove disincentives and encourage pathways to employment and training for targeted young people in public housing, by ensuring that their income does not impact on family rental obligations. The target group for the Youth to Work policy includes young Aboriginal and Torres Strait Islander peoples.

Key commitment	Queensland Government Policy or Program
Support access to the private rental market	A suite of flexible assistance packages that will enable people on low incomes to access private rental properties. New products to be developed and progressively implemented over the period of the Queensland Housing Strategy 2017-2020 Action Plan will include loans, enhanced bond loan assistance, targeted private rent subsidies and head leasing to assist with establishing new private market tenancies and sustain existing private market tenancies.
Provide pathways to improve housing outcomes for Aboriginal and Torres Strait Islander peoples	An Aboriginal and Torres Strait Islander housing body will work with Indigenous Community Housing Organisations and Aboriginal and Torres Strait Islander Councils to improve Indigenous housing outcomes in urban, regional and remote communities across Queensland.
	The Aboriginal and Torres Strait Islander Housing Action Plan will deal with housing outcomes and complex challenges in urban, regional, remote and discrete communities.
	The Queensland Government has committed \$75M to progressing home ownership in discrete Aboriginal and Torres Strait Islander communities over five years to 30 June 2022.
	Completion of an accommodation facility to support young Aboriginal and Torres Strait Islander women from remote communities pursuing education and employment opportunities. The facility will be completed in partnership with the private sector in 2018-19.
CONNECTIONS: Ensurin	g that vulnerable community members are supported
Deliver integrated intake, assessment and delivery of housing and homelessness services	Provide co-located government and non-government housing, homelessness and other local support services to promote a proactive, integrated approach for engaging people and services. Five new housing and homelessness service hubs established in Toowoomba, Cairns, Logan, Moreton Bay and Townsville by 2020.
Modernise front line services to improve client experience and improve service delivery to vulnerable	Housing Service Centres will continue to be modernised to improve client experience, provide a more contemporary and person-centred approach to service delivery, and provide clients with multiple service delivery channels.
Queenslanders	Housing Referral Teams will facilitate coordinated housing and support.
	Partnerships will provide holistic responses to people with mental health concerns living in public housing.

Key commitment	Queensland Government Policy or Program
Support to help older people to age in place	Enhanced housing support for seniors through implementing service improvements to address the issues raised by the Advisory Taskforce on Residential Transition for Ageing Queenslanders.
CONFIDENCE: Reformin	g the housing system to ensure it is fair and responsive
Improve access to information to enable people to make decisions about their housing futures	The Queensland Government housing portal will consolidate information on the full range of housing options, and ensure it is user friendly and accessible to people of all abilities.
Ensure housing systems are fair, contemporary and assure the safety and dignity of all	A suite of legislative reforms will create fair and contemporary housing systems for all Queenslanders, including review and reform of laws applying to residential tenancies, residential services, retirement villages and residential parks, and explore improved dispute resolution. Implementation will be driven through consultation and engagement with peak groups representing residents, seniors and operators and include amendments to the following acts — - Manufactured Homes (Residential Parks) Act 2003; - Residential Services (Accreditation) Act 2002; - Retirement Villages Act 1999; and - Residential Tenancies and Rooming Accommodation Act 2008. Provide advocacy, support and capacity building for residents of retirement villages, residential services, and manufactured home owners.
Improve housing design	Increase housing accessibility and adaptability and ensure public housing design standards are contemporary and include features that deliver safety, amenity and energy efficiency. Construct 50% of public housing dwellings to the Livable Housing Design Guidelines Gold Level or Platinum Level standards.
Queensland's planning a	nd zoning initiatives
State Planning Policy	Articulates the state's interest in planning and development matters, which must be integrated into local government planning instruments where they are relevant. The state interest for housing supply and diversity requires that diverse, accessible and well-serviced housing, and land for housing, is provided and supports affordable housing outcomes.

Key commitment	Queensland Government Policy or Program
	 schemes should ensure a 15-year supply of land is zoned and allocated for residential development; development of residential land should cater for all groups in current and projected demographic, economic and social profile of the local government area, including households on low to moderate incomes; and schemes are encouraged to include provisions that support a mix of lot sizes that supports diversity of dwelling types and facilitate affordable housing in well-serviced locations.
Planning Act 2016	The recently updated <i>Planning Act 2016</i> features a simplified and streamlined development assessment framework to facilitate the delivery of all types of development, including housing. This has been facilitated by placing the development assessment process in a statutory instrument, the Development Assessment Rules, allowing for improvements to the process to be made quickly and efficiently. The Act also reduced the number of assessment types to three assessment categories (accepted, assessable (code or impact) and prohibited) which has simplified assessment processes.
	Code assessment is now 'bounded' which means that assessment of an application must be against the content of the code, and any other material referred to in the code. This greatly increases transparency and certainty in development assessment.
	Development assessment timeframes have been reduced and greater certainty of timeframes introduced through the removal of automatic timeframe extensions by the assessment manager. Extensions now have to be at the request of the applicant. The number development assessment forms have also been reduced to 2 from 35.
ShapingSEQ - South East Queensland Regional Plan 2017	 ShapingSEQ is a statutory regional plan that provides a framework for managing growth in South East Queensland over the next 25 years, aiming to: identify 25 years of land supply for urban growth; promote greater housing diversity; focus density in well-located areas with access to services, amenities and employment; and ensure communities have access to affordable living options which take into account the cost of housing, transport and associated infrastructure costs.

which will support delivery of the benchmarks and baselines ingSEQ, are: Land Supply and Development Monitoring report, by late 8; Measures that Matter, which are identified as 15 key regional cators of the progress of various aspects of the natural, nomic and social environment. These measures will be appared against regional baseline data, current trends and the ferred future, in mid-2018; and
ablishment of the Housing Supply Expert Panel by the end of 8 which will play a critical role in the delivery of the SEQ GMP providing the government with expert advice about how to ropriately manage land and housing supply matters and ociated affordability issues in SEQ.
inte Infrastructure Plan delivers a four-year program of state infrastructure projects, updated annually, to build industry nce, generate jobs and economic growth and improve ity. Inises the role that affordable housing options play in ing prosperity and liveability in the State. It specifies the ing outcomes for housing: Increase in affordable housing across the State by 10,000 It where surplus state land sites are disposed in the market for dential purposes, a proportion of new dwellings will be ignated for social/affordable housing supply of housing suitable for Indigenous households across State will increase number of beds provided through shelters, crisis housing and ital housing will increase by 5,000, and
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PART 3 - QUEENSLAND HOMELESSNESS STRATEGY

- 17. Partnering for impact to reduce homelessness in Queensland will drive a stronger, more responsive and place-based service system to address and prevent homelessness. The Queensland Government will work together with the homelessness sector to create the conditions and build the skills needed to offer contemporary and person-centred services. Our approach to addressing homelessness prioritises support to those who need it most, including women and children affected by domestic and family violence, young people, families in housing crisis, older women and Aboriginal and Torres Strait Islander people, and people who experience chronic and repeat homelessness.
- 18. Queensland has committed to providing certainty and stability to the homelessness sector through five year funding agreements. The Multilateral Agreement also includes funding for wages supplementation for homelessness services until 2020-21. Wages supplementation funding beyond 2020-21 is subject to a future Commonwealth Government decision.
- 19. Partnering for Impact to reduce homelessness in Queensland also addresses: innovative supportive housing responses; transitioning to independence; and expanding capability in the homelessness sector workforce to meet the challenges of service delivery in the future.
- 20. The Queensland Housing Strategy 2017-27, underpinned by the Queensland Housing Strategy 2017-2020 Action Plan, and Partnering for impact to reduce homelessness in Queensland, form Queensland's publicly available homelessness strategy that meets the requirements of s.15C of the FFR Act and:
 - i. addresses the NHHA priority homelessness cohorts -
 - (a) women and children affected by family and domestic violence
 - (b) children and young people;
 - (c) Indigenous Australians
 - (d) people experiencing repeat homelessness
 - (e) people exiting institutions and care into homelessness; and
 - (f) older people
 - ii. sets out reforms and initiatives that will contribute to a reduction in the incidence of homelessness; and
 - iii. incorporates the homelessness priority reform areas
 - (a) Achieving better outcomes for people
 - (b) Early intervention and prevention
 - (c) Commitment to service program and design

21. The table below provides an overview of homelessness services in Queensland and lists some of the key actions in the *Partnering for impact to reduce homelessness in Queensland*.

Key Commitment	Queensland Government Policy or Program	Homelessness Priority Cohorts		
Specialist Homelessness Services and non-special	Specialist Homelessness Services and non-specialist homelessness services			
Specialist Homelessness Services Specialist Homelessness Services are funded specifically to assist people who are homeless or at risk of homelessness in Queensland. Historically this program has been funded by the Queensland Government, the NAHA and the National Partnership Agreement on Homelessness (NPAH). Services are delivered in accordance with the Homelessness Program Guidelines,	Building four new shelters in Charters Towers, Roma Caboolture and the Gold Coast Specialist Homelessness Services for women and children experiencing domestic and family violence	Women and children affected by family and domestic violence		
Specifications and Requirements. The Homelessness Program aims to respond to and prevent homelessness in Queensland by	Building two new youth foyers and expanding the Logan Youth Foyer	Children and young people		
funding services that assist people to: 1. obtain housing 2. maintain their housing 3. maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports.	Replacing shelters in Woorabinda, Pormpuraaw, and Cherbourg Rockhampton River to Home	Indigenous Australians		
Service categories include: access; support; and supported accommodation and housing. In 2016-17, the client rate per 10,000 by priority group for SHS were:	Common Ground Brisbane Street to Home	People experiencing repeat homelessness		
Domestic and family violence 29.6 Young people presenting alone 9.7	Accommodation and support for Queensland Drug and Alcohol Court	People exiting institutions and care into homelessness		
Indigenous 609.2	Homelessness Emergency Department Liaison	Homelessiness		
Returning clients SHSC unpublished Exiting custodial arrangements 1.5 Leaving care 2.0	Coordinated Housing and Support for women on parole at risk of homelessness			
Older people 5.0	Supported Independent Living Services for Young people under Child			

Key Commitment	Queensland Government Policy or Program	Homelessness Priority Cohorts
Non-specialist homelessness services	Protection Orders	
Non-specialist homelessness services (non-SHS) typically provide prevention and early intervention responses, with many targeted at those exiting from state care, hospitals and/or	Re-entry Support Services Transition Post Care Support	
corrections. Historically, some non-specialist homelessness services were funded by the NPAH and matched by the Queensland Government. Non-SHS services will support the focus of Partnering for Impact, including the priority cohorts outlined in this statement. Non-SHS provide services on which it is not	Support vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services	Older people
appropriate to report through the SHSC. Program-level reporting will contribute to Queensland's statement of assurance		

Reform initiatives

The Queensland Housing Strategy 2017-27, underpinned by the Queensland Housing Strategy 2017-2020 Action Plan, and Partnering for impact to reduce homelessness in Queensland.

Queensland will lock 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 in the way we all do business.

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

Queensland 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.

A selection of key deliverables include:

- Development of a *Queensland*Homelessness Compact with the homelessness sector
- Supporting innovative projects through the Dignity First Fund

Selected reforms:

Strengthening the service system

- Developing a logic for investment
- Enabling sector-led innovation and providing flexibility for responsive lacebased solutions

Expanding our capabilities

- Developing a shared research agenda
- Enabling the sector to showcase innovation and promote good practice

PART 4 - JOINT REFORM COMMITMENTS

22. Queensland is committed to pursuing and sharing data linkage opportunities and innovative and transformational research with the Commonwealth.

PART 5 - STATE-SPECIFIC MEASUREMENT

23. State-specific indicators may be agreed between the Parties from time to time.

PART 6 - REPORTING

- 24. As required by clause 40 of the Agreement, Queensland will produce a report on the implementation of the reforms and initiatives in the manner set out in this Schedule.
- 25. Queensland will report annually on the initiatives set out in Parts 2 and 3 of this Schedule. This reporting will be non-financial and draw from existing reporting to ensure no duplication of effort. The report will be provided to the Commonwealth Minister with portfolio responsibility for housing and homelessness by 31 October of the following financial year. The report will be made publicly available by Queensland.
- 26. Queensland asserts that changes to the deliverables, milestones and timeframes for implementation of the Queensland housing and homelessness strategies set out in various public documents referenced in Parts 2 and 3 of this Schedule remain at the discretion of the Queensland Government.

PART 7 - OTHER CONDITIONS/PRIORITY POLICY AREAS

27. Other conditions and/or priority policy areas may be agreed between the Parties from time to time.

PART 8 - SIGN OFF

28. The Parties have confirmed their commitment to this agreement as follows:

Signed for and on behalf of the Commonwealth of Australia by

The Honourable Scott Morrison MP
Treasurer of the Commonwealth of Australia

June 2018

Signed for and on behalf of Queensland by

The Honourable Jackie Trad MP Treasurer of Queensland

June 2018

PART 8 - SIGN OFF

28. The Parties have confirmed their commitment to this agreement as follows:

Signed for and on behalf of the Commonwealth of Australia by

The Honourable Scott Morrison MP

Treasurer of the Commonwealth of Australia

June 2018

Signed for and on behalf of Queensland by

The Honourable Annastacia Palaszczuk MP

4.7.18

Premier of Queensland and Minister for Trade

July 2018