

Queensland Housing and Homelessness Action Plan 2021–2025

Building on strong foundations



**Queensland
Government**



Queensland Housing and Homelessness Action Plan 2021–2025

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Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you. www.qld.gov.au/languages

Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom. We acknowledge those of the present for their leadership and ongoing effort to protect and promote Aboriginal and Torres Strait Islander peoples and cultures. We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts, and responsibility as individuals, communities and governments, to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

The actions in this plan complement the actions being delivered through the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* and our ongoing partnerships with communities and councils to achieve better housing outcomes for First Nations Queenslanders.



Artwork adapted from original designs with permission from and credit to Brisbane-based, First Nations design studio Iscariot Media.

The illustration represents new beginnings for Aboriginal and Torres Strait Islander Queenslanders, with a sun rising over a red earth, into a blue sky. The symbols inside the sun's rays represent the three focus areas of the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023*: respond to individual needs, take a local approach and build a stronger sector.



Minister's message

Queensland is a great place to live. Despite the challenges we have faced in recent times, more and more people are coming to our state to enjoy our lifestyle, our beautiful weather, our education and employment opportunities and our vibrant communities.

Home values are booming across the south-east corner as well as most of the eastern coast. While this is good news for many homeowners, it is locking many first home buyers and people on low and moderate incomes out of home ownership.

In the private rental market, people are having to pay more and are struggling to find homes that meet their needs. Vacancy rates are at all-time lows state-wide.

While housing has always been in demand, these private market conditions in turn put pressure on social housing as those struggling to find a place to call home look to the state for support.

In launching this *Housing and Homelessness Action Plan 2021-2025*, the Queensland Government makes a commitment to address housing supply and affordability, to drive a pipeline of social and affordable housing for low to moderate income Queenslanders. Through this Action Plan we will take targeted action to tackle our state's housing challenges and future-proof our service system to ensure fewer people fall through the cracks.

We are focussed on opening up new opportunities to improve housing outcomes across all communities in Queensland.

We will increase housing supply and development across the state, further boosting the construction sector and our economic recovery.

We commit to greater service integration to better support vulnerable people and those experiencing domestic and family violence. We will promote greater access to the private housing market and continue to work with the community housing and homelessness service sectors, including enhancing our service responses for women and children experiencing or at risk of domestic and family violence.

We will continue to close the gap for First Nations peoples by delivering tailored housing responses and by reaffirming our commitment to and building on work already delivered under the Aboriginal and Torres Strait Islander Housing Action Plan.

We will make a difference in people's lives by ensuring a fairer and more accessible private market and greater provision of housing with support for vulnerable Queenslanders.

We commit once again to the vision of the *Queensland Housing Strategy 2017-2027* – that every Queenslanders has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our prosperous state.

The Hon. Leanne Enoch MP

Minister for Communities and Housing
Minister for Digital Economy and
Minister for the Arts



Queensland is delivering social housing designed and constructed to enhance the well-being of residents, enhance local street scapes and better support our communities.

Queensland Housing Strategy 2017-2027

Housing is the foundation for good health, wellbeing and engagement with education, employment and community.

The *Queensland Housing Strategy 2017-2027* outlines our vision for the state's housing system and our commitment to making sure all Queenslanders have a pathway to safe, secure and affordable housing.

The Housing Strategy sets out the Queensland Government's commitment to work with communities, industry and the housing and homelessness sector to deliver more social and affordable homes and better services for vulnerable Queenslanders.

The Housing Strategy is being delivered through multiple action plans, including the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023*.

Together, these action plans highlight the steps we are taking to achieve the vision of the Housing Strategy.

Action Plan 2017-2020

Under the *Queensland Housing Strategy Action Plan 2017-2020*, the Queensland Government has delivered on an ambitious program of work, including:

- new social and affordable housing, including in partnership with the community housing sector
- new products and services to assist people to access housing through the private rental market
- a homelessness service sector that is more integrated with the broader housing service system
- new approaches and technology to ensure our service responses are person-centred
- regulatory reforms to improve consumer protections for all Queenslanders in the homes in which they live and provide greater certainty for industry
- foundational reform to frontline services through Service Delivery Transformation, with new person-centred customer service approaches, tailored pathway planning and redesigned Housing Service Centres.

This is driving new ways of working across government and the sector, creating a more integrated system where people can access housing with support according to their needs.

Aboriginal and Torres Strait Islander Housing Action Plan

The *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* is a commitment for First Nations peoples and delivers a framework through which we are working to respond to the housing experiences and aspirations of Aboriginal and Torres Strait Islander Queenslanders.

We facilitated the establishment of the peak housing body, Aboriginal and Torres Strait Islander Housing Queensland, representing First Nations housing providers in Queensland. This new peak body is an important initiative under the Aboriginal and Torres Strait Islander Housing Action Plan and a necessary step in improving housing outcomes for Aboriginal and Torres Strait Islander peoples living in Queensland.

Our shared vision is that First Nations Queenslanders have access to safe, appropriate and affordable housing that provides the foundation to close the gap, and improves health, safety, wellbeing, education and economic outcomes.

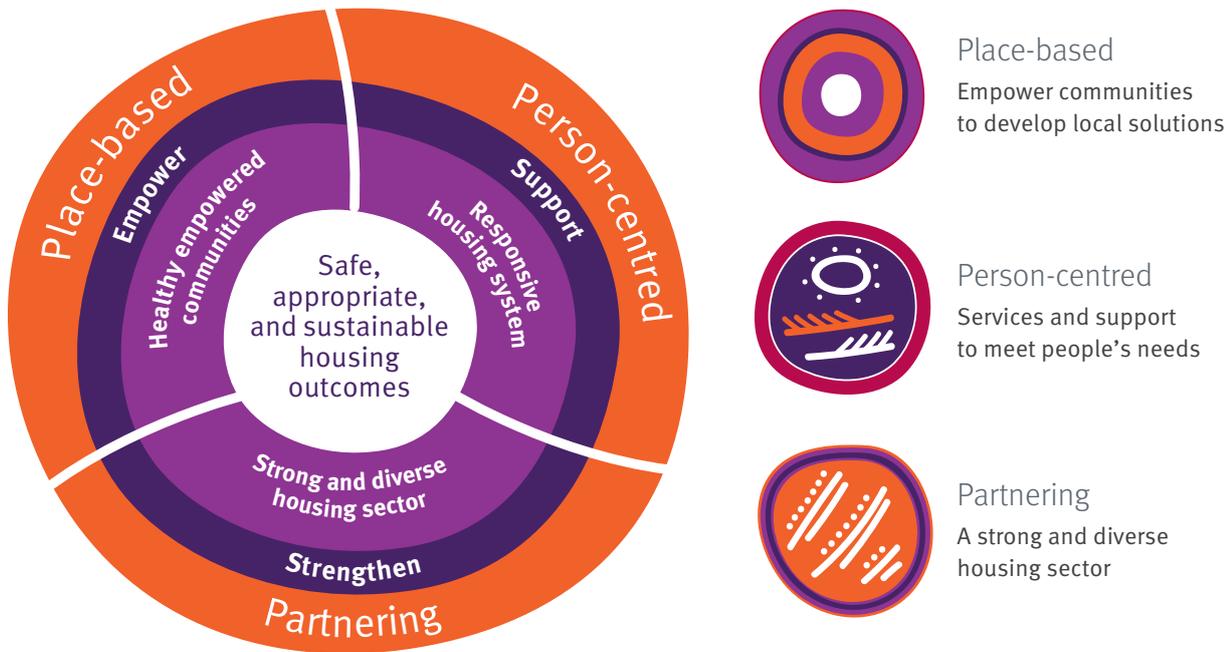
This *Housing and Homelessness Action Plan 2021 - 2025* supports and complements the *Aboriginal and Torres Strait Islander Housing Action Plan 2019 - 2023*. Through this *Housing and Homelessness Action Plan 2021 - 2025* we build on these foundations, developing our key partnerships, growth opportunities, integration with support services and communities and a safer and fairer housing system.



Delivering change in partnership

The Queensland Government committed to working with local communities and the housing sector to identify, develop and deliver improved housing services, through place-based and person-centred solutions supported by a housing sector strengthened through partnerships.

These values form the basis of the actions being delivered through this plan.



Housing Strategy Highlights

A range of housing outcomes have been achieved since the launch of the Queensland Housing Strategy 2017-2027. Here are some highlights to date:



2,400+
new social housing
homes commenced.



1,800+
construction jobs
supported.



Partnered with the
**community housing
sector** to leverage existing
government investment to
increase housing supply.



1,121
new social and affordable
dwellings approved to date,
valued at **\$203.1 million**,
supported by **over \$136 million**
of government investment.

Established the **Coordinated Housing and Homelessness Response** (integrated service delivery) across nine priority locations:

- Cairns
- Brisbane
- Townsville
- Redlands
- Mackay
- Logan
- Sunshine Coast
- Gold Coast
- Moreton Bay



Commenced the **Build to Rent**
project to provide affordable
housing for key workers.



750+
apartments to be completed by late
2023, with up to **240 dwellings** to be
provided as affordable housing.

Established the peak housing body, **Aboriginal and Torres Strait Islander Housing Queensland**.

Delivered the **NRL Cowboys House Girls Campus** to provide **50 beds** of accommodation for young Aboriginal and Torres Strait Islander women from remote communities pursuing education and employment opportunities.

Delivered **legislative reforms** for manufactured homes, residential services and retirement villages to improve approaches to behavioural standards, site rent increases, utilities charges, dispute resolution and precontractual disclosure and introduced mandatory payment of exit entitlements.

Exceeded targets for the delivery of gold and platinum level accessible housing.

Released the **Aboriginal and Torres Strait Islander Housing Action Plan** to deliver housing outcomes for First Nations Queenslanders in rural, remote and urban areas of the state.

Partnered with the homelessness sector to reduce homelessness including implementing continual system reform, capability development and **5-year funding certainty**.

Delivered **domestic and family violence services** including flexible packages of assistance and a specialist response team.

Completed construction of **new crisis shelters for women and children experiencing domestic and family violence** in Coen, Roma, Caboolture and Coomera.

Extension of an existing shelter in Cleveland.

Replacement shelters delivered in Cherbourg, Pormpuraaw, Woorabinda, and the Gold Coast.

Committed **\$12.5 million to fund 162 projects under the Dignity First Fund**, supporting new and innovative ideas that prevent and reduce homelessness and help people experiencing homelessness live with dignity.

Introduced new flexible products and services including Bond Loan Plus, Rent Subsidy, No Interest Loan Scheme, and Headleasing to assist people to access the private rental market.

Delivered large-scale consultation through **Renting in Queensland** to seek community views about improving rental laws and experiences with over 150,000 responses received.



Find out more about the achievements to date at www.qld.gov.au/HousingStrategy

Next steps to a better housing future

This *Housing and Homelessness Action Plan 2021-2025* has been developed in the context of current housing market conditions and need. It reaffirms the objectives of *The Queensland Housing Strategy* to deliver more social and affordable homes and to transform the way housing services are delivered.

This Action Plan is about boosting housing supply, moving towards ending homelessness, supporting vulnerable people and securing a fair and accessible housing system. We share these objectives with our community partners and other government agencies – and we have a shared responsibility to work together to improve outcomes for all Queenslanders.



Growing housing and support for Queenslanders

Housing supply and affordability are important issues in Queensland.

This Action Plan responds to housing need through new initiatives to boost social and affordable housing and deliver purpose-built housing with support for people with complex needs. We are building on the foundations of the Action Plan 2017-2020 and investing in the state's future.

Our focus is state-wide across our diverse rural, remote and city communities. We will work with local communities and across levels of government to create placed-based solutions.

Housing Investment Growth Initiative

The Queensland Housing Investment Growth Initiative will deliver new homes through a coordinated and integrated capital program across Queensland – including new social housing, strong development partnerships with the community housing sector, strategic purchases, land development and precinct renewal and revitalisation.

The Housing Investment Growth Initiative is supported by a \$1 billion fund that will deliver new housing now and well into the future. This fund will catalyse new investment and construction activity across our state, delivering a range of housing options to meet the diverse needs of local communities and priority groups.

Over the next four years, we will increase the supply of social and affordable housing across the state through new investment, partnering with the community housing sector and private industry, and by using the wide range of planning and economic development tools available to government.

We will deliver new housing where it is most needed, and establish a pipeline of construction work across the state for the future.

1	6,365 new social housing homes across the state.	
1.1	Establish the \$1 billion Housing Investment Fund to deliver returns to fund delivery of social housing across the state.	<ul style="list-style-type: none"> • QT • DCHDE
1.2	Deliver a coordinated program of capital works and capital grants, optimise the use of public housing assets, revitalise social housing precincts and work with our partners to increase the supply of social housing.	<ul style="list-style-type: none"> • DCHDE • DEPW • QT
1.3	Redevelop high value sites to maximise yield and promote a range of options for housing with support.	<ul style="list-style-type: none"> • DCHDE
1.4	Lease and purchase properties from the private housing market to meet emergent need.	<ul style="list-style-type: none"> • DCHDE

Growth and sustainability

Since the launch of the Housing Strategy, we have partnered with the community housing sector to unlock existing investment and drive growth of the sector.

We will continue to support community housing providers to grow their capacity, through innovative funding opportunities and partnerships across government and private industry. Our shared goal is to deliver a range of housing types including mixed-use developments and options for housing with support.

We will work with our service partners and peak bodies, to support the vitality and sustainability of the community housing sector, and better respond to the needs of Aboriginal and Torres Strait Islander peoples and communities in remote, regional and urban areas across our state.

2	Support growth, sustainability and innovation of the community housing sector.	
2.1	Work in partnership with the Aboriginal and Torres Strait Islander Housing Body to strengthen housing outcomes for Aboriginal and Torres Strait Islander peoples, supporting the sustainability of Indigenous housing providers and the community housing sector.	• DCHDE
2.2	Continue to work closely with the community housing peak and industry bodies to further promote growth, sustainability and innovation of person-centred and place-based responses.	• DCHDE



Planning and economic development

Government and its partners need appropriate land on which to build and planning settings that grow the supply of social and affordable housing.

This means opening up underutilised government land and ensuring land used for large-scale government projects and residential developments includes social and affordable housing.

3	Deliver social and affordable housing using state planning and economic development tools.	
3.1	Explore opportunities to deliver social and affordable housing in new growth areas including affordable by design principles and planning incentives.	<ul style="list-style-type: none">• DSDILGP• DCHDE
3.2	Investigate introducing inclusionary planning requirements into the planning framework.	<ul style="list-style-type: none">• DSDILGP• DCHDE
3.3	Investigate mandating social and affordable housing as part of Priority Development Areas, infrastructure initiatives, and the development or sale of state-owned land suitable for large scale residential development.	<ul style="list-style-type: none">• DSDILGP• DCHDE
3.4	Review the planning framework's approach to regulating residential development.	<ul style="list-style-type: none">• DSDILGP• DCHDE



Social housing units in Cairns. CA Architects, Richard Field Builders



32/36

We're delivering new housing where it's most needed, and establishing a pipeline of construction work across the state.

Private market supports

Through the Action Plan 2017-2020, we developed a range of new products and services to support Queenslanders to access and sustain housing in the private market.

Over the next four years, we will enhance the suite of products and services to support private rental and home ownership, including improving Aboriginal and Torres Strait Islander peoples' access to home ownership opportunities in remote, rural and regional locations.

4	Enhance Queenslanders' access to private rental and home ownership.	
4.1	Enhance the suite of products and services to better assist people to obtain and sustain private housing.	• DCHDE
4.2	Work with peak bodies and the private sector to enhance access to information on private housing options, including maximising use of digital platforms.	• DCHDE
4.3	Increase home ownership opportunities for Aboriginal and Torres Strait Islander peoples through working with communities and partners.	• DCHDE

Supporting regional housing

The Queensland Government is committed to working with local councils to improve the availability, diversity and quality of housing in rural and remote Queensland through local housing plans, to encourage community liveability, resilience and social and economic growth and prosperity.

5	Work with regional councils to increase and diversify the supply of housing, including opportunities for alternative government and non-government investment and incentives.	• DCHDE • DEPW
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Greater availability, diversity and quality of housing in rural and remote Queensland will enhance liveability, resilience and social and economic growth and prosperity.

Integrated frontline responses

We commit to greater service integration to better support vulnerable Queenslanders.

Towards ending homelessness

We aim to prevent homelessness and support vulnerable people to stay in their homes.

We will better coordinate and integrate services across government and the sector and develop a new framework to ensure no person exits from another government service to homelessness.

Queensland's homelessness response recognises that stable, sustainable, affordable, longer-term housing combined with appropriate supports is critical to helping people to stay in their homes, achieve improved whole-of-life outcomes and reduce demands on government services.

Our actions recognise that responding to housing need and moving towards ending homelessness are shared objectives across the community and government at all levels. We have a shared responsibility to work together to improve outcomes for individuals and the community as a whole.

6	Prevent homelessness and support vulnerable people to stay in their homes.	
6.1	Co-design homelessness and housing service system and practice improvements with service users and sector experts.	• DCHDE
6.2	Better integrate service delivery across government and community services, including through joint assessment, pathway planning, referral protocols and information sharing.	• DCHDE
6.3	House people who are in crisis and transition them to longer term housing with on-site or mobile support.	• DCHDE
6.4	Enhance the Coordinated Housing and Homelessness Response in priority locations across the state to identify people experiencing homelessness and coordinate services for people with complex housing and support needs.	• DCHDE
6.5	Equip the government and community sector workforce to develop the skills, practice and tools needed to deliver person-centred, coordinated, outcomes focussed housing with support services.	• DCHDE



Stable, sustainable, affordable, longer-term housing, along with appropriate supports, is critical to helping people to stay in their homes and achieve better life outcomes.

Coordination across agencies

The Queensland Government is committed to improving cross-agency responses to housing need and to delivering integrated health, housing and human services through strong referral processes and integrated service responses.

Integrated service responses improve the individual outcomes for people in need, who may be experiencing personal trauma, while seeking the services they need from the human services system. This approach will also support greater efficiency and cost savings for government.

7	<p>Develop a formalised service delivery framework between state government agencies to prevent people exiting government services into homelessness:</p> <ul style="list-style-type: none"> • better use of investment across government to respond to the needs of people experiencing or at risk of homelessness • clear roles and responsibilities • improved information sharing and formalised referral pathways between agencies to strengthen responses for people with complex needs. 	<ul style="list-style-type: none"> • DCHDE • QH • DCYJMA • DSDSATSIP • QCS • QPS • DJAG • QMHC
8	<p>Establish a cross-agency monitoring and evaluation approach to assess the effectiveness of joint approaches to preventing homelessness.</p>	<ul style="list-style-type: none"> • DCHDE
9	<p>Deliver integrated health and housing responses.</p>	
9.1	<p>Co-design a community-based multi-disciplinary case management model of service delivery for people who are experiencing homelessness or at risk of homelessness and who have multiple health needs.</p>	<ul style="list-style-type: none"> • DCHDE • QH • QMHC
9.2	<p>Co-design an integrated service response in Mt Isa that will include coordinated health, community, disability, aged care and housing support.</p>	<ul style="list-style-type: none"> • DCHDE • QH • QMHC
9.3	<p>Deliver coordinated responses for people with complex support needs who are experiencing housing, mental health and drug and alcohol issues in Cairns, Townsville and Mt Isa.</p>	<ul style="list-style-type: none"> • DCHDE • QH • QMHC
9.4	<p>Equip government and sector workers to understand, identify and respond to the interdependency between mental health, homelessness and housing need.</p>	<ul style="list-style-type: none"> • DCHDE • QH • QMHC

Stronger, safer and inclusive communities

We all deserve to feel like we belong. Our homes can help us to feel connected to family and friends, at home and in our neighbourhood, and encourage us to connect with others.

For many people, especially those who have been through crisis, it is difficult to establish or re-establish connection and too easy to feel isolated and alone. Community infrastructure can help, by providing spaces where people feel safe and can participate in social activities.

One way to form connections is through art. Through revitalising precincts, we will promote social inclusion by including participatory art projects in our designs and to make art, and the connections it brings, more accessible to the community.

10

Build social inclusion and participation by leveraging community infrastructure including neighbourhood and community centres to:

- provide access to support services
- make art more accessible in the community
- provide spaces for creation of art and social activities.

• DCHDE



Housing supports

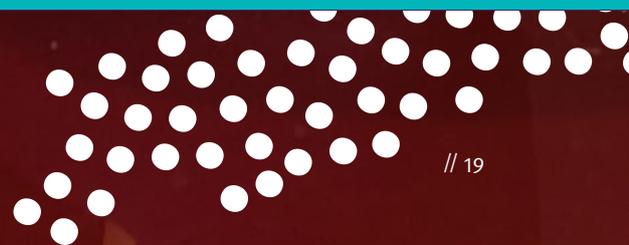
Everyone needs a place to call home, but many people in our communities face extra challenges in accessing housing supports and obtaining or sustaining a tenancy. This includes priority groups, such as young people, people looking to re-establish their lives after experiencing domestic and family violence, older Queenslanders, people with disability and Aboriginal and Torres Strait Islander peoples. We will work more closely with people with lived experience and specialist support services to further improve our services and access.

We will ensure people are supported by professional health, disability and aged care services and leverage the available community, arts and digital infrastructure to link people to their communities and housing and support services.

11	Assist vulnerable young people to achieve social and economic independence through an integrated framework of housing with support.	<ul style="list-style-type: none"> • DCHDE • DES • DCYJMA
12	Promote rights, choice, control, accessibility and inclusion in housing with support for people with disability.	
12.1	Co-design housing responses with people with disability and peak and expert organisations.	<ul style="list-style-type: none"> • DCHDE • DSDSATSIP
12.2	Work with National Disability Insurance Agency to assist Queenslanders to access and maximise National Disability Insurance Scheme packages and Specialist Disability Accommodation.	<ul style="list-style-type: none"> • DCHDE • DSDSATSIP • QT
12.3	Work across government to deliver integrated responses that increase the diversity and supply of housing for people with disability.	<ul style="list-style-type: none"> • DCHDE • DSDSATSIP
13	Provide culturally responsive housing with support through a frontline service offer for Aboriginal and Torres Strait Islander peoples across the housing continuum, including through implementing culturally responsive pathway planning and care coordination.	<ul style="list-style-type: none"> • DCHDE • DSDSATSIP
14	Deliver enhanced frontline service responses for women and families experiencing or at risk of domestic and family violence through a specialist response team and flexible assistance packages.	<ul style="list-style-type: none"> • DCHDE • DJAG
15	Develop and deliver housing with support for older Queenslanders experiencing or at risk of homelessness including responses for older women, working with the aged care, health and disability sectors.	<ul style="list-style-type: none"> • DCHDE • QH • DSDSATSIP



“I’ve changed my life by working here and staying out of trouble.”



A fair and accessible housing sector

Just as we are improving ways to access and sustain a private tenancy, we also need to ensure that the residential housing system – from private rentals to retirement living, residential (manufactured home) parks and residential services – is stable and secure, providing protections and giving confidence to those who reside and invest in these housing options.

Rental reforms

We have consulted extensively with Queenslanders about how to ensure our rental laws strike the right balance between renter and lessor needs and interests. These laws must provide certainty and clarity to encourage and maintain housing supply in the private rental market while supporting and protecting vulnerable renters, including people experiencing domestic and family violence, seniors and people with disability, to access safe, secure and sustainable housing.

We will continue to improve settings for the rental sector, ensuring quality standards for safety, security and functionality and putting in place better supports and protections.

16

Deliver rental law reform in Queensland, including minimum housing standards, that better protects renters and lessors and improves stability in the rental market.

• DCHDE





We are improving rental settings, ensuring quality standards and better supports and protections for both renters and lessors.

Residential Sector Reforms

We are committed to a fair and sustainable residential sector giving people who reside in residential services (such as boarding houses), retirement villages and residential (manufactured home) parks, and those who operate them, a regulatory framework that delivers the best possible outcomes for consumers.

That includes ensuring consumers and operators are better informed about their choices, rights and responsibilities and how to action them as well as increased transparency in contracts and financial statements.

We will build on the improvements delivered under Housing Action Plan 2017-2020 and continue to enhance the regulatory system to deliver reforms, to build protections and generate better housing outcomes for Queenslanders.

17

Finalise implementation of retirement villages reforms to village financial statements and contract requirements and implement government's response to the independent panel's review of timeframes for payment of resident exit entitlements and buyback requirements.

• DCHDE

18

Deliver improvements for residential (manufactured home) parks and residential services to address:

- concerns about site rent increases and unsold manufactured homes in residential parks
- the impact of significant changes in the community affecting residential services, to ensure resident safety, fair trading and viability of the residential service industry.

• DCHDE

19

Enhance the consumer experience and industry engagement across residential (manufactured home) parks, residential services and retirement villages including through:

- targeted communication, compliance and best practice guidance approaches, including introduction of a retirement village comparison website
- exploring greater support for consumer-operated retirement villages and residential parks (such as the potential for home owner co-operatives) to give consumers greater choice and control over their retirement living arrangements.

• DCHDE

20

Explore options to improve Queenslanders' access to pre-contractual advice about residential (manufactured home) parks and retirement villages and to timely and consistent decision-making to help them resolve housing issues and disputes.

• DCHDE



“We absolutely love village life. Everybody is so social and willing to help, this is the best move we've done.”



Glossary

DCHDE	Department of Communities, Housing and Digital Economy
DCYJMA	Department of Children, Youth Justice and Multicultural Affairs
DEPW	Department of Energy and Public Works
DES	Department of Environment and Science
DJAG	Department of Justice and Attorney-General
DSDILGP	Department of State Development, Infrastructure, Local Government and Planning
DSDSATSIP	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
QCS	Queensland Corrective Services
QH	Queensland Health
QMHC	Queensland Mental Health Commission
QPS	Queensland Police Service
QT	Queensland Treasury
BOLD TEXT	Lead agency



We build on these foundations by developing key partnerships, growth opportunities, integration with support services and communities, working together towards a safer and fairer housing system.

For more information:

✉ housingstrategy@chde.qld.gov.au

🖱 www.chde.qld.gov.au



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