

Note: Commercially sensitive information and service provider details have been removed from this Project Plan by agreement of the Commonwealth and Queensland.

Queensland Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS: SCHEDULE A

PRELIMINARIES

This Project Plan is a schedule to the National Partnership Agreement on Homelessness (the Agreement) and should be read in conjunction with that Agreement.

TERMS OF THIS PROJECT PLAN

This Project Plan will commence on 1 July 2017 or when it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and Queensland, represented by the Minister for Housing and Public Works, whichever is the later, and will cease on completion or termination of the Agreement.

As a schedule to the Agreement, the purpose of this Project Plan is to provide the public with an indication of how frontline homelessness services are intended to be delivered and demonstrate Queensland's capacity to achieve the outcomes of the Agreement.

This Project Plan will cover the one-year period of 2017-18.

This Project Plan may be varied in accordance with clauses 23, 47, 48, 49 and 50 of the Agreement.

PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

Table 1: Strategic overview of implementation

1. What is the relevant context for Queensland, including any reform directions being taken to improve homelessness outcomes?

The National Affordable Housing Agreement (NAHA) provides the current framework for the Queensland Government's commitment to fund or directly provide Specialist Homelessness Services, supported accommodation, public and community housing and private housing assistance for people who are experiencing homelessness or are at risk of homelessness. The NAHA will remain the core funding source for Specialist Homelessness Services until the anticipated development of a new National Housing and Homelessness Agreement to commence in 2018-19.

The Transitional National Partnership Agreement on Homelessness (Transitional NPAH) 2017-18 is a twelve-month agreement to continue Commonwealth and State matched funding arrangements while longer-term arrangements and reforms to homelessness and housing are progressed for the consideration of the Council of Australian Government (COAG). Queensland is engaged with the Commonwealth and other States and Territories to progress this reform agenda.

The 2017-18 Queensland Project Plan builds on Queensland's achievements under the NAHA and four previous National Partnership Agreements on Homelessness by continuing to deliver services to people who are experiencing homelessness or are at risk of homelessness throughout the State and by trialling innovative ways to improve service responses for identified groups of Queenslanders experiencing homelessness. The Queensland Government will continue to work with service providers and the community to design and implement innovative service models that improve access, tenancy sustainment and service integration as part of a person-centred housing and homelessness response.

On 12 June 2017, the Queensland Government released a new Queensland Housing Strategy for housing and homelessness, aimed at providing responsive and integrated services and safe, secure and affordable housing pathways for Queenslanders. The *Queensland Housing Strategy 2017-2027* provides a ten-year framework for driving key reforms and targeted investment across the entire housing continuum from homelessness to home ownership. The Strategy gives attention to Government-led responses to housing and homelessness to ensure Queensland's most vulnerable households have a roof over their head and a pathway to a better future. This will result in improved housing outcomes for all Queenslanders through better coordination with human services and more targeted housing products and services that provide real pathways to long term housing solutions, including pathways out of homelessness and increased access to private sector rental and home ownership.

The ten-year Strategy will be implemented through three consecutive action plans. The first three-year action plan establishes the foundations for longer term reform across the housing and homelessness system. Actions are targeted at providing genuine pathways out of homelessness into stable housing and from social housing into the private rental market and home ownership. Actions also facilitate the delivery of early intervention and prevention services to ensure people receive assistance before reaching a crisis point, greater service coordination to support wrap around services, supportive housing for vulnerable young people to provide pathways into social and economic independence, and a connected service system that provides seamless pathways from crisis and transitional housing to safe, secure and stable housing.

These actions focus on key cohorts which are consistent with priorities under the Transitional NPAH 2017-18, such as young people (including those leaving care and institutional settings), vulnerable families, Aboriginal and Torres Strait Islander peoples, older people, people with disability and women and children escaping domestic and family violence. The Strategy recognises the significant

challenges faced by many Aboriginal and Torres Strait Islander people and will work to close the gap in access to safe, secure and appropriate housing through improved delivery of crisis services and long term housing options, capitalising on strengths to improve housing outcomes, enabling participation in cultural practices and facilitating community development activities and economic participation.

The Transitional NPAH 2017-18 will deliver on several actions within the First Action Plan, including:

- The expansion of HomeStay Support services to support vulnerable families at risk of homelessness with a focus on families with children under 10 years of age.
- Strengthening the service delivery response to the housing challenges faced by vulnerable families and women and children escaping domestic and family violence, particularly through closer partnership between the Department of Housing and Public Works and the Department of Communities, Child Safety and Disability Services
- Supporting vulnerable women, including older women at risk of homelessness, to access and sustain safe and secure housing and support services.
- Providing improved housing solutions for highly vulnerable young people, including those leaving out-of-home care and youth detention who are at risk of homelessness.
- Reducing the risk of homelessness through a range of measures including:
 - a greater focus on supportive housing and early intervention responses
 - greater service coordination to support wraparound services
 - ensure service continuity through longer-term agreements
 - a connected service system that provides seamless pathways from crisis and transitional housing to safe and secure housing
 - better understanding the contemporary needs of women escaping domestic and family violence, youth and vulnerable families with young children.

In addition, the Housing Strategy First Action Plan will build on the \$2.5 million investment in the 2016 Dignity First initiative, with a further \$2.5 million in 2017 to deliver innovative responses that provide dignity to people experiencing homelessness.

The Queensland Government commitment to reducing homelessness includes a commitment to addressing the causes of domestic and family violence and providing responsive services to women and children experiencing domestic and family violence.

In 2017-18 the Queensland Government will continue to roll out the second of four key action plans under the ten-year *Queensland Domestic and Family Violence Prevention Strategy 2016-26*. The Second Action Plan continues the focus on collaborative action to end domestic and family violence in Queensland, encouraging partnerships between the government, community and business, to shift community attitudes and behaviours, enhance all-inclusive service responses and strengthen justice system responses to end domestic and family violence. The Queensland Government has demonstrated its commitment to this second action plan, announcing in the 2016-17 Budget a record \$198.2 million over 5 years to tackle domestic and family violence in Queensland. The Second Action Plan will progress the essential work of implementing the recommendations of the landmark *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland* report, delivered to the Queensland Government by the Special Taskforce on Domestic and Family Violence, chaired by the Honourable Dame Quentin Bryce AD CVO.

As part of this, the Queensland Government will be introducing a range of new and improved housing and homelessness responses to assist women and children affected by domestic and family violence. Activities include the delivery of new and replacement temporary supported accommodation shelters and automated bond loan approvals for clients escaping domestic and family violence to assist them to access safe and secure housing in the private rental market.

On 5 May 2017, the *Queensland Youth Strategy* was launched by the Queensland Government, following significant engagement with young people across Queensland. Housing is one of four building blocks that form the cornerstones of the Strategy, in recognition that access to safe,

affordable and appropriate housing is a fundamental human right, and is central to ensuring the best start for young people in their journey to independence. Several ongoing initiatives funded through this project plan are referenced in the Youth Strategy's action plan.

Demographic and geographic context

The number of Queenslanders experiencing homelessness continued to grow between the 2001 and 2011 Census periods, with children, young people and Aboriginal or Torres Strait Islander Queenslanders proving to be most at risk of the adverse impacts of homelessness. The 2011 Census data indicates the challenges facing governments, the community and individuals to significantly reduce homelessness. Nearly 20,000 Queenslanders experienced homeless at the time of the census (45.8 per 10,000 population compared to a national average of 48.9 per 10,000 population)¹:

- 1,584 (8 per cent) were sleeping rough, with most of these people in regional Queensland
- approximately 40 per cent were women
- approximately 40 per cent were under 24 years
- about one in four was an Aboriginal or Torres Strait Islander person
- almost one in three was living in severely overcrowded premises

In Queensland, from 2006 to 2012, there was a 5 per cent reduction in the overall rate of homelessness, a 21.8 per cent decrease in the number of rough sleepers and a 13 per cent decrease in the number of couch surfers. Nationally, the number of homeless people in Australia rose by 17 per cent.

The release of new Census data in 2017 will provide a more recent picture of homelessness in Queensland. In the interim, other sources of data are used to inform needs analysis on homelessness such as the Specialist Homelessness Services Collection (SHSC), the Australian Bureau of Statistics, and geographical analysis of the risk of homelessness through the National Centre for Social and Economic Modelling (NATSEM).

In 2015-16, on any given day nearly 8,000 clients in Queensland were supported by Specialist Homelessness Services (89 clients per 10,000).² This is approximately 1 in 112 people receiving homeless assistance. Almost 980 of these clients were young people (15-24 years) presenting alone and over 2,700 were children in families.

The primary reasons for seeking help from Specialist Homelessness Services were housing crisis, domestic and family violence and financial difficulties. On presentation, over 52 per cent were homeless (higher than the national rate of 43 per cent) and 47 per cent were at risk of homelessness. Assistance to sustain tenancy/prevent tenancy failure or eviction was needed by over 37 per cent of clients at some stage during their support period.

The number of Specialist Homelessness Services clients who experienced domestic and family violence increased by 8.6 per cent from 12,341 in 2014-15 to 13,400 in 2015-16. This is one in 357 people in Queensland (lower than national rate of 1 in 225). Over 70 per cent were women.

2. What frontline services or programmes will Queensland deliver in 2017-18 to meet the outcomes of the Agreement.

¹ Australian Bureau of Statistics 2011 Census of Population and Housing data

² AIHW: Specialist Homelessness Services 2015-16, Supplementary Tables – Queensland

Transitional NPAH 2017-18 initiatives will be delivered through Specialist Homelessness Services and frontline services addressing homelessness across a range of human services, including health, child protection, disability and corrective services. Several initiatives, particularly those for vulnerable young people, also link with education, training and employment services.

The Australian and Queensland Governments' investment under the Transitional NPAH 2017-18 will enable the continuation of most of the initiatives funded under the previous agreement. Several other initiatives will also continue to be funded, but this funding sits outside the 2017-18 NPAH Project Plan. This will enable the expansion and piloting of innovative responses under the 2017-18 agreement, as reflected in the Transitional NPAH 2017-18 Queensland Project Plan at Table 2. The initiatives which will continue outside of the Transitional NPAH 2017-18 include:

- Homelessness Information Management Program (HIMP)
- Queensland State-wide Tenants' Advice and Referral Service (QSTARS)
- Mobile Support Service for women and children experiencing domestic and family violence (Gold Coast)
- Mobile Support Services for young people in Gold Coast, Townsville and Logan, and the Brisbane Sustaining Young People's Tenancies Project.
- My Money Pilot Initiative.

Specialist Homelessness Services funded under the NAHA will complement the outcomes of the Transitional NPAH 2017-18, particularly in the priority areas of addressing homelessness for women and children experiencing domestic and family violence and vulnerable young people who are homeless or at risk of homelessness.

The following frontline service initiatives will be delivered through the Transitional NPAH 2017-18:

Brisbane Common Ground

Brisbane Common Ground is Queensland's largest supportive housing initiative which combines affordable, stable, long-term housing with on-site support to assist tenants to sustain their tenancies and improve their health, social and economic outcomes.

Rough sleepers and chronic homelessness

Street to Home and River to Home provide assertive outreach to support people who are sleeping rough or experiencing chronic homelessness to settle into stable, long term housing. These initiatives focus on achieving long-term lifestyle changes to enable engagement in the community, education or employment, where possible.

River to Home supports people who identify as Aboriginal and Torres Strait Islander, initiating responses where pressure points are identified in the Rockhampton central business area and the banks of the Fitzroy River.

Street to Home services seek to house people while linking them to tailored wrap-around support including through Centrelink, health and legal services, to enable them to sustain their housing. A new multidisciplinary model incorporating a health focus was introduced for the Cairns Street to Home service in 2016 and will continue in 2017-18.

HomeStay Support

HomeStay Support is an early intervention and post-crisis response to homelessness that assists people who are housed from becoming homeless. Case management and practical and emotional support is tailored to address the issues that are placing tenancies at risk. This may include assistance with budgeting skills, advocacy with private real estate agents, assistance to complete forms and engage with government and employment agencies and other services. An additional HomeStay Support service located in an area of high need will commence in 2017-18.

Resident Recovery Program

The Resident Recovery Program assists people with a moderate to severe mental illness to break the cycle of moving between acute care, hostels, boarding houses and homelessness. Support services include development of skills to independently manage mental and general health care, living skills, assistance to access accommodation, improved access to social interaction and community inclusion and links to employment support and meaningful occupations.

Re-entry Support Services (formerly Reintegration Support)

In 2015, work commenced on a substantial re-design of the Reintegration Support initiative, and Queensland Corrective Services (QCS) now have three separate prisoner Re-entry Support Services in operation, including Community Re-entry Services Team (CREST), MARA the South-East Queensland Women's Re-entry Service, and Borallon Throughcare (based in the Borallon Training and Correctional Centre). CREST and MARA, but not Borallon, are included in the 2017-18 NPAH Project Plan. Queensland Corrective Services deliver re-entry support services in different formats through each of these programs, however all prisoners are serviced with a focus on preventing homelessness.

CREST delivers pre-release and post-release services to all prisoners exiting custody, including dedicated assessment and planning for offenders who have complex needs. Services are delivered by contracted non-government agencies.

MARA delivers pre-release and post-release support to women exiting custody, addressing homelessness from a gendered perspective including options supporting reunification with children, preventing domestic violence and addressing trauma and victimisation.

QCS Re-entry Advisors play a vital role in identifying, evaluating and prescribing strategies to efficiently govern management of risk to reduce the risk of re-offending and support the transition from prison to living independently within the community.

Homeless Health Outreach Teams

The Homeless Health Outreach Teams located in the Sunshine Coast, Logan, Mount Isa and the Gold Coast provide assertive outreach, including direct support services, general assistance and referrals to housing assistance, for people experiencing homelessness and who are experiencing mental health, general health and/or substance abuse issues.

Homeless Emergency Department Liaison Officers (HEDLO)

HEDLOs, located in the four largest hospitals in South East Queensland, identify people who are homeless or at risk of homelessness and provide referrals to link people with community health, housing and social support services. HEDLOs also provide advice and training to staff within the hospital to support the delivery of appropriate care. These services are an integral part of the homeless network and build and maintain partnerships and pathways within the social and housing sectors to assist with securing safe and sustainable housing for patients.

Safety Upgrade Program

Safety Upgrade services support and empower people experiencing domestic and family violence, and their children, to remain safely in their homes, where appropriate in the context of a safety plan. This is achieved by enhancing their home security and enabling them to remain in their home and close to family and other support networks such as workplace, schools and child care. The Safety Upgrade services are expected to expand from 28 to 30 locations in 2017-18.

Enhanced immediate services for women and children experiencing domestic and family

violence

Enhanced immediate support for women and children experiencing domestic and family violence is provided through supported accommodation and mobile support services in Brisbane, delivered by Save the Children Australia (women's shelter) and Micah Projects Inc (mobile support); and in Townsville by Sera's Women's Shelter Inc (women's shelter and mobile support).

Regional Domestic and Family Violence accommodation and support services for women and children escaping domestic and family violence

Two new immediate support services, including mobile support and accommodation, are planned and will be operational in 2017-18 for the regional locations of Charters Towers and Roma. Community and sector consultation in both locations has informed the design and service model for the services.

These new services will implement contemporary and integrated models of immediate supported accommodation and mobile support, using intensive case management and ongoing safety and risk assessment. The target group is women and children who are experiencing domestic and family violence and are homeless or at risk of homelessness, including those seeking refuge or requiring support to remain safely in their home or in a temporary accommodation option (including motels). These services will assist women and children to secure and maintain sustainable housing. Women's shelters and Mobile support services work closely with the other domestic and family violence funded services and other agencies and organisations within a specific location as part of an integrated response.

Domestic Violence High Risk Integrated Service Response Team

Integrated Service Responses to Domestic and Family Violence, including High Risk Teams deliver a new integrated, culturally appropriate approach to responding to victims of domestic and family violence, and their families, with a focus on keeping victims safe, holding perpetrators to account, and increasing agency accountability through coordinated, consistent and timely responses to prevent serious harm or death.

High Risk Teams are a dedicated forum for sharing relevant information to inform an integrated approach to assessing and addressing risk and safety planning, and when necessary, enable swift and flexible action across agencies. High Risk Teams undertake multiagency risk assessments which include ensuring that the victims of domestic and family violence have access to safe, secure and appropriate housing in the social and private rental housing markets. The housing specialist on a High Risk Team is expected to develop and maintain current knowledge of local rental markets and housing products and services. The role of High Risk Teams includes assessing a client's eligibility and housing need, working to ensure a rapid, integrated and appropriate housing and homelessness response, and providing referrals to domestic and family violence specialist homelessness services including women's refuges.

Through the Transitional NPAH 2017-18, the housing contribution to this initiative will be significantly enhanced. The High Risk Teams initiative is underpinned by a comprehensive service integration approach which requires the establishment and training of cross-agency teams prior to commencing the case management of clients. The initiative is being implemented incrementally across six locations, and service demand and client numbers will be ascertained through this process.

Vulnerable Youth Prevention and Early Intervention Initiative

In 2017-18 there will be an increased focus on reducing the number of young people who are homeless, or at risk of becoming homeless, through prevention and early intervention initiatives, in partnership with the education sector. A new early intervention initiative will be implemented in Queensland to provide case-management support for young people who are at risk of homelessness and disengaging from education, with the objective being to keep young people at home and re-

engaging them with school and their community.

Logan Youth Foyer

The Logan Youth Foyer provides supported housing to young people, aged 16 to 25 years, who are engaged or were recently engaged in full time education or employment, which is compromised by homelessness or the risk of becoming homeless; and who are able to live independently with support.

The Logan Youth Foyer adopts a case management approach to provide young people with stable housing and support to re-engage with and achieve education and training outcomes, increase their capacity to live independently and build connections with their family, where possible, and their local community.

In addition to the NPAH funded support services, the Logan Youth Foyer will undergo a physical expansion in 2017-18 to increase the units of accommodation for young people, funded through the Queensland Housing Strategy.

Youth Housing and Reintegration Services and After Care Services (YHARS)

YHARS assists young people aged 12 to 21 years who are homeless or at risk of homelessness to transition to greater independence and stability. Supports include development of independent living skills; assistance to reconnect with family; identification of education, training and employment opportunities; brokerage; and access to a small number of dedicated accommodation options.

The After-Care Service (ACS) provides brokerage to young people aged 17 to 21 years who have exited, or are exiting, the care of child safety and are at risk of homelessness. The ACS brokerage support is now focused on supporting housing related needs, complemented by case management support to leverage integrated service delivery and better outcomes for young people exiting care.

Young Adults with a Disability Exiting from the Care of the State (YACS)

YACS is a commitment towards the provision of critical supports for young people with disability to assist them to establish their lives post State care. The supports provided are vital for assisting the young person during this critical transition point in their lives, by providing support for their accommodation and their participation in the community post care. Without this assistance, this cohort of young people would be at risk of homelessness and have reduced opportunities to reach their developmental, social and economic potential.

Transition Post Care Support - Disability

This initiative provides direct 'hands on' support for young adults with a disability exiting the care of the State, who may be at risk of homelessness. Support includes access to appropriate housing, behaviour support, development of independent living skills and integration into their local community, links to specialist services, mental health and general health, counselling services, and employment activities.

Supported Independent Living Services (SILS) for young people under Child Protection Orders

SILS provide out of home care and support for young people who are under Child Protection Orders, who have moderate to complex needs and who are in the process of transitioning to independent living.

Mobile support services for young people

This initiative implements a contemporary and integrated early intervention model of mobile support for young people aged 16 to 24 years who are experiencing homelessness or at risk of homelessness. Mobile youth support workers specialising in homelessness support use an outreach and case management approach to engage with young people, including those who are sleeping rough, couch surfing or living at home. These support workers work with the young people and their families, where appropriate, to resolve the issues that are putting them at risk of homelessness.

Four new mobile support services for young people located in areas of high need are planned for 2017-18. These services are in addition to the four services continuing from the 2015-17 NPAH, which sit outside the 2017-18 NPAH Project Plan.

3. How will Queensland focus on the priority outputs, including where this will draw on any new or current innovate approaches?

The Queensland Government is committed to continuing direct funding to specialist services for women and children experiencing domestic and family violence, young people aged 12 to 24 years and children who are experiencing homelessness or at risk of homelessness.

Under the Transitional NPAH 2017-18, \$14.039 million over 12 months will be allocated to specialist housing assistance and homelessness services for women and children experiencing domestic and family violence. Several other Transitional NPAH 2017-18 services, including some youth services, also assist women and children who experience or have experienced domestic and family violence as part of their client group. In addition, over \$24.36 million is invested in services addressing domestic and family violence through the National Affordable Housing Agreement.

In 2017-18, as part of the continued response to the Not Now, Not Ever report, the Queensland Government will implement two new initiatives, Regional Domestic Violence Support Services and Domestic Violence High Risk Integrated Service Response Teams, to provide targeted support to women and children escaping domestic and family violence. The new Regional Domestic Violence Support Services will be based in Charters Towers and Roma and provide safe temporary accommodation together with the support women need to safely leave domestic violence and to secure longer term accommodation, to help them re-establish themselves in the community.

The new Domestic Violence High Risk Integrated Service Response Teams are comprised of relevant government and non-government agencies and are a key initiative to improve responses to high risk victims and their children, as a result of domestic and family violence. High Risk Teams aim to increase the safety of victims and their children assessed as being at high risk of domestic and family violence, manage the high risk posed by perpetrators, increase the accountability of perpetrators and agencies, and deliver coordinated, timely responses to prevent serious harm or death.

Queensland will continue to ensure women and children experiencing domestic and family violence can remain in their home, where appropriate in the context of a safety plan. The Safety Upgrade services are expected to expand from 28 to 30 locations in 2017-18, increasing the capacity for home security safety upgrades associated with domestic and family violence service responses. This initiative supports the court's use of ouster conditions to enable women and their children to remain in the family home.

Continuing initiatives that address homelessness for women and children experiencing domestic and family violence include Homelessness Health Outreach Team, Homeless Emergency Department Liaison Officers, and Enhanced immediate services for women and children experiencing domestic and family violence.

The Queensland Government will allocate a total of \$28.161 million over the 12 months of the Transitional NPAH 2017-18 to specialist services for young people. In addition, more than \$26.667

million is invested in homelessness services specifically for young people through the National Affordable Housing Agreement.

In 2017-18 there will be an increased focus on reducing the number of young people who are homeless, or at risk of becoming homeless. A new early intervention initiative will be implemented in Queensland to provide case-management support for young people who are at risk of homelessness and disengaging from education, with the objective being to keep young people at home and re-engage them with school and their community.

Mobile support services for young people aged 16 – 24 years will be expanded, with four new services for young people who are homeless, or at risk of homelessness to be established in locations of high need.

To progress the commitment to child protection reforms, in 2017-18 the Queensland Government will continue to focus on assisting young people to transition from care to independent living. Continuing Transitional NPAH 2017-18 initiatives include the Youth Housing and Reintegration Service and After Care Service (YHARS), Young Adults Exiting the Care of the State (YACS), Post Care Support for young people with a disability leaving the care of the State, and Supported Independent Living Services (SILS).

The continuing Homeless Health Outreach Team (HHOT) and the Homeless Emergency Department Liaison Officers (HEDLO) initiatives also provide support for a significant number of young people.

In addition to these NPAH initiatives, under the Queensland Housing Strategy, two new youth foyers will be established on the Gold Coast and in Townsville, and the highly successful Logan Youth Foyer will be expanded.

4. Which geographical area(s) will Queensland prioritise in 2017-18 when considering expenditure on the priority outputs listed at clauses 15(a), 15(b) and 15(c) of the Agreement, and what services are being provided to these areas?

Brisbane, Cairns and Townsville and their surrounding areas continue to be priority geographic locations in Queensland for investment towards women and children experiencing domestic and family violence and young people. Table 4.1, developed for the 2015-17 National Partnership Agreement on Homelessness, remains relevant for the identification of geographic need in Queensland to guide the continuity of initiatives and investment in new initiatives under the Transitional NPAH 2017-18. The release of Census data on homelessness later in 2017 will enable a more up-to-date analysis to be undertaken.

Funding under the Transitional NPAH 2017-18 has not been allocated for services specifically for children (0-14 years). In 2015-16, there were 12,683 children under 15 years of age, representing over 29 per cent (22.5 percent in 0-9 years, 7.3 percent in 10-14 years) of clients assisted through Specialist Homelessness Services across Queensland. These children accessed these services through specialist domestic and family violence services and family and generalist homelessness services. Queensland is doing further work to better understand the needs of children who receive Specialist Homelessness Services and any service improvements to better meet their needs to reduce harm, improve family health and support childhood development. New models of integrated service delivery designed in partnership with the community and other government agencies will specifically address the needs of children and Aboriginal and Torres Strait Islander people.

The following table presents two key indicators of need for the priority groups of women and children experiencing domestic and family violence and young people in these geographical areas.

Table 4.1

Details of Domestic and Family Violence and Disengaged Youth: Brisbane, Cairns and Townsville Local Government Authorities							
Local Government Authority	Total population	Domestic and family violence (DFV) ¹			Youth (18 - 24 years of age) ²		
		Total households	Number of DFV incidences	DFV Rate (incidence per 1,000 households)	Total youth population	Number of disengaged youth (not attending school and not in the labour force)	Rate of disengaged youth (number per 1,000 youth population)
Brisbane	1,041,319	427,126	93,108	218	122,068	5,177	42
Cairns	145,336	64,934	21,514	331	12,054	1,274	106
Townsville	174,460	72,946	24,335	334	20,320	1,382	68

Sources: NATSEM Risk of Homelessness Index, 2013; and Departmental reporting systems

Produced by Department of Housing and Public Works, September 2015

Notes:

1. Based on Queensland Police Service reporting
2. Based on Census 2011¹

Brisbane and surrounding areas

As the regional centre, Brisbane draws demand from other areas in South East Queensland. In 2015-16, for the Brisbane Local Government Area (LGA) approximately 121 clients per 10,000 people received support from Specialist Homelessness Services, in Ipswich LGA, approximately 81 clients per 10,000 people received support, and in Logan LGA approximately 38 clients per 10,000 people received support. ³

Addressing the needs of women and children escaping domestic and family violence

Brisbane is a priority area for domestic and family violence services due to the sheer number of incidences reported and women and children seeking support from domestic and family violence Specialist Homelessness Services.

The planning of a new High Risk Team service in Brisbane targeting women and children who are at high risk of harm or death has commenced in consultation with the Brisbane domestic and family violence Specialist Homelessness Services and other service providers.

Mobile support services for women and children experiencing domestic and family violence which commenced through the NPAH 2015-17 to complement the new centre based services for women and children experiencing domestic and family violence will continue under the Transitional NPAH 2017-18. These services have been amalgamated with the 'Enhanced immediate services' Initiative which will also continue. The Safety Upgrades Program for women experiencing domestic and family violence also operates across this region.

The Mara Re-entry service, which delivers pre-release and post-release support to women existing custody, including through supporting reunification with children, preventing domestic violence and addressing trauma and victimisation, will have a focus on Southeast Queensland.

Services provided under other NPAH homelessness initiatives are also accessed by women and children experiencing domestic and family violence who have listed domestic and family violence as a reason for assistance, including:

- HomeStay Support
- Street to Home
- Brisbane Common Ground

³ Queensland Housing Profiles based on Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services data and ABS data (www.hpw.qld.gov.au/Housing/Pages/QldHousingProfiles.aspx)

- Homeless Emergency Department Liaison Officers

Supporting vulnerable young people

Brisbane is also a priority area for continued funding to homelessness services dedicated to young people aged 15 to 24 years who are homeless or are at risk of homelessness.

The Brisbane Youth Early Intervention Mobile Support Service pilot which was funded through the NPAH 2015-17 to reduce homelessness by assisting young people to maintain their tenancies will continue in 2017-18, outside of the Transitional NPAH 2017-18. The Brisbane service has undergone a rigorous evaluation process which has been useful in informing the development of future tenancy support models, with a final report anticipated in November 2017. Four new youth mobile services will be procured under the Transitional NPAH 2017-18 in additional locations around the state.

The following services will continue to provide support for vulnerable young people in Brisbane and surrounding areas:

- Brisbane Common Ground
- Street to Home
- HomeStay Support
- Youth Housing and Reintegration Service
- Transition Post Care Support - disability
- Logan Youth Foyer – Supported accommodation for young people
- Young adults exiting the care of the state
- Supported Independent Living Services.

The Logan Youth Foyer will be expanded in 2017-18, which will be funded through the Queensland Housing Strategy.

Cairns and surrounding areas

In Cairns LGA, approximately 387 clients per 10,000 population received support from Specialist Homelessness Services in 2015-16 (compared to Queensland average of 106 per 10,000)⁴. While Cairns is the main hub in the region, it also provides essential services to surrounding communities.

Addressing the needs of women and children escaping domestic and family violence

Cairns is a priority area for domestic and family violence services, particularly for Aboriginal and Torres Strait Islander women and children.

The My Money Pilot initiative which commenced under the NPAH 2015-17 to support primarily Aboriginal and Torres Strait Islander women and children escaping domestic and family violence to access and sustain housing in the private market and develop financial skills will continue in 2017-18, outside of the Transitional NPAH 2017-18.

Cairns is also a target location for a new High Risk Team service targeting women and children who are at high risk of harm or death.

In 2014-15, 1,125 people identified that they sought assistance for domestic and family violence from Specialist Homelessness Services in Cairns, including HomeStay Support and Street to Home services which are funded under NPAH. These services are continuing under the 2017-18 NPAH.

⁴ Queensland Housing Profiles based on Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services data and ABS data (www.hpw.qld.gov.au/Housing/Pages/QldHousingProfiles.aspx)

Supporting vulnerable young people

Cairns is also a priority area for continued investment in Specialist Homelessness Services dedicated to young people aged 15 to 24 years who are homeless or are at risk of homelessness, due to the high proportion of disengaged young people.

There are five Specialist Homelessness Services already operating in Cairns which target their support towards young people. Cairns will be considered as a potential location for newly funded initiatives under the agreement, including the new mobile youth support services and the Vulnerable Youth Prevention and Early Intervention Initiative, which is seeking to find new and innovative ways to prevent youth homelessness through better linkages with mainstream services such as schools and youth services.

Townsville and surrounding areas

In Townsville LGA, approximately 283 clients per 10,000 population received support from Specialist Homelessness Services in 2015-16 (compared to Queensland average of 106 per 10,000)⁵.

Addressing the needs of women and children escaping domestic and family violence

Townsville is a priority area for domestic and family violence services due to the volume and high rates of incidences and high numbers of people requesting assistance for domestic and family violence from Specialist Homelessness Services.

As in Brisbane, the Townsville mobile support services for women and children experiencing domestic and family violence which commenced through the NPAH 2015-17 will continue under the Transitional NPAH 2017-18. These services have been amalgamated with the 'Enhanced immediate services' Initiative which will also continue.

In 2014-15, 1,016 people identified that they sought assistance for domestic and family violence from Specialist Homelessness Services in Townsville, including HomeStay Support and Street to Home services which are funded under NPAH.

Supporting Vulnerable Young People

Townsville is also a priority area for continued investment in Specialist Homelessness Services dedicated to young people aged 15 to 24 years who are homeless or are at risk of homelessness, due to the high proportion of disengaged young people.

The following services will continue to provide services under the NAPH 2017-18.

- Street to Home
- HomeStay Support
- Youth Housing and Reintegration Services
- Young adults exiting the care of the state
- Transition post care support - Disability
- Supported Independent Living Services

In 2017-18, the Townsville youth mobile service established under the 2015-17 NPAH is continuing, outside of this project plan. In addition, the Queensland Housing Strategy commits to the construction and establishment of a new Youth Foyer in Townsville.

5. Broadly, what level of NPAH funding does Queensland expect to allocate to domestic and family violence, and youth homelessness in 2017-18

⁵ Queensland Housing Profiles based on Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services data and ABS data (www.hpw.qld.gov.au/Housing/Pages/QldHousingProfiles.aspx)

Under the 2017-18 Transitional NPAH the Queensland Government will allocate funding of \$14.038 million to addressing domestic and family violence and \$28.161 million to youth homelessness. This represents 61.3 per cent of the total funding under the agreement going towards the priority output areas, more than double the 25 percent required under the agreement.

Note: This includes homelessness services specifically directed to addressing domestic and family violence and youth homelessness. Several other NPAH services assist these client groups, but have not been included in this funding calculation.

6. What is the expected level of homelessness service delivery expenditure for Queensland under the NPAH in 2017-18?

The Queensland Government will allocate a total of \$68.836 million under the Transitional NPAH in 2017-18, comprising matched Commonwealth and State funding of \$58.84 million, and an additional \$9.996 million Queensland funds.

PART TWO: IMPLEMENTATION INFORMATION FOR INITIATIVES, AND EXPECTED REPORTING

Table 2: Description of initiatives

	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
1	Common Ground Brisbane - Supported Accommodation	Common Ground provides affordable, stable, long term housing combined with on-site support (available '24/7'). Tenant mix includes people who are formerly homeless (particularly those experiencing chronic homelessness) and those earning low incomes.	15(e) 15(f) 15(g) 15(k)	Micah Projects Inc.	Yes	No	N/A	N/A
2	Rockhampton River to Home Service	River to Home services provide outreach and support for people who are sleeping rough or experiencing chronic homelessness in and around the Rockhampton Central Business District (CBD) including the Fitzroy River riverbank to move into stable, long term housing.	15(h)	Central Queensland Indigenous Development Inc.	Yes	No	N/A	N/A
3	Street to Home	Street to Home services seek to house people while linking them to tailored wrap-around support including through Centrelink, health and legal services, to enable them to sustain their housing. A new multidisciplinary model incorporating a health focus was introduced for the Cairns Street to Home service in 2016 and will continue in 2017-18.	15(h)	Mareeba Community Housing Company	Yes	No	N/A	N/A
				Australian Red Cross Society	Yes	No	N/A	N/A
				Mission Australia	Yes	No	N/A	N/A
				Mission Australia New Multidisciplinary Service	Yes	No	N/A	N/A
				Micah Projects Inc.	Yes	No	N/A	N/A
				The Uniting Church in Australia Property Trust (Q) – Bryant Place	Yes	No	N/A	N/A

	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
4	HomeStay Support	HomeStay Support provides early intervention and post-crisis support to people in their homes to address issues that put their tenancies at risk.	15(k)	Lions Inplace Inc (Keys to Early Interventions in Homelessness Services –KEIHS)	Yes	No	N/A	N/A
				Australian Red Cross Society (Townsville HomeStay Service)	Yes	No	N/A	N/A
				The Uniting Church in Australia Property Trust (Q) (Wesley Mission (Supporting Those At Risk of Homelessness – STARH)	Yes	No	N/A	N/A
				Subject to procurement	Yes	No	N/A	N/A
				Australian Red Cross Society (Toowoomba HomeStay Service)	Yes	No	N/A	N/A
				Mareeba Community Housing Company	Yes	No	N/A	N/A
				Community Accommodation and Support Agency Inc.	Yes	No	N/A	N/A
				Kyabra Community Association Inc.	Yes	No	N/A	N/A
				Centacare Townsville (Mt Isa Homestay Support)	Yes	No	N/A	N/A
The Corporation of	Yes	No	N/A	N/A				

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				the Trustees of the Roman Catholic Archdiocese of Brisbane – Centacare - Fraser Coast				
				Encircle Ltd.	Yes	No	N/A	N/A
				Micah Projects Inc.	Yes	No	N/A	N/A
				Ozcare (Rockhampton Homelessness Early Intervention Program)	Yes	No	N/A	N/A
				Anglicare North Queensland Ltd (Cairns HomeStay Support Service)	Yes	No	N/A	N/A
				Subject to procurement	Yes	No	N/A	N/A
				Subject to procurement	Yes	No	N/A	N/A
5	Resident Recovery Program	Resident Recovery assists people with a moderate to severe mental illness to break the cycle of moving between acute care, hostels, boarding houses and homelessness. Support services include development of skills to independently manage mental and general health care, living skills, assistance to access accommodation, improved access to social interaction and community inclusion and links to employment support.	15(f)	Salvation Army (Resident Recovery Program)	No	Yes	Yes	See initiative total
				FSG Australia (Resident Recovery Program)	No	Yes	Yes	See initiative total
				Ozcare (Resident Recovery Program, Toowoomba)	No	Yes	Yes	See initiative total
				Resident Recovery Program Total				120
6	Re-entry	CREST Re-entry Support	15 (i)	Lives Lived Well	No	Yes	Yes	See CREST Re-entry

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	Support Services	Delivers pre-release and post release services to all prisoners existing custody with a focus on preventing homelessness. It includes dedicated assessment and planning for offenders who have complex needs.						Support Service total
				Open Minds	No	Yes	Yes	See CREST Re-entry Support Service Total
				Bridges Aligned Services	No	Yes	Yes	See CREST Re-entry Support Service total
				ACSO	No	Yes	Yes	See CREST Re-entry Support Service total
				CREST Re-entry Support Services Total				
		MARA Re-entry Support Service MARA delivers pre-and post-release support to women exiting custody. It addresses homelessness from a gendered perspective including options supporting reunification with children, preventing domestic violence and addressing trauma and victimisation.	15(a)	FSG Australia	No	Yes	Yes	See MARA Re-entry Support Services Total
			15(i)	SERO4 Limited	No	Yes	Yes	See MARA Re-entry Support Services Total
				MARA Re-entry Support Services Total				
		Re-entry Advisors The primary role of the Queensland Corrective Services Re-entry Advisors is to identify, evaluate and prescribe strategies to efficiently govern management of risk and need during transition of offenders between correctional centres and Probation and Parole offices.	15(i)	Department of Justice and Attorney-General (Queensland Corrective Services)	No	Yes	Yes	6,484 (pre-release planning and support) 2,848 (post release support)
7	Homeless Health Outreach Teams (HHOT)	Homeless Health Outreach Teams provide outreach, including direct support services, general assistance and housing referral for people experiencing homelessness (particularly rough sleeping) and mental health, general health, alcohol and substance misuse concerns.	15(a) 15(b) 15(e) 15(f) 15(h)	Queensland Health: -Logan -Sunshine Coast -Gold Coast -Mt Isa	No	Yes	Yes	450
8	Homeless	HEDLOs at emergency departments in four large hospitals	15(a)	Queensland Health:	No	Yes	Yes	430

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	Emergency Department Liaison Officers (HEDLO)	identify and assist people who are homeless or at risk of homelessness to access community or family supports when leaving the emergency department.	15(b) 15(e) 15(f)	Gold Coast Hospital, Royal Brisbane Women's Hospital, Princess Alexandra Hospital, Logan Hospital.				
9	Safety Upgrades Program	The Safety Upgrades Program provides home property security upgrades for people experiencing domestic and family violence and their children, to enable them to remain in their homes where appropriate in the context of a safety plan.	15(a)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	600
10	Enhanced immediate services for women and children experiencing domestic and family violence	Three services provide immediate supported accommodation and mobile support services for women and children experiencing domestic and family violence.	15(a)	Sera's Women's Shelter Inc.	Yes	No	N/A	N/A
				Save the Children Australia	Yes	No	N/A	N/A
				MICAH Projects Safer Lives Mobile Support Service	Yes	No	N/A	N/A
11	Regional Domestic and Family Violence accommodation and support services for women and children	Two new immediate support services including mobile support and accommodation, connecting women and children escaping domestic and family violence with support services and assistance to secure longer-term accommodation.	15(a)	Subject to procurement process in Roma and Charters Towers	Yes	No	N/A	N/A

	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
	escaping Domestic and Family Violence.							
12	Domestic Violence High Risk Integrated Service Response Teams	Integrated, culturally appropriate responses to victims of domestic and family violence, and their families, with a focus on keeping victims safe, holding perpetrators to account, and increasing agency accountability through coordinated, consistent and timely responses to prevent serious harm or death.	15(a) 15(l)	Department of Communities, Child Safety and Disability Services Department of Housing and Public Works	No	Yes	Yes	New Initiative being established with Client Estimated Numbers to be provided after first year of service
13	Vulnerable Youth Prevention and Early Intervention Initiative	Case management for young people at risk of homelessness with the aim of keeping young people at home and in school.	15(b) 15(c) 15(l)	Subject to procurement process.	Yes	No	N/A	N/A
		Evaluation of the early intervention initiative for young people at risk of homelessness	15(b) 15(c) 15 (l)	Subject to procurement process.	No	Yes	Yes	N/A – no direct client service delivery
14	Logan Youth Foyer – Supported Accommodation for Young People	Logan Youth Foyer provides supported accommodation and case management for young people who are homeless or at risk of homelessness, to assist them to engage with education and employment and connect with the community.	15(b)	The Uniting Church in Australia Property Trust (Q) Wesley Mission Brisbane (Logan Youth Foyer Support Service)	Yes	No	N/A	N/A
15	Youth Housing and Reintegration Services (Incorporating the After Care Service)	YHARS provides support and brokerage to young people aged 12-21 years who are at risk of homelessness, or who are homeless, including those who have been "sleeping rough" or living in unstable or temporary housing arrangements.	15(b) 15(i)	Australian Red Cross Society (YHARS Hervey Bay / Maryborough)	No	Yes	Yes	76
				Australian Red Cross Society (YHARS Toowoomba)	No	Yes	Yes	173
				Queensland Youth Services Inc. (YHARS Townsville)	No	Yes	Yes	171

	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
				Wesley Mission Brisbane (YHARS Inala)	No	Yes	Yes	208
				Young People Ahead Inc. (YHARS Mt Isa)	No	Yes	Yes	60
				Capricornia Training Company Ltd (YHARS Rockhampton)	No	Yes	Yes	106 (11b) 55 (11i)
				Infoxchange (SRS Database)	No	Yes	Yes	N/A – no direct client service delivery
16	Young Adults Exiting from the Care of the State (YACS)	YACS provides young people with a disability with support to meet assessed needs following their exit from state care, including assistance to participate in their community and develop and maintain community living arrangements.	15(b) 15(i)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	Over 500 existing participants and approx. 64 new young people each year
17	Transition Post Care Support - Disability	Transition Post Care supports young adults with a disability exiting from care of the State, who may be at risk of homelessness. Support includes access to appropriate housing, behaviour support, development of independent living skills, links to specialist services, mental health and general health, counselling services, and employment activities.	15(b) 15(i)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	240-260
				Open Minds Australia (Transition and Post Care Support Program)	No	Yes	Yes	30-40
				Community Living Association (Transitions from Care)	No	Yes	Yes	15-20
18	Supported Independent	SILS provides out of home care for young people who are under Child Protection Orders, who have moderate to	15(b) 15(i)	Department of Communities, Child	No	Yes	Yes	126

	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
	Living Services	complex needs and are in the process of transitioning to independent living.		Safety and Disability Services				
19	Mobile Support Services for young people who are homeless or at risk of homelessness	Four new outreach services providing case management for young people who are homeless or at risk of homelessness.	15(b)	Four new Mobile Support services for young people Subject to procurement	Yes	No	N/A	N/A
Sub-total – priority output 15(a) (domestic and family violence initiatives) **								14.038
Sub-total – priority output 15(b), 15(c) (youth homelessness initiatives)**								28.161
Total Funding								68.836

*Please note: Initiatives can have numerous programs or projects with different service providers that are delivering specific shared outcomes with time and cost constraints.

**Please note: The Commonwealth acknowledges that funding allocated to addressing domestic and family violence, and youth homelessness may span across outputs other than the priority outputs listed at 15 (a), 15 (b) and 15 (c) of the Agreement.

***Please note: Where an exemption has been granted by the Commonwealth under the 2015-17 NPAH and this is sought again, the jurisdiction should indicate in this column that this has been granted by the Commonwealth (unless significant changes to the circumstances of the Service Provider have occurred).

****Please note: Address and service coverage area, and NPAH funding information columns (including funding allocated to priority outputs) will not be made publicly available.