

QUEENSLAND IMPLEMENTATION PLAN

for the

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

July 2009

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NOTE: This version of the Queensland Implementation Plan was agreed in July 2009. As expected in developing an Implementation Plan, initial estimates around timelines, targets and service models continue to be refined. Therefore, a number of minor revisions are being incorporated into the Implementation Plan in response to ongoing stakeholder consultations, more detailed analyses and emerging issues, such as the award wage rate increase for community service workers in Queensland. An updated version of the Implementation Plan will be publicly available in November 2009.

QUEENSLAND INVEST PLAN
for the
NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

**Financial Summary of New Measures (excluding A Place to Call Home) to
Reduce Homelessness in Queensland**

A summary of the new measures to reduce Homelessness in Queensland is represented below. The table includes the Australian Government and Queensland Government contributions to the Homelessness National Partnership Agreement providing recurrent support and capital funds. The majority of capital for these measures will be provided separately through the Department of Communities' social housing program; and through the new investment in social housing through the National Partnership Agreement on the Nation Building and Jobs Plan.

Table 1: Queensland National Partnership Agreement on Homelessness Funding (millions of dollars)

Initiatives	2008-09	2009-10	2010-11	2011-12	2012-13	Total
Street to home initiatives for chronically homeless people (rough sleepers)						
Supportive long term accommodation	n/a	0.66	1.24	1.24	1.24	4.38
Assertive Outreach	n/a	1.02	1.83	2.78	2.74	8.37
Youth Housing and Reintegration Service – supervised community accommodation	n/a	0.28	1.35	1.31	1.36	4.30
Homeless Health Outreach	n/a	1.90	2.60	2.60	2.60	9.70
Crisis accommodation enhancements	3.60	3.60	3.60	3.60	3.60	18.00
Support for people to sustain their tenancies						
Rent Connect Support	n/a	1.43	2.28	2.69	3.33	9.74
HomeStay Support	n/a	3.80	5.07	5.07	5.07	19.02
Foyer	n/a	0.50	0.50	0.50	0.50	2.00
Youth Housing and Reintegration Service – Transition to Independent Living Units	n/a	0.33	0.58	0.63	0.63	2.18
Participate in Prosperity projects	0.20	0.22	n/a	n/a	n/a	0.41
Assistance for people leaving child protection services, correctional and health facilities to access and maintain stable, affordable housing						
Integrated Transitional Support Model and Offender Reintegration Support Service	n/a	1.50	1.50	1.50	1.50	6.00
Emergency Department Liaison	n/a	0.40	0.40	0.40	0.40	1.60
Young Adults Exiting from State Care	6.60	6.60	6.60	6.60	6.60	33.00
Post Care Support – Young Adults Exiting Out of Home Care	n/a	1.00	1.00	1.00	1.00	4.00
Post Care Support – Young Adults Exiting Care of the State – Disability	n/a	1.50	1.50	1.50	1.50	6.00
Expansion of Resident Recovery Program	n/a	1.00	1.00	1.00	1.00	4.00
Youth Housing and Reintegration Service - Support	n/a	1.17	1.92	2.05	2.04	7.18
Housing and Support Program	1.50	1.50	1.50	1.50	1.50	7.50
Youth Enterprises Partnership	n/a	0.50	0.84	0.46	n/a	1.79
Bridging the Gap	n/a	0.33	0.53	0.60	n/a	1.46
Residential services for young people under child protection orders	3.14	3.14	3.14	n/a	n/a	9.41
Service Improvements and Co-ordination						
Homeless Persons Court	1.23	1.30	1.30	n/a	n/a	3.83
Breaking the cycle of domestic and family violence in Rockhampton	n/a	1.10	1.61	n/a	n/a	2.70
Safety upgrades program	n/a	0.66	n/a	n/a	n/a	0.66
Queensland Ambulance Service Vulnerable Client Program	n/a	0.37	0.45	n/a	n/a	0.82
Non-Government Organisation Coordination	n/a	0.65	0.87	0.87	0.87	3.26
Information Systems, Evaluation	n/a	1.72	1.72	1.72	1.72	6.87
Services to assist homeless people with mental health issues to secure or maintain stable accommodation						
A Young Persons Community Residential Program	n/a	2.16	2.16	2.16	n/a	6.48
State and Rural homelessness action plans in areas with high rates of homelessness						
Community Planning	n/a	0.20	0.20	0.20	0.20	0.80
Increased social housing and homelessness capital response						
Capital*	n/a	n/a	n/a	n/a	n/a	16.90
Australian Government Total						
	--	19.06	25.55	27.07	27.71	99.49
Queensland Government Total						
	16.26	21.47	21.72	14.92	11.70	102.96
Total	16.26	40.53	47.27	41.99	39.41	202.35

Core Output 16a: A Place to Call Home

The *A Place to Call Home* initiative is a joint Commonwealth-State/Territory initiative. Nationally, the Objectives of the *A Place to Call Home* initiative are to:

- deliver at least 600 new dwellings across Australia for people who are homeless;
- provide tenancy and other support services for up to 12 months in order to stabilise the tenant's circumstances and ensure a long-term stable tenancy;
- stop people cycling in and out of homeless services.

Over five years Queensland will provide at least 143 dwellings between July 2008 and June 2013. From July 2008 to June 2009, 23 houses will be made available.

Referrals and support is provided through Referral for Active Intervention and Family Intervention Services.

Table 2. A Place to Call Home Funding

	2008-09	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	5.87	5.87	5.87	5.87	12.24
Queensland Government funding: capital (millions of dollars)	4.485	5.00	5.66	6.69	17.55
Queensland Government funding: services (millions of dollars)	1.17	1.17	1.17	1.17	2.45
Number of dwellings	23	23	23	23	51
Number of people to be assisted	23 families	94 individuals	94 individuals	94 individuals	209 individuals

Core Output 16b: Street to home initiatives for chronically homeless people (rough sleepers)

Existing

The Queensland Government currently supports a statewide Supported Accommodation Assistance Program (SAAP) funded Hostels sector that provides crisis accommodation and assistance to rough sleepers (there are currently approximately 5,089 rough sleepers in Queensland). In addition, Homeless Health Outreach Teams are supported by Queensland Health and received approximately 1,193 referrals in 2008 across the Brisbane, Townsville, Cairns and Gold Coast regions.

New

Supportive long term accommodation

A comprehensive support system for the chronically homeless will be established within the Inner City of Brisbane to assist people to regain stability and independence. It includes features of the "Common Ground" model including mixed tenancy with flexible communal spaces and secure facilities. When fully implemented, the supportive long term accommodation model will support 150 clients. Of these, 75 will be people who have been chronically homeless and 75 will be low income earners.

Recurrent funds from the Homelessness NPA will provide the support component of the model. Clients will require a range of support options and, depending on their circumstances, varying degrees of intensity and duration of support. The capital component of the model will be provided through the Nation Building and Jobs Plan. The Queensland Government is exploring options to enter into a partnership with a range of private businesses and non-government agencies to deliver Common Ground in Brisbane. Once established, the Common Ground Partnership will oversee implementation of the project.

Due to a likely delay in property availability, costing for the first year is based on January 2010 start up.

Table 3. Supportive Long term Accommodation

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.66	1.24	1.24	1.24
Number of people to be assisted¹	60	150	150	150
Queensland Government funding	n/a	Capital - 120 units	n/a	n/a
Approximate unit cost per client per annum (dollars)	11 000 (support only)	8 260 (support only)	8 260 (support only)	8 260 (support only)

¹ Mixed tenant model assumes between 50 to 60 per cent of clients will be homeless. After initial tenancing only 30 new clients will be housed each year.

Assertive Outreach

A new model will be developed to bring people off the street into the housing they need to end their homelessness permanently. This incorporates Assertive Outreach teams to provide people with the support they need until they are ready to move into permanent accommodation and intensive support to assist them to resettle. This will involve establishing up to 3360 mixed housing options (studios, one bedroom and shared/family housing) in Brisbane, Townsville, Cairns and Gold Coast locations over four years.

The teams will be established in 2009-10 with a phased implementation to 2010-11. All teams will be fully operational in 2011-12.

Table 4. Assertive Outreach (millions of dollars)

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.02	1.83	2.78	2.74
Number of people to be assisted	420	840	1050	1050
Queensland Government funding	Capital Up to 420 mixed housing options	Capital Up to 840 mixed housing options	Capital Up to 1050 mixed housing options	Up to 1050 mixed housing options
Approximate unit cost per client per annum (dollars)	2 429 (support only)	2 179 (support only)	2 648 (support only)	2 610 (support only)

Youth Housing and Reintegration Service – supervised community accommodation and support

A new service will be established providing 24 hour supervised accommodation (four bedroom house) for young people who have complex and multiple needs in Townsville. Support services will be provided by the Youth Housing Reintegration Service. The target group is young people aged 12-18 years, who are leaving detention and who are homeless or at risk of homelessness. Up to three people at one time will be accommodated in a four bedroom house. The accommodation will be a base for young people to receive other services (including employment, training, mental health, drug and alcohol, and pregnancy and parenting services). Support will focus on stabilising residents and preparing them to transition to family/care – provider based placement or greater independence.

Homelessness NPA funds will provide the support component of this model. The capital component will be sourced from the Department of Communities social housing capital program. Due to the potential delay in sourcing and fitting out a suitable property the project will commence in 2010-11. However, support will be available to young people in the target group during the first year of operation in 2009-10.

Table 5. Youth Housing and Reintegration Service – supervised community accommodation and support

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.28	1.35	1.31	1.36
Number of people to be assisted				
In supervised accommodation	0	6	12	12
Others supported by YHARS	20	24	28	28
Total	20	30	40	40
Queensland Government funding	n/a	Capital – 4 bedroom house	n/a	n/a
Approximate unit cost per client per annum (dollars)	14 000 (exclusive of capital)	45 000 (exclusive of capital)	32 750 (exclusive of capital)	34 000 (exclusive of capital)

Homeless Health Outreach

The existing program will be expanded to include Sunshine Coast and Logan locations, providing health responses to homeless people to address mental health, general health, alcohol and substance misuse concerns. The Homeless Health Outreach Teams (HHOT) have implemented a service model based on 'assertive outreach', which is a proactive case management approach to providing direct services, general assistance and housing referral to people experiencing homelessness in locations such as homelessness service centres or public spaces where they are presently based or most comfortable. The evaluation of the Queensland Health Homeless Initiative undertaken in 2008, found that the existing teams have been highly successful. The teams and services have successfully targeted groups of clients who were previously missing out on access to services or appropriate assistance. Expansion of the services will be undertaken through a phased approach with full implementation in 2010-11.

Table 6. Homeless Health Outreach

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.9	2.6	2.6	2.6
Number of people to be assisted	150	300	300	300
Approximate unit cost per client per annum (dollars)				9 238

Note: The number of people to be assisted is based on estimated referrals for the two new services (Sunshine Coast and Logan).

Crisis Accommodation enhancements

Additional supported crisis accommodation services for single adults in Ozcare services in 10 areas of Queensland will be provided over five years.

Table 7. Crisis accommodation enhancements

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	3.6	3.6	3.6	3.6	3.6

Core Output 16c: Support for people to sustain their tenancies

Existing

A variety of programs and services are currently provided statewide by Queensland agencies and organisations to assist people with their housing, tenancy and support needs. Target populations for these initiatives include prisoners, frail aged, people with a disability and carers, clients with complex needs, including mental illness, Aboriginal and Torres Strait Islander people, families and young people. Year to date figures show that approximately 93,935 individuals, families, households or organisations have benefited from these initiatives. Alongside SAAP Early Intervention services support is also provided for:

- prisoners residing in social housing immediately prior to their incarceration (Partnership Agreement between the Departments of Community Safety and Communities)
- people within their homes to prevent premature entry into hostel, nursing home or other supported accommodation (Home and Community Care, including the 'Modification Program')
- people with a disability in hostel or boarding accommodation (Resident Support Program)
- people with multiple and complex needs to sustain their tenancies (Sustaining Tenancies Opportunities Project (STOP)- Kyabra)
- tenants of social housing to transition to suitable permanent housing and for private rental tenants to access long term housing or to maintain tenancies ('Pathways to Create Housing Opportunities', 'Housing Options Project (HOPS)', Rentconnect, Rent Start)
- families on Palm Island wishing to access and/or sustain social and private rental housing on the mainland ('Palm Island Tenancy Support Project')
- people aged over 60 years or with a disability to ensure their health, safety and security within their own or rented property through information, referral, advice and subsidised maintenance and repairs (Home Assist Secure (HAS))
- people with a mental illness to enable them to transition to independent living and maximise their recovery through social inclusion (Housing and Support Program)
- advocacy, referrals, training and awareness about tenancy rights and responsibilities for individuals, families and organisations ('Sustainable Tenancy Project – Beenleigh', Tenancy Advice and Advocacy Service Queensland (TAASQ), Tenant Participation Program for social housing tenants, Tenants Union of Queensland)
- Queensland Shelter a service for low to moderate income earners, providing policy advice on behalf of all parties with an interest in the housing system.

In addition, the Department of Communities will undertake a range of service improvements within existing resources. Local networks and protocols will better integrate services through Regional Managers Co-ordination Networks, Housing Area Networks and Queensland Health's Service Integration Co-ordinators. The Department of Communities will also reconfigure housing service delivery arrangements so trained staff are involved in intensive case management for clients at highest risk to better align service delivery to client needs.

Flexible tenancy management models will be established to allow at risk tenancies to be supported and managed by community housing providers. The Same House, Different Landlord model will be used so the client remains in the dwelling. The Tenant Participation Program will also explore options including broadening its scope across the one social housing system; and expanding its range of activities to include broader community connection with neighbours. TAASQ program objectives will be refined to ensure it is well aligned with the one social housing system, so clients have access to assistance that may contribute to preventing homelessness.

New

Rent Connect Support

The Rent Connect program will be continued and expanded in Rockhampton, Caboolture, Brisbane Central, Brisbane South, Cairns, Townsville and the Gold Coast to provide information, advice and referrals to assist clients to secure a property in the private rental market. The expansion of RentConnect will build on the successful trial of this service in Caboolture and Rockhampton. Rent Connect Officers help clients identify what type of assistance they may need to find and secure a property to rent in the private market. This may include:

- Advice on how to find a rental home;
- Advice to better understand the rental application process; and
- Help with preparing a rental application.

The service will be implemented in five new locations with full implementation to all five locations by 2011-12. Private tenancy assistance will also be offered to clients who are at risk of becoming homeless to maintain housing tenancies, increase tenants' ability to negotiate with relevant housing agencies/real estate agents; and increase tenants' ability to access local support services.

Table 8. RentConnect Support

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.43	2.28	2.69	3.33
Number of people to be assisted	1000	2100	2100	2100
Approximate unit cost per annum (dollars)	1 430	1 086	1 281	1 588

HomeStay Support

Home Stay Support services will assist clients to maintain tenancies through the provision of early intervention and post crisis personal support. The funding will expand existing services to provide short –medium term and in some cases ongoing support to people in their homes. The service will focus on vulnerable families, singles and older persons. New services will established in Townsville, Toowoomba, Cairns, Brisbane, Gold Coast, Rockhampton, Mount Isa, Mackay, Sunshine Coast, Hervey Bay and Ipswich locations. Clients will be supported to increase their social supports, links to families, friends and communities to address social issues that may reduce capacity to maintain tenancies.

All services will be fully implemented by 2010-11.

Table 9. HomeStay Support

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	3.80	5.07	5.07	5.07
Number of people to be assisted	900	1200	1200	1200
Approximate unit cost per annum (dollars)	4 226 (support only)	4 226 (support only)	4 226 (support only)	4 226 (support only)

Foyer

This supported accommodation model will be provided for a mix of young people aged 18 to 24 years in training and education with a small number of young people with complex needs. The model will incorporate features of the Foyer Model including: affordable housing, support and security, education and training and work experience and job opportunities.

Twenty semi-independent beds for young people to transition from the Brisbane Youth Transitions service or to enter directly from a range of other referral sources including self referral, SAAP, youth justice services, other youth services and the Department of Child Safety. Accommodation is in single or studio apartments and is supported by a case worker. Young people will be required to be either working or studying while part of the program. Clients will pay 70% of market value for their apartment with brokerage funds to assist at risk tenancies. Within 2 years in semi-independent accommodation it is planned young people will transition to independent living.

Young people will access a case worker who will provide support for the young person to plan and achieve their education and employment goals. All tenants are expected to develop a personal action plan through consultation with a case worker with clear goals involving living skills development education and employment. Learning, development and education would be run on-site as well as links to existing services.

The Homelessness NPA funds will provide the support component of the model. Capital will be sourced through the Department of Communities social housing capital program. A range of options are being explored with a likely site identified in South Brisbane.

The capital will be sourced in 2009-10 and the program implemented in the latter half of the year. The program will be fully implemented by 2010-11.

Table 10. Foyer

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.5	0.5	0.5	0.5
Number of people to be assisted	14	28	28	28
Queensland Government funding	n/a	Capital - 28 units in one location	n/a	n/a
Unit cost per client per annum (dollars)	35 714 (exclusive of capital)	17 857 (exclusive of capital)	17 857 (exclusive of capital)	17 857 (exclusive of capital)

Youth Housing and Reintegration Service – Transition to Independent Living Units
 The target group for this model is young people aged 15 – 18 years in receipt of independent income with low to medium level support needs. Individualised support will be provided through the Youth Housing and Reintegration Service. Support will be delivered through case management to address the factors that contribute to homelessness and ensure young people transition to greater independence and stability.

Single unit dwellings for semi-independent young people will be provided in the locations of Inala, Rockhampton, Toowoomba, Townsville, Mount Isa and Hervey Bay. Support will be provided to enable young people to transition to fully independent living. Young people will make a contribution to rental costs and will be required to engage in education training or employment. The long term objective is to assist young people to transition to fully independent accommodation. A total of 18 units will be provided, with an anticipated 3 units per location.

The program will be initially implemented in 2009-10 in four locations (Inala, Rockhampton, Toowoomba and Townsville, followed by the remaining two locations (Mt Isa and Hervey Bay) in 2010-11.

Table 11. Youth Housing and Reintegration Service- transition to independent living units

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.331	0.58	0.63	0.63
Number of people to be assisted	9	15	20	20
Queensland Government funding	Capital 12 units – single and 2 bedroom	Capital 6 units	n/a	n/a
Approximate unit cost per client per annum (dollars)	36 778 (exclusive of capital)	38 667 (exclusive of capital)	31 700 (exclusive of capital)	31 700 (exclusive of capital)

Participate in Prosperity Projects

Funding for two projects will be provided, including a (1) Logan/Inala based project aimed at increasing the employment outcomes for public housing / under- or unemployed and a (2) Caboolture/Deception Bay based project providing job preparation assistance to social housing tenants. Both projects are aimed at early intervention and prevention and maintaining stable accommodation through links with education, job preparedness and employment.

Table 12. Participate in Prosperity Projects

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	0.196	0.218	n/a	n/a	n/a
Approximate number of people to be assisted	75	75	n/a	n/a	n/a
Approximate unit cost per client per annum (dollars)	2 613	2 907	n/a	n/a	n/a

Core Output 16d: Assistance for people leaving child protection services, correctional and health facilities to access and maintain stable, affordable housing

Existing

Queensland currently provides a range of services and programs across the state to address the housing and support needs of male and female and mentally ill prisoners, remanded and Indigenous offenders, people with a disability with complex support needs, those in mental health treatment facilities or with a mental illness and children and young people subject to child protection interventions. Per year estimates show approximately 4,871 clients have been supported by initiatives. Services are primarily provided by the Department of Community Safety and Department of Communities (Housing, Child Safety and Disability Services). Support is provided for:

- offenders to successfully transition from custody (Integrated Transitional Support Model, Offender Reintegration Support Service for high needs prisoners, transitional accommodation for prisoners, Court Network Support Project, Transition of Indigenous Offenders to Remote Communities program, Mental Health Transition Services for severely mentally ill prisoners, Partnership Agreement between the Departments of Community Safety and Communities to support prisoners with housing needs, Transition from Correctional Facilities (TFCF) for prisoners with a moderate to severe mental illness)
- people with a psychiatric disability or mental illness to transition to living independently in the community, to recover from their illness and to break the cycle of homelessness (Project 300, Housing and Support Program (HASP), Resident Recovery Program (RRP))
- people with a disability who have complex support needs or challenging behaviours to assist them to move when current accommodation is inappropriate (Hostel Response Program)
- children and young people to transition from statutory care to independent living (transition from care planning and support including child-related and transition from care costs, materials to assist young people transitioning from care (including a guide to community services), funding of residential services aimed at developing independent living skills and supported independent living services providing accommodation and support for 15-17 year olds)
- young people with a disability to transition from statutory care into adult disability services (Young Adults exiting the Care of the State, Disability Services), into safe and stable adult placements;
- young people who are homeless or at risk of homelessness to maintain connections with their families and communities (Transition from Care Services Project for young people who are homeless or those with multiple/unstable placements, are Aboriginal or Torres Strait Islander, are pregnant or have children, have a disability, substance abuse issues or self harm and have no apparent connection to a support system, family or community.
- Family Intervention Service support for 12 months to families who are departmental clients and access social housing via the 'A Place to Call Home' initiative.

In addition, the Department of Communities is prioritising a review of its transitional planning program for young people leaving out of home care to inform improvements to current systems. It will also realign the efforts of the Youth and Family Support Service in Greater Brisbane to support people who are homeless. Opportunities to redirect effort in other areas will also be identified.

New

Integrated Transitional Support Model and Offender Reintegration Support Service

The Department of Community Safety will improve transitional planning and establish a recurrent service for high need offenders exiting custody to access transitional support. The service will be provided in the state's Correctional Centres at: Greater Brisbane, Rockhampton, Cairns, Maryborough, Gold Coast, Rathdowney, Townsville and Woodford.

The intention of the Integrated Transitional Support Model is to provide prisoners exiting custody with the opportunity to access transitional support. Delivery of effective pre-release planning support and coordinated linkages with housing providers has the potential to significantly reduce the likelihood of immediate post-release homelessness. The Integrated Transitional Support Model adopts an early intervention approach to addressing homelessness. Transitions Coordinators at each Correctional Centre have responsibility for delivering a release preparation program and service in conjunction with a variety of community-based service providers that offenders can continue to access for support in the community after release. Based on identified needs, offenders may receive assistance to complete housing applications, proactively source suitable and sustainable post-release accommodation and receive advice and advocacy relating to tenancy issues.

The Transitions Release Preparation program is an evidence-based program developed in line with the principles of best practice in offender throughcare. Specifically, the post-release period following a prisoner's return to the community has been identified as a high-risk period for homelessness and re-offending. For many offenders, a return to criminal behaviour often becomes the interim solution to obstacles and difficulties encountered during this time, particularly in relation to establishing safe and affordable accommodation, living independently and being financially responsible for themselves and any dependents. A growing body of national and international research highlights the utility of intervening to address the range of practical re-settlement issues that can impede an offender's ability to successfully reintegrate into the community following release, particularly the fundamental need for safe and secure housing.

The program will be fully implemented by 2010-11.

Table 13. Integrated Transitional Support Model and Offender Reintegration Support Service

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.5	1.5	1.5	1.5
Number of people to be assisted	2700*	3300*	3300*	3300*
Of the total number of people assisted, number that will access the Offender Reintegration Services	880	1250	1250	1250
Approximate unit cost per client per annum (dollars)	555	455	455	455

* Includes clients accessing the transitional program and transitional support.

Emergency Department Liaison

Consistent with the “No wrong door” approach, Queensland Health will trial welfare workers in the four busiest emergency departments in Queensland to identify and assist people who are homeless or at risk of homelessness. Welfare Workers will work from within Emergency Departments to identify and assist homeless people and people at risk of homelessness presenting at Gold Coast Hospital, Royal Brisbane and Women’s Hospital (Herston), Princess Alexandra Hospital (Woolloongabba) and Logan Hospital.

Table 14. Emergency Department Liaison

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.4	0.4	0.4	0.4
Number of people to be assisted	120*	120*	120*	120*
Approximate unit cost per client per annum (dollars)	3 333	3 333	3 333	3 333

*The number of clients assisted cannot be accurately predicted and will be tested through a twelve month trial. Ongoing funding will be determined by the trial outcomes.

Young Adults Exiting from State Care

New recurrent funding for the program which provides individualised support for young adults exiting the care of the state, helping them to access community life and develop and maintain community living arrangements.

Table 15. Young Adults Exiting from State Care

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	6.6	6.6	6.6	6.6	6.6
Approximate number of people to be assisted	133	133	133	133	133
Approximate unit cost per client per annum (dollars)	49 624	49 624	49 624	49 624	49 624

Post Care Support – Young Adults Exiting Out of Home Care

This new program will support recent care leavers to address the barriers that prevent them from establishing successful tenancies and accessing employment and training/educational activities. The intent of this service is to address the well-established risk of homelessness for recent care leavers who have left the statutory system. The program will deliver a combination of direct support within a case management framework and deliver administration of brokerage funds to recent care leavers to achieve these aims. Direct support and brokerage funds will be focused on key areas that heighten the risk of homelessness, including (but not limited to): accessing housing and income support; engaging young people in educational and training activities in preparation for job-readiness; practical assistance to gain employment; independent living skills; and other areas of need that pose a barrier for the young person, eg. poor physical or mental health, disabilities, offending history, substance abuse and significant childhood trauma which is largely unresolved.

The functions of the program will be integrated with the Youth Housing and Reintegration Service and therefore the target locations will be identical to those proposed for YHARS.

Table 16. Post Care Support – Young Adults Exiting Out of Home Care

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.0	1.0	1.0	1.0
Number of people to be assisted	150	150	150	150
Approximate unit cost per client annum (dollars)	6 666	6 666	6 666	6 666

Post Care Support – Young Adults Exiting Care of the State – Disability

This new program will provide a continuum of care to young people with a disability who are turning 18 years of age, exiting the care of the state and transitioning to community based living and independent adult life. Support will link with specialist disability services and all key universal and community services when required. The program will be provided in Gold Coast/Beenleigh, Brisbane, Moreton, Toowoomba, Sunshine Coast, Maryborough/Bundaberg, Rockhampton/Gladstone, Mackay, Townsville and Cairns locations.

The aims of this service are to prevent homelessness, by linking the young person into: appropriate housing; mental health and general health services; counselling services; teaching independent living skills; providing assistance with behaviour management (anxiety, anger management, aggressive behaviours); and linking with specialist disability services. Transition Officers will work with young people aged 18 and older with a disability who have left the care of the state, to establish and maintain stable and safe adult support arrangements appropriate to the person's support needs, that will mitigate against the risk of homelessness and exploitation. These Transition Officers will also work with young people with a disability prior to leaving care to ensure early planning for adult disability support services, appropriate housing, individual assessments and linking with other specialist services especially in relation to management of challenging behaviours and the development of skills necessary for adult life.

Table 17. Post Care Support – Young Adults Exiting Care of the State – Disability

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.5	1.5	1.5	1.5
Number of people to be assisted	300	300	300	300
Approximate unit cost per client annum (dollars)	5 000	5 000	5 000	5 000

Expansion of Resident Recovery Program

The Resident Recovery Program helps break the cycle between acute care, hostels and boarding houses and homelessness. The program provides an individualised, flexible and responsive service designed to assist people with a mental illness. The target group is adults 18 and over who have moderate to severe mental illness and are about to be discharged from an inpatient mental health care facility or are referred by the local mental health provider. Individuals agree to fully participate in a recovery-oriented support program to work towards achieving their goals.

The program includes development of lifestyle skills; support to develop skills to self manage mental and general health care; improved access to social interactions and community inclusion and links to vocational/employment support or meaningful occupation. The Resident Recovery Program will be enhanced in the existing programs in Brisbane and expanded to Ipswich and possibly Toowoomba.

Table 18. Expansion of Resident Recovery Program

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.0	1.0	1.0	1.0
Number of people to be assisted	60	60	60	60
Approximate unit cost per client per annum (dollars)	16 666	16 666	16 666	16 666

Youth Housing and Reintegration Service – Support

This service will provide case management and support to young people at risk of homelessness to improve stability, independent living skills, address other identified needs and assist the young person to transition to independent living. The service will support young people in a range of accommodation options, including accommodation for 30 young people in Kids Under Cover Bungalows.

Bungalows will be placed in the backyard of family/care givers home for young people who have the support of family or another suitable care provider but where overcrowding or tension caused by limited space in the household may lead to the young person becoming homeless. The bungalows will be provided in Townsville, Rockhampton, Toowoomba and Inala in the first year with locations in subsequent years to be determined depending on need. Support will be provided by the Youth Housing and Reintegration Service (YHARS), who will make application for a bungalow where it is identified as a suitable option for the young person and their family/care giver.

The Department of Communities will prioritise a review of its transitional planning program for young people leaving out of home care to inform improvements to its current systems. It will also realign the efforts of the Youth and Family Services in Greater Brisbane to supporting people who are homeless. Opportunities to redirect effort in other areas will also be identified.

Table 19. Youth Housing and Reintegration Service – Support

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.17	1.92	2.05	2.04
Number of people to be assisted				
Supported in bungalows	10	20	30	30
Others	50	80	90	90
Total	60	100	120	120
Queensland Government funding	Capital -- 10 bungalows	Capital -- 10 bungalows	Capital – 10 bungalows	
Approximate unit cost per client per annum (dollars)	19 483 (exclusive of capital)	19 229 (exclusive of capital)	17 075 (exclusive of capital)	17 008 (exclusive of capital)

Housing and Support Program

New recurrent funding to expand the program which is a recovery-oriented model for the provision of housing, clinical support and non-clinical support which enables people with a psychiatric disability to live in the community.

Table 20. Housing and Support Program

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	1.5	1.5	1.5	1.5	1.5
Number of people to be assisted	40	40	40	40	40
Approximate unit cost per client per annum (dollars)	37 500	37 500	37 500	37 500	37 500

Youth Enterprises Partnership - Supporting Vulnerable Young People to Achieve Independent and Productive Lives

This initiative seeks to improve economic and social outcomes for young people (under 18) who have recently entered the youth justice system and are at risk of further offending; and/or are experiencing homelessness or are at risk of homelessness. Locations include Brisbane and Townsville.

Table 21. Youth Enterprises Partnership

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	0.495	0.840	0.457	n/a
Approximate number of people to be assisted	n/a	40	80	40	n/a
Approximate unit cost per client per annum (dollars)	n/a	12 375	10 500	11 425	n/a

Note: It is estimated 40 clients per annum will be assisted in both Townsville and Brisbane.

Bridging the Gap - Throughcare Support Services for Offenders with Impaired Cognitive Functioning

The goal of the initiative is to provide identified prisoners in South East Queensland who have impaired cognitive functioning and extreme and challenging behaviour with specialised disability care whilst incarcerated and with specialised post release support.

Table 22. Bridging the Gap

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	0.33	0.53	0.60	n/a

The number of clients assisted through this program will be determined by program demand and service capacity. Ongoing program monitoring will demonstrate the number of clients assisted in the target group and will inform reporting against outputs.

Residential Services for young people under child protection orders

This program provides funding for residential services aimed at independent living skills and supported independent living skills. Accommodation and support is provided for 14 to 17 year olds under a child protection order. Fourteen supported independent living services will be provided across Queensland.

Table 23. Residential Services for young people under child protection orders

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	3.136	3.136	3.136	n/a	n/a
Number of people to be assisted	81	81	81	n/a	n/a
Approximate unit cost per client per annum (dollars)	38 716	38 716	38 716	n/a	n/a

Non-Core Outputs

Identified target groups are largely covered within the Core Outputs existing and new measures. The measures below relate to specific gaps that have been identified outside the Core Outputs.

Existing

The Queensland Government provides a range of initiatives to support homeless young people aged 12 to 18 years, women and children experiencing domestic and family violence, families with children and workforce development and career progression for workers in homelessness services. Specific initiatives include:

- Get Set for Work project delivered by the Department of Employment, Economic Development and Industry to address young people's learning needs for those who leave or are at risk of leaving school early
- Youth Support Coordinator Initiative supported by the Department of Education and Training, providing an early intervention and prevention program aimed at preventing premature withdrawal from formal education and training
- SAAP services targeted towards young people across the state who need supported accommodation
- SAAP crisis accommodation services for women and women with children across the state escaping domestic and family violence
- Statewide SAAP program providing crisis accommodation and support services for people who are homeless, with 19,000 clients and 11,000 accompanying children during 2006-07
- Department of Communities supported non-government organisation managed career progression through funding based on manager, coordinator and support worker hierarchy models
- Materials provided statewide to assist Child Safety Officers in relation to such matters as employment, education, training, support and programs available for young people transitioning from care and transition care planning tips.

Non-Core Output 17e: Service Improvements and Co-ordination

New

Homeless Persons Court

New recurrent funding extending pilot program in Brisbane Magistrate's Court. The program helps homeless adults charged with minor offences to be referred to appropriate support services and, where possible, avoid fines or imprisonment.

Table 24. Homeless Persons Court

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	1.23	1.3	1.3	n/a	n/a

The number of clients assisted through this program will be determined by program demand and service capacity. In the period from August 2006 to April 2009, 851 people were referred, 719 were assessed and 485 were provided with assistance. Ongoing program monitoring will demonstrate the number of clients assisted in the target group and will inform reporting against outputs.

Breaking the cycle of domestic and family violence in Rockhampton

An innovative approach to tackling domestic and family violence in Rockhampton. Designed to ensure more timely and cohesive services are available for people adversely affected by domestic and family violence. Integrates human and justice service systems through better information sharing and coordinated service delivery.

Table 25. Breaking the cycle of domestic and family violence

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	1.095	1.607	n/a	n/a
Approximate number of people to be assisted	n/a	600	600	n/a	n/a
Approximate unit cost per client per annum (dollars)	n/a	1 825	2 678	n/a	n/a

Note: The number of people assisted refers to the number of cases, which could include individuals or families.

Safety upgrades programs

A safety upgrades program will also be implemented to enable victims to stay in their homes where it is safe to do so and provide accommodation support for people on ouster conditions at Gold Coast, Sunshine Coast and Townsville. The program will involve funding of \$0.66M in 2009/10 for safety upgrades, brokerage support and temporary accommodation.

Table 26. Safety Upgrades Program

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	0.66	n/a	n/a	n/a
Number of people to be assisted	n/a	Up to 450 (150 per location)	n/a	n/a	n/a
Approximate unit cost per client per annum (dollars)	n/a	500*	n/a	n/a	n/a

Note: The number of people assisted refers to the number of clients, which could include individuals or families.

* This is for the safety upgrades and brokerage support only.

Queensland Ambulance Service Vulnerable Client Program

Brisbane based program to ensure ambulance paramedics understand the challenges faced by some of the more disadvantaged groups and the service networks available to them; allow paramedics to provide referral options to vulnerable clients so that they can access the range of services provided by Government agencies and community organisations; and ensure identified vulnerable clients will have the necessary information to allow them to seek support through recognised channels.

Table 27. Queensland Ambulance Service Vulnerable Client Program

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	0.373	0.446	n/a	n/a

The number of clients assisted through this program will be determined by program demand and service capacity. Ongoing program monitoring will demonstrate the number of clients assisted in the target group and will inform reporting against outputs.

Non-Government Organisation Coordination

Regional level co-ordination will support the reform agenda to improve service co-ordination and integration. The Department of Communities will reprioritise existing funding to provide government regional co-ordinators while new investment through the Homelessness NPA will provide for non-government co-ordinators. These positions will work together in areas where there is new investment to improve service delivery and maximise the outcomes from new investment.

Table 28. Non-Government Organisation Coordination

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.652	0.869	0.869	0.869

Information Systems (Vacancy Management, Performance Evaluation and Reporting), Case Mix Trial, Evaluation

The Department of Communities will develop a common assessment tool which assesses the housing and support needs of clients through its Client Intake Assessment Process (CIAP). This will enable a holistic assessment of the client and ensure that they would only have to tell their story once.

Reform of the existing crisis accommodation services for homeless single adults many with complex needs will be undertaken to improve long term client outcomes and to maximise efficient use of existing crisis accommodation services. Initially, this will focus on implementation of the Department of communities' *Review of Crisis Supported Accommodation for Single Adults Who Are Experiencing Homelessness 2007* (Hostel Review), which found beds were underutilised due to limited staff resources and significant numbers of repeat clients, some who have been entrenched in the crisis system for many years.

Subject to negotiation of resources, the Queensland Government is interested in piloting a case-mix approach. The rollout of a casemix framework would also support the implementation of a vacancy management system, which would assess daily the capacity of services to accommodate clients of different levels and type of need. Once piloted, the vacancy management system, using a net-based interactive database updated daily, could be implemented across the crisis accommodation system.

Queensland Health will consider data improvements to identify people who are homeless or at risk of homelessness entering health facilities to assist in identifying people at risk and linking them to specific housing and support services.

The Queensland Government is committed to undertaking an evaluation of homelessness reforms under the NPA on Homelessness. This will be resourced by the Department of Communities, funding from the NPA on Homelessness and other sources as considered appropriate. The proposed focus will include:

- progress against the achievement of targets and analysis of issues impacting on achievement (facilitators and barriers);
- implementation and impact of core outputs and new models of service delivery; and
- the extent to which integration (across a service continuum) and continuity of service provision is being enhanced and the resulting impacts on outputs and outcomes.

Individual and place-based case studies will be the primary method used to capture information on the impacts of new investment and reforms at a client and service system level.

Table 29. Information Systems, Case Mix Trial, Evaluation

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	1.717	1.717	1.717	1.717

Non-Core Output 17c: Services to assist homeless people with mental health issues to secure or maintain stable accommodation

A Young Persons Community Residential Program

Two services (Mackay, Brisbane) for young people (15-25 years) showing early signs and symptoms of mental health problems will be established. The service offers short term, intensive and focused support for four young people experiencing mental health issues for up to three weeks. This initiative will align with the recently endorsed Queensland Health Early Psychosis Model of Service Delivery.

Table 30. A Young Persons Community Residential Program

	2008-09	2009-10	2010-11	2011-12	2012-13
Queensland Government funding (millions of dollars)	n/a	2.159	2.159	2.159	n/a
Number of people to be assisted					
Resident	n/a	50	50	50	n/a
Outreach		50	50	50	
Approximate unit cost per client per annum (dollars)	n/a	21 590	21 590	21 590	n/a

Non-Core Output 17i: State and Rural homelessness action plans in areas with high rates of homelessness

New

Community Planning Project Officer

A best practice methodology for community wide planning which engages government, business and the non-government sector will be developed. Regional co-ordinators (government and non-government) will improve service co-ordination and integration where there is new investment. This will be complemented by housing service delivery arrangements to better align service delivery to client needs including flexible tenancy management models to allow at risk tenancies to be supported and managed by community housing providers; and broadening the Tenant Participation Program to improve community connection with neighbours.

A project officer will work with 2 communities to develop a best practice methodology for whole of community planning which engages government, business and non-government sector and embeds business principles and accountabilities for reducing homelessness.

Table 31. Community Planning Project Officer

	2009-10	2010-11	2011-12	2012-13
Australian Government funding (millions of dollars)	0.2	0.2	0.2	0.2

Capital

The Queensland Government has allocated \$415m over four years from 2008-09 from the Queensland Future Growth Fund to expand the supply of social housing. A portion of this (\$16.9m) is being used as matched funding under the NPA on Homelessness but the majority of the total investment will contribute to reducing homelessness. Funding will be directed toward accelerating the expansion of Queensland's social housing base through new construction and purchasing of existing dwellings. Queensland's one social housing system ensures that social housing allocations are made to those most in need, including those who are homeless and at risk of homelessness. About 65% of allocations between 1 September 2008 and 31 May 2009 were made to people who were homeless or at risk of homelessness. The \$16.9m in capital funding will contribute to growth in a range of social housing products that are particularly relevant to the needs of vulnerable people at risk of homelessness, such as the Community Managed Studio Unit program (formerly known as the boarding house program) that primarily targets people at risk of homelessness and provides short, medium and long term accommodation.

Performance Indicators and Benchmarks

July 2009

NOTE: This version of the Queensland performance framework was agreed in July 2009. As expected in developing an Implementation Plan, initial estimates around targets continue to be refined. Therefore, a number of minor revisions are being incorporated into the performance framework. An updated version of the Implementation Plan will be publicly available in November 2009. Please note that this version of the performance framework does not include matched funding initiatives.

The Parties have agreed the following performance indicators and benchmarks as part of the National Partnership Agreement on Homelessness (NPAH). Targets/milestones for Queensland are set out in the table below.

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
1	Proportion of Australians who are homeless	104,676 Australians are homeless 9,531 Indigenous people are homeless (ABS Census 2006)	By 2013, a decrease of 7 per cent the number of Australians who are homeless to less than 97,350 people By 2013, a decrease of a third to 6,300 Indigenous Australians who are homeless	26,782 Queenslanders are homeless 2,438 ⁱⁱ Indigenous Queenslanders are homeless Number of applicants for social housing (on the Housing Register of Need) who specify their housing condition constitutes primary or secondary homelessness (Baseline data will be available in 2009-10)	By 2013, a 7% decrease in homeless Queenslanders to 24,907 people ⁱ By 2013, a 33% decrease in homeless Indigenous Queenslanders to 1,633 people ⁱⁱⁱ It is not possible to develop performance benchmarks & interim targets at this stage without baseline data. This measure will be used to provide additional converging data on levels of homelessness.	By 2010, a 1% decrease in homeless Queenslanders to 26,514 (of 268)* people By 2010, a 1% decrease in homeless Indigenous Queenslanders to 2414 (of 24) people No interim targets	By 2011, a 3% decrease in homeless Queenslanders to 25,979 (of 803) people By 2011, a 5% decrease in homeless Indigenous Queenslanders to 2316 (of 122) people No interim targets	By 2012, a 5% decrease in homeless Queenslanders to 25,443 (of 1340) people By 2012, a 15% decrease in homeless Indigenous Queenslanders to 2072 (of 366) people No interim targets	By 2013, a 7% decrease in homeless Queenslanders to 24,907 (of 1875) people By 2013, a 33% decrease in homeless Indigenous Queenslanders to 1,633 (of 805) people No interim targets	(ABS Census 2006: "Counting the Homeless" Table 7) ABS Census 2006: "Counting the Homeless" Table 5) Housing Register of Need (data will be available in 2009-10)	The Housing Register of Need commenced on 22 September 2008.
2	Proportion of Australians who are experiencing primary homelessness (rough sleeping)	16,375 Australians rough sleeping or equivalent measures of 8 homeless people sleeping rough per 10,000 population (ABS Census 2006)	By 2013, a decrease by 25 per cent the number of Australians sleeping rough to less than 12,300 people or equivalent measure of 6 homeless people sleeping rough per 10,000 population	5,089 ^{iv & v} Queenslanders rough sleeping Number of applicants for social housing (on the Housing Register of Need) who specify they are: (a) living on the street or sleeping in a park; or (b) living or squatting in a derelict, makeshift or illegal building (Baseline data will be available in 2009-10)	By 2013, a 25% decrease in the number of Queenslanders sleeping rough to less than 3,817 people It is not possible to develop performance benchmarks & interim targets at this stage without baseline data. This measure will be used to provide additional converging data on levels of homelessness.	By 2010, a 1% decrease in the number of Queenslanders sleeping rough to less than 5038 (of 51) people No interim targets	By 2011, a 5% decrease in the number of Queenslanders sleeping rough to less than 4836 (of 254) people No interim targets	By 2012, a 15% decrease in the number of Queenslanders sleeping rough to less than 4326 (of 763) people No interim targets	By 2013, a 25% decrease in the number of Queenslanders sleeping rough to less than 3,817 (of 1272) people No interim targets	(ABS Census 2006: "Counting the Homeless" Table 6.9) Housing Register of Need (data will be available in 2009-10)	

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
2	Proportion of Australians who are experiencing primary homelessness (rough sleeping)			<p>Core Output 2: Homeless Health Outreach Teams (HHOT) Number of referrals to HHOT (Baseline: 1,193 referrals in 2008 calendar year- based on preliminary data from 4 pilot services)</p> <p>Core Output 2: Supportive Long Term Accommodation (Common Ground): Number of clients who are experiencing primary homelessness or are at risk of homelessness due to low incomes - who access supportive long term accommodation (New NPAH investment - data will be available in 2009-10)</p> <p>Core Output 2: Assertive Outreach (Street to Home) Number of clients experiencing primary homelessness who are assisted into long-term (Street to Home) accommodation (New NPAH investment - data will be available in 2009-10)</p>	<p>By 2013, it is expected that HHOT teams will receive 1350 referrals per year (based on 7 services)</p> <p>By 2010-11, 150 clients will access supportive long-term accommodation (per year)</p> <p>By 2011-12, 1050 clients (per year) will be supported to access long-term accommodation</p>	150 referrals	300 referrals	300 referrals	300 referrals	Consumer Integrated Mental Health Application (CIMHA)	<p>There may be variations from 2008 baseline data. One service had a significantly higher than expected referral rate in 2008 (approx. double). Preliminary 2009 data suggests this is no longer the case & the referral rate is more aligned to expectations given the focus and size of the service</p> <p>This initiative will assist a mix of tenants (based on the Common Ground Model) including (a) people experiencing primary homelessness and (b) tenants on low incomes. The initiative will be fully implemented in 2012-13. The mixed tenant model assumes 50-60% of clients will be homeless. After initial tenanting, 30 new clients will be housed each year.</p> <p>This initiative will be fully implemented by 2011-12</p>
3	The number of families who maintain or secure safe and sustainable housing following family violence	Interim Measure: 42,000 SAAP(a) support periods ^(b) for women and women with children	To be developed and agreed prior to finalisation of the Implementation Plans	<p>SAAP Data Number of all SAAP closed support periods in Queensland whose presenting reasons include domestic/family violence, and whose type of accommodation tenure immediately after SAAP support is: purchasing their own home, private rental, public housing rental or community housing rental. (BASELINE 2007-08 - 60% or 2,300 closed support periods)</p>	No benchmarks/targets have been set. SAAP data is derived from existing services - many of which are operating at capacity. Additional funding has not been provided under NPAH. If new initiatives (funded under NPAH) use the SAAP data collection system, baseline & interim targets will be developed after data collection systems are finalised	No interim targets	No interim targets	No interim targets	No interim targets	2007-08 SAAP annual data collection - NDCA extract request (Ref #989 - cross-matched subsets needed)	

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
3	The number of families who maintain or secure safe and sustainable housing following family violence			<p>Housing Register of Need Number of applicants who identify that (a) the 'Household needs to leave current housing due to a domestic violence situation'; and/or (b) the 'Household needs to leave current housing due to risk of violence from another household member, neighbour or community member' - and who are assisted to secure safe and sustainable housing (baseline data will be available in 2009-10).</p> <p>Contextual Indicator: DVOs Number of domestic and family violence orders granted in 2007-08 (12,858 protection orders and 7178 temporary protection orders)</p>	<p>It is not possible to develop performance benchmarks & interim targets at this stage without baseline data.</p> <p>Not applicable</p>	No interim targets Not applicable	No interim targets Not applicable	No interim targets Not applicable	No interim targets Not applicable	Housing Register of Need (data will be available in 2009-10) Department of Justice & Attorney General (court data)	<p>This measure will provide further contextual information on DFV. The performance framework also captures contextual data on other 'at risk' groups targeted under the NPAH (e.g. young people exiting youth detention centres, adults exiting custody, young people exiting funded out-of-home care and patients separated from mental health units who are homeless) to provide an approximate indication of the size of these target groups and potential demand for services.</p> <p>Data on Ouster Orders is currently not available. The courts database (QWIC) does not specifically capture these orders in its dataset. There is an 'other' selection option for unspecified orders, but this is a free text field that may/may not be completed by Court Registries across QLD.</p>

Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
4 Increase in the number of people exiting care and custodial settings into secure and affordable housing			<p>Core Output 4: Integrated Transitional Support Model Number/proportion of prisoners completing the Transitions Program - pre-release service (BASELINE: 589 people in 2007-08)</p> <p>Number/proportion of prisoners accessing the Transitional Support Service pre-release service (BASELINE: 1703 people in 2007-08)</p> <p>Number/proportion of prisoners referred to the Offender Reintegration Support Service - post-release service (BASELINE: 514 people in 2007-08).</p> <p>Community Safety Data Proportion of prisoners on discharge identifying a secure accommodation type (no accurate address details on discharge currently available)</p> <p>Contextual Indicator: Number of people exiting custody per year (BASELINE: 7000 people in 2007-08)</p> <p>Core Output 2: Youth - Housing & Reintegration Service - Supervised Community Accommodation and Support Number of young people exiting the statutory child protection system or Youth Detention Centres (on supervised release orders) who are: (a) housed in supervised community accommodation or (b) assisted to access or maintain stable accommodation due to homelessness or risk of homelessness (New NPAH investment - data will be available in 2010-11)</p>	<p>By 2011, 800 people will complete the Transitions Program (per year)</p> <p>By 2011, 2500 people will access the Transitional Support Service (per year)</p> <p>By 2011, 1250 people will receive assistance under the Offender Reintegration Support Service (per year)</p> <p>Not applicable</p> <p>Not applicable</p> <p>By 2011-12, 12 young people exiting the Youth Justice or statutory child protection system will access supervised community accommodation (per year).</p> <p>By 2011-12, 28 young people experiencing homelessness will be assisted to access or maintain stable accommodation (per year)</p>	<p>700 people assisted</p> <p>2000 people assisted</p> <p>880 people assisted</p> <p>Not applicable</p> <p>Not applicable</p> <p>0 young people assisted</p> <p>20 young people assisted</p>	<p>800 people assisted</p> <p>2500 people assisted</p> <p>1250 people assisted</p> <p>Not applicable</p> <p>Not applicable</p> <p>6 young people assisted</p> <p>24 young people assisted</p>	<p>800 people assisted</p> <p>2500 people assisted</p> <p>1250 people assisted</p> <p>Not applicable</p> <p>Not applicable</p> <p>12 young people assisted per year</p> <p>28 young people assisted</p>	<p>800 people assisted</p> <p>2500 people assisted</p> <p>1250 people assisted</p> <p>Not applicable</p> <p>Not applicable</p> <p>12 young people assisted per year</p> <p>28 young people assisted</p>	<p>Integrated Offender Management System (IOMS) & monthly program reports on Transitions Program completions</p> <p>IOMS & monthly program reports</p> <p>ORSS data (2007-08) - Service providers complete spreadsheets & case note diaries</p> <p>Integrated Offender Management System (IOMS) - address details on discharge</p> <p>Integrated Offender Management System (IOMS)</p> <p>Data collection system to be confirmed^{vi}</p>	<p>All data reported under the NPA will be non-identifying so confidentiality of prisoner information will not be compromised.</p> <p>Changes to IOMS to record discharge accommodation type will not be implemented until the end of 2009 (earliest) or 2010.</p> <p>This measure will be used as a contextual indicator to provide an indication of the size of this target group (which has been identified as an 'at risk' group for homelessness). Further data on the 'number of people exiting custody after 12 months or longer' will be provided when available.</p> <p>The provision of supervised accommodation will commence in 2010-11</p> <p>Support services will commence in the second quarter of 2009-10</p>

Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
4 Increase in the number of people exiting care and custodial settings into secure and affordable housing			<p>Core Output 3: Youth - Housing & Reintegration Service - Transitional Independent Living Units and Support Number of young people exiting the statutory child protection system or Youth Detention Centres (on supervised release orders) who are housed in transitional, semi-independent accommodation due to homelessness or risk of homelessness (New NPAH investment - data will be available in 2009-10)</p>	By 2011-12, 20 young people exiting the Youth Justice or statutory child protection system will access transitional, semi-independent accommodation (per year).	9 young people assisted	15 young people assisted	20 young people assisted	20 young people assisted	Data collection system to be confirmed.	
			<p>Core Output 3: Foyer Number of young people (18 to 24 years) who access supported accommodation. (New NPAH investment - data will be available in 2009-10)</p>	By 2011-12, 28 young people (18 to 24 years) will access supported accommodation per year.	14 young people assisted	28 young people assisted	28 young people assisted	28 young people assisted	Data collection system to be established	The Foyer is a supported accommodation model for a mix of young people aged 18 to 24 years engaged in training, education or low paid work, with a small number of young people with complex needs.
			<p>Contextual Indicator: Number of young people exiting Youth Detention Centres (YDCs) on supervised release orders per year (BASELINE 2007-08: Number of <i>distinct</i> young people exiting YDCs & admitted to supervised release orders = 173; Total number of young people exiting YDCs & admitted to supervised release orders = 238)</p>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	ICMS	This measure will be used as a contextual indicator to provide an indication of the size of this target group (which has been identified as an 'at risk' group for homelessness).
			<p>Contextual Indicator Number of young people who exited funded out-of-home care during the reporting period and had not returned within two months (BASELINE DATA 2007-08: 109 young people aged 15 years; 104 young people aged 16 years and 206 young people aged 17 years) ^{vii}</p>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	ICMS	This measure will be used as a contextual indicator to provide an indication of the size of this target group (which has been identified as an 'at risk' group for homelessness).
			<p>Core Output 4: Post Care Support (Young Adults Exiting Out of Home Care) Number of young people exiting care (once they turn 18 yrs of age) who access practical support to address barriers that prevent them from establishing successful tenancies & accessing employment and education/training.</p>	By 2010, 150 young people exiting care will access Post Care Support (per year)	150 young people	150 young people	150 young people	150 young people	Data collection system to be established with non-government organisation	Information is not available from Child Safety Services on outcomes for children who have exited the child protection system. Legislation (<i>Child Protection Act, 1999</i>) does not allow information to be collected other than on a consensual basis.

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
4	Increase in the number of people exiting care and custodial settings into secure and affordable housing			<p>Housing Register of Need Number of applicants identified as: (a) a 'Prisoner exiting a Department of Community Safety correctional facility'- or (b) identified as having a child protection history - who are assisted to secure safe and sustainable housing. (Baseline data available 2009-10)</p> <p>Number of applicants identified as: an inter-agency priority under the Mental Health Housing & Support Program (HASP) - who are assisted to secure safe and sustainable housing. (Baseline data available 2009-10)</p> <p>Number of applicants identified as: an inter-agency priority under Place to Call Home - who are assisted to secure safe and sustainable housing. (Baseline data available 2009-10)</p> <p>Number of applicants identified as: an inter-agency priority under the Spinal Cord Injury Response (SPIR) - who are assisted to secure safe and sustainable housing. (Baseline data available 2009-10)</p>	<p>No benchmarks/targets have been set - given the lack of baseline data. This has not been funded under NPAH.</p> <p>Up to 40 units of accommodation will be available per year from 2007-08 to 2010-11</p> <p>Queensland will provide at least 143 dwellings between July 2008 and June 2013.</p> <p>Up to 70 units of accommodation to a fully adaptable standard (including land) will be available across Queensland over a 4 year period from 2006-2010</p>	No interim targets	No interim targets	No interim targets	No interim targets	<p>Housing Register of Need (data will be available in 2009-10)</p> <p>Housing Register of Need</p> <p>Housing Register of Need</p> <p>Housing Register of Need</p>	<p>MOU between Department of Housing and QLD Corrective Services to streamline placement. Baseline data available 2009-10.</p> <p>An MOU is being updated between Housing Services and Child Safety Services. Identification of young people with a child protection history will be based on referrals from Child Safety Services and/or self referrals (where young people identify their child protection history).</p> <p>HASP: Providing assistance to clients with a mental illness has been identified as a whole of government and nationwide priority under the National Action Plan on Mental Health 2006-2011 Commonwealth of Australian Governments (COAG) Agreement. Up to 40 units of accommodation per year will be available from 2007-08 to 2010-2011.</p> <p>A Place to Call Home (APTCH) is a combined Federal and State Government initiative which will provide \$150 million over five years to states and territories to create 600 new homes for homeless individuals and families across Australia. Queensland will provide at least 143 dwellings between July 2008 and June 2013. 23 dwellings were constructed in 2008-09.</p> <p>SCIR: Providing assistance to patients of the Spinal Injuries Unit at the Princess Alexandra Hospital Brisbane to exit hospital has been identified as a whole of government priority. Specific purpose funding has been allocated over a four year period to provide housing for people who exit the Spinal Injuries Unit at the Princess Alexandra Hospital from 1 July 2006 to 30 June 2010. Up to 70 units of accommodation to a fully acceptable standard (including land) will be available across QLD over the 4 year period (2006-2010). SCIR is demand driven with no reliable method of anticipating demand (i.e. it is only after a person experiences a spinal injury that they may seek social housing).</p>

Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
			Core Output 4: Emergency Department Liaison Service The number of people who are homeless or at risk of homelessness who are identified by the ED Liaison Service and referred to community services (New NPAH investment - data will be available in 2009-10)	Approximately 120 people who are homeless or at risk of homelessness will be identified by the ED Liaison Service and referred to community services in 2009-10.	120 people	Not applicable	Not applicable	Not applicable	Data collection method to be determined	The Emergency Department Liaison initiative will be implemented as a 12 month trial. The number of clients assisted will be tested through the 12 month trial. Ongoing funding will be determined by the trial outcomes.
4	Increase in the number of people exiting care and custodial settings into secure and affordable housing		QLD Health: Contextual Indicators The number/proportion of persons separated from acute inpatient services who are homeless (i.e. no fixed address) ^{viii} (2007-08 BASELINE DATA: 555 people, 0.1%) QLD Health: Contextual Indicator The number/proportion of persons separated from mental health units who are homeless (i.e. no fixed address) ^{viii} (2007-08 BASELINE DATA: 231 people, 1.2%) QLD Health: Contextual Indicator The number of consumers accessing public sector mental health services who are identified as homeless (i.e. no usual residence) (2007-08 BASELINE DATA: Approximately 5.0% (n=4247) of persons accessing community-based mental health services were identified as homeless). Core Output 4: Post Care Support (Young Adults Exiting Care of the State - Disability) Number of young people with a disability who are leaving or have left the Care of the State who receive support and assistance to transition to community-based living and independent adult life (Data will be available in 2009-10) Core Output 4: Resident Recovery Program Number of people with a mental illness who receive	Not applicable Not applicable Not applicable <i>Proxy Indicator. It does not measure the performance of services as identified in the NPAH</i> 300 people per year (from 2009 to 2013) will access support & assistance to transition to community-based living and independent adult life 60 people per year will access support to transition from health	Not applicable Not applicable Not applicable	Not applicable Not applicable Not applicable	Not applicable Not applicable Not applicable	Not applicable Not applicable Not applicable	Queensland Health Admitted Patient Data Collection (QHADPC) QHADPC Consumer Integrated Mental Health Application (CIMHA)	<i>Proxy indicators: These indicators do not measure the performance of services as identified in the NPAH. No benchmarks or targets have been set.</i> This measure is based on a unique count at a mental health network level and subsequently some overlap may exist. This initiative will be fully implemented in 2009-10. Funding will be used to expand the RRP program. It will be fully implemented in 2009-10.

Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
			support to transition from health facilities to private residential services or social housing (Data will be available in 2009-10)	facilities to private residential services, boarding houses and then onto social housing or directly to social housing						
5 Reduce the number of people exiting social housing and private rental into homelessness.	15,156 ^(c) SAAP ^(a) support periods ^(b)	By 2013, the number of people exiting from social housing and private rental to homelessness (SAAP) is reduced by less than 25 per cent (or less than 11,367 ^(c) people)	<p>SAAP Data Number of <u>all</u> SAAP closed support periods for clients in Queensland whose type of accommodation tenure immediately before SAAP support was public housing rental, community housing rental or private rental (BASELINE 2007-08: 9,857 support periods or 40.9%).</p> <p>Core Output 3: Rent Connect Support Number of discrete clients who receive personalised assistance (information, advice and/or referrals) to locate and apply for private rental property and sustain tenancies (Baseline data not available until 2009-10)</p> <p>Core Output 3: HomeStay Support Number of clients who receive assistance to maintain their tenancies in social housing and private rental accommodation</p>	<p>Not applicable. This measure will be used to provide baseline & contextual data only.</p> <p>By 2010-11, 2100 clients will receive personalised assistance per year</p> <p>By 2011-11, 1200 clients (per year) will receive assistance to maintain their tenancies</p>	Not applicable	Not applicable	Not applicable	Not applicable	<p>2007- 08 SAAP annual data collection - Queensland Supplementary Tables (Table 8.6)</p> <p>WEBA database (purpose built web-based database) A pilot program commenced in September 2008, However, baseline data will be not available until 2009-10.</p> <p>Data collection system to be confirmed</p>	<p>Social housing evictions data (Department of Housing) could be used as a contextual indicator, but does not capture information on client destinations (e.g. homelessness) or assistance provided.</p> <p>Evictions from private rental accommodation (RTA) could also be considered as another contextual indicator</p>
6 The proportion of people experiencing repeat periods of homelessness	14,800 SAAP ^(a) clients required three or more support periods ^(d) in a 12 month period	By 2013, a 25 per cent reduction in the number of people (or less than 11,100 ^(d) people) with three repeat periods of homelessness at an emergency service in 12 months	<p>SAAP Data Number of SAAP clients in Queensland who have had three or <u>more</u> support periods in the 12 month period (which may or may not include accommodation) (BASELINE 2007-08 - 2,000 clients, 9.7%).</p>	This measure will be used to provide baseline & contextual data only. SAAP data represents only part of the homelessness service system (approx 12% in QLD). The use of benchmarks & targets could be reviewed as better data becomes available under national data reforms.	No targets	No targets	No targets	No targets	2007-08 SAAP annual data collection - Queensland Supplementary Tables: Table 4.3	

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
7	Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work	To be developed and agreed prior to finalisation of the Implementation Plans	To be developed and agreed prior to finalisation of the Implementation Plans	<p>SAAP Data Number of <u>all</u> SAAP closed support periods for clients <u>and</u> accompanying children in Queensland aged 12 to 18 years who were provided with <u>any</u> of the following from SAAP services: (a) employment or training assistance or school liaison support from SAAP services, and/or (b) family/relationship support. (BASELINE 2007-08: 1800 support periods)</p> <p>Number of <u>all</u> SAAP closed support periods for clients <u>and</u> accompanying children in Queensland aged 12 to 18 years who were: (a) employed fulltime or part-time immediately after SAAP support (BASELINE 2007-08: 600 support periods), and/or (b) were a school or post-secondary student or in employment/training immediately after SAAP support (BASELINE 2007-08: 1250 support periods)</p> <p>Core Output 4: Youth - Housing & Reintegration Service - Kids Under Cover Bungalows and Support Number of young people exiting the statutory child protection system or Youth Detention Centres (on supervised release orders) who are homeless or at risk of homelessness and are provided with (a) support to re-engage or maintain a connection with family (where appropriate) and/or (b) support to reintegrate into education, training or employment (New NPAH investment: data available in 2009-10)</p>	<p>No benchmarks/targets have been set. SAAP data is derived from existing services (not funded under NPAH). If new services (established under NPAH) use the SAAP data collection system, targets will be developed.</p> <p>By 2011-12, 120 young people exiting the statutory child protection system or youth detention centres will be assisted (per year) to re-engage with family, education, training or employment.</p>	No targets	No targets	No targets	No targets	2007-2008 SAAP annual data collection - NDCA extract request (Ref #989) (cross-matched subsets needed for the age group concerned)	
						60 young people assisted (including 10 young people supported in bungalows)	100 young people assisted (including 20 young people supported in bungalows)	120 young people assisted (including 30 young people supported in bungalows)	120 young people assisted (including 30 young people supported in bungalows)	Data collection system to be confirmed	

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
7	Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work			Youth Support Coordinator (YSC) Initiative Number of young people who are homeless or at risk of imminent homelessness who receive support through the YSC initiative to (a) maintain or strengthen family relationships, (b) maintain or strengthen school/training engagement and/or (c) to access and maintain safe and secure accommodation. (BASELINE - 616 or 10.75% - individual support cases recorded in 2008 identified the young person as experiencing homelessness or at risk of imminent homelessness)	No benchmarks/targets have been set (Funding has not been provided under NPAH)	No interim targets	No interim targets	No interim targets	No interim targets	Youth Support Coordinator database	Data is reported according to the calendar year. YSCI data whilst assigning individual client numbers more accurately records instances of support. The baseline of 616 may have included a (small) number of young people who have sought assistance a number of times with homelessness /imminent homelessness as a presenting issue Confirmation is required regarding the funding status of the YSC initiative.
8	Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school.	To be developed and agreed prior to finalisation of the Implementation Plans	To be developed and agreed prior to finalisation of the Implementation Plans	SAAP Data Number of <u>all</u> SAAP support periods for accompanying children of SAAP clients in Queensland who are aged under 12 years and who received school liaison support from SAAP services (BASELINE 2007-08: 950 support periods, 7%). RAI Data Number of children who have a history of homelessness or are at risk of homelessness who: <ul style="list-style-type: none"> receive brokerage for education support through the Referral for Active Intervention Program (Baseline data available in 2009-10) demonstrate an improvement in school attendance (Baseline data available in 2009-10) 	No benchmarks/targets have been set. SAAP data is derived from existing services (not funded under NPAH). If new services (established under NPAH) use the SAAP data collection system, targets will be developed. No benchmarks/targets have been set (Funding has not been provided under NPAH)	No targets	No targets	No targets	No targets	2007-2008 SAAP annual data collection - NDCA extract request (Ref #989) (cross-matched subsets needed for the age group concerned) Referral for Active Intervention - Information System (data available in 2009-10)	Further development is required to create an additional service type field linked to education support & to develop queries/reporting scripts.

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
9	Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.	To be developed and agreed prior to finalisation of the Implementation Plans	To be developed and agreed prior to finalisation of the Implementation Plans	<p>SAAP Data Number of SAAP closed support periods in Queensland involving a single person with children, a couple with children or a couple without children and who had any of the following:</p> <ul style="list-style-type: none"> • financial assistance or material aid and/or • financial counselling and support from SAAP services, and/or • a case management plan agreed to by the end of their SAAP support period. <p>(BASELINE 2007-08: 8,050 closed support periods, 78.4%)</p> <p>RAI Data Number of families who have a history of homelessness or are at risk who receive (a) financial advice, (b) counselling, and/or (c) case management - through the Referral for Active Intervention program (Baseline data available in 2009-10)</p>	<p>No benchmarks/targets have been set. SAAP data is derived from existing services (not funded under NPAH). If new services (established under NPAH) use the SAAP data collection system, targets will be developed.</p> <p>No benchmarks/targets have been set (Funding has not been provided under NPAH)</p>	No targets	No targets	No targets	No targets	2007-2008 SAAP annual data collection - NDCA extract request (Ref #989)	
						No targets	No targets	No targets	No targets	Referral for Active Intervention - Information System (data available in 2009-10)	

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline (Performance Measure)	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source	Comment
10	Number of people who are homeless or at risk who are provided with legal services	To be developed and agreed prior to finalisation of the Implementation Plans	To be developed and agreed prior to finalisation of the Implementation Plans	<p>SAAP Data Number of SAAP closed support periods where clients in Queensland who requested assistance with legal issues/court support were provided or referred this by a SAAP service. (NB: Only some SAAP clients need legal support) (BASELINE 2007-08: 1658 closed support periods)</p> <p>Homeless Persons Court Diversion Program Number of people referred to the Homeless Persons Court Diversion program (BASELINE 2007-08: 358 people)</p> <p>Homeless Persons' Legal Clinic Number of new files opened per year (BASELINE: The HPLC opened 268 new files in 2007-08)</p> <p>Legal Aid Queensland Number of clients who are homeless or at risk of homelessness who receive (a) legal advice services and/or (b) legal casework and/or legal representation funded by LAQ. (BASELINE data for 2007-08 is not available. A 'homelessness' flag will need to be developed to capture relevant data.)</p>	<p>No benchmarks or targets have been set. Funding has not been provided under the NPAH.</p> <p>No benchmarks or targets have been set. Funding has not been provided under the NPAH.</p> <p>No benchmarks or targets have been set. Funding has not been provided under the NPAH.</p> <p>No benchmarks or targets have been set. Funding has not been provided under the NPAH.</p>	No interim target	No interim target	No interim target	No interim target	<p>2007-08 SAAP annual data collection - Queensland Supplementary Tables (Table 6.3 gives percentage of support periods but not clients - numbers can be derived using Table 6.1) (Ref #989) <i>An NDCA extract request is needed for a count of clients.</i></p> <p>CIPES (Courts Innovation Programs Evaluation System) 2007-08</p> <p>QPILCH 2007-08 Annual Report</p> <p>LA Office (in-house database)</p>	<p>The Homeless Persons' Legal Clinic is operated by the Qld Public Interest Law Clearing House (QPILCH)</p> <p>Data on the number of people who are homeless or at risk who are provided with legal services from LAQ is currently not available. Flags for homelessness will need to be developed in the data collection system.</p>

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline / Performance Measures	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source
11	Number of staff of specialist homeless services provided with formal training and development opportunities	To be developed and agreed prior to finalisation of the Implementation Plans	To be developed and agreed prior to finalisation of the Implementation Plans	<p>Amount of funding allocated towards formal training and development for staff of specialist homeless services (BASELINE 08-09: \$768,616 in funding was allocated in Queensland towards formal training and development ^{ix})</p> <p>Number of training activities provided to staff of specialist homeless services (BASELINE 07-08: 14 training sessions were provided under SMART data training; Data is not available on the number of training activities provided under the Integrated Skills Development Strategy)</p> <p>Number of participants from specialist homeless services who access formal training & development (BASELINE 07-08: 182 participants in SMART data training; and 762 participants ^x in training provided through the Integrated Skills Development Strategy)</p>	<p>No target. No additional funds have been allocated under NPAH towards formal training and development opportunities. All funding will be internal.</p> <p>No target</p> <p>No target</p>	No target	No target	No target	No target	<p>2007 ISDS Annual Report, Annual participant count of SAAP SMART Data Training and other funded training and development opportunities provided through the Department of Communities [NB this does not include other training provided from internal service funds sourced outside of the departmentally provided programs - no baseline data for this].</p>

	Performance Indicator	National Baseline	National Performance Benchmark	Queensland Baseline / Performance Measures	Queensland Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013	Source
NON-CORE OUTPUTS										
	Improvements in service coordination and provision			<p>PERFORMANCE MEASURE: Individual client & placed-based case studies will be used to examine: client outcomes and pathways through the service system; the impact of new investment and homelessness reforms; local trends; and enhancements to service integration and coordination. This will be supplemented by network analysis to examine inter-agency linkages and variables, such as information sharing, referrals, coordination, joint projects and governance arrangements.</p> <p>Homeless Persons Information Qld: Total number of answered calls BASELINE 2007-08: 19,539 calls BASELINE 2006-07: 11,375 calls</p>	Qualitative case studies will be used to measure performance. A quantitative benchmark has not been set.	Not applicable	Not applicable	Not applicable	Not applicable	\$3.26M will be allocated towards coordination HPIQ is a state-wide call centre that provides information & referrals for homeless people or those at risk of homelessness. Callers receive a brief initial assessment of their housing and support needs & are then referred to services that best meet those needs.
	Services to assist homeless people with substance abuse to secure or maintain stable accommodation			<p><i>Proxy Indicator. It does not measure the performance of services as identified in the NPAH</i> The number of the new referrals to the ATODS Homeless Outreach Teams (BASELINE DATA 2008: There were 127 new referrals to the ATODS Homeless Outreach Team - 1 service only)</p>	Not applicable (proxy indicator). This initiative is not funded under NPAH.	No target	No target	No target	No target	ATODS information system There is a potential overlap between persons accessing MH and ATODS Homeless Outreach Teams. Qld Health is endeavouring to access better quality information from other sites. However, this is currently not available for the 2007-08 baseline data.
	Services to assist homeless people with mental health issues to secure or maintain stable accommodation			<p><i>Proxy Indicator. These do not measure the performance of services as identified in the NPA</i> The number of consumers accessing public sector mental health service who are identified as homeless (This proxy indicator is also listed under Performance Indicator 4 - refer to page 8)</p>	Not applicable (proxy indicator)	No target	No target	No target	No target	Consumer Integrated Mental Health Application (CIMHA)
	Outreach programs to connect rough sleepers to long-term housing and health services			The number of referrals to HHOT teams (refer to Performance Indicator 2 - Core Output 2: HHOT Teams)	Refer to Performance Indicator 2 - (Core Output 2: HHOT Teams)					Consumer Integrated Mental Health Application (CIMHA)

COMMONWEALTH FOOTNOTES:

- (a) Use of SAAP service data is a proxy measure until better data becomes available under this Agreement
- (b) Number of people not known - a client may receive more than one 'support period'
- (c) Figure revised to include 11,120 clients who were in private rental before support in 2006-07, giving total of 15,156 support periods
- (d) Figure revised as error in calculation of the 25 per cent decrease in people experiencing repeat periods of homelessness, the correct figure is 11,100 clients

QUEENSLAND FOOTNOTES (see next page)

ⁱ Chamberlain and Mackenzie find that rates of homelessness in Queensland are “significantly higher” than in NSW, VIC, SA and TAS (“Counting the Homeless” p.36). In fact the QLD rates is approximately 50% higher (“Counting the Homeless” Table 6.4) and, as noted at footnotes i above and iii below, a large proportion of the homeless in QLD are Indigenous people for whom achieving major reductions in homelessness will require a disproportionate effort in QLD. For these reasons a lower target of 5% reduction in overall homelessness is proposed for QLD.

* Further work will be done to assess the feasibility of calculating a client service baseline against which increases in service system capacity can be compared (linked to new NPAH investment). Based on ‘Counting the Homeless’ it is reasonable to estimate that SAAP services cover 80-85% of total client services in QLD, so the client service baseline for QLD is estimated to be between 3800 and 4040. Applying a precautionary principle, we can take the lower estimate (3800) as the baseline for homelessness service clients in QLD. Using this baseline, the figure for total homeless clients in receiving services in 2009-10 should be 3824. The increase of 24 is equal to the number of clients assisted by the new NPAH services which will come on line in 2009-10. The baseline for 2010-11 is 3824.

ⁱⁱ No figures for homeless Indigenous people or families are actually provided in “Counting the Homeless”. It appears the national baseline figure for homeless Indigenous people provided by the Commonwealth is derived by multiplying the figure for total Australians who are homeless (i.e. 104, 676) by the overall proportion of homeless people identified as Indigenous in “Counting the Homeless” Table 5 (i.e. 9.1%). For consistency, the Queensland baseline figure has been derived in the same way (i.e. 26,782 x 0.091). However, as is pointed out in “Counting the Homeless” there is a significant undercount (11.5%) of the Indigenous population in the 2006 Census which is likely to be reflected in the homelessness data, as well as cultural factors which could exacerbate the undercount of Indigenous homelessness in QLD. It is likely that the *Northern Australia Enumeration Strategy for Census 2011* will substantially reduce the undercount of Indigenous population in Queensland. Because Indigenous people are a higher proportion of Queensland’s population and significantly overrepresented in all categories of homelessness an increase in the count of Indigenous population will be accompanied by a disproportionate increase in identified number and rate of Indigenous homelessness.

ⁱⁱⁱ It may be quite difficult to achieve the proposed performance benchmark of a one-third reduction in Indigenous homelessness by 2013, even if there has been significant increase in homelessness services to and improvement in outcomes for, Indigenous Queenslanders. This performance indicator and accompanying baseline probably will be favoured by NSW, VIC, SA and TAS (stable target population, indicator is sensitive to their actions and no cost for data collection and reporting) and, therefore, retained. In these circumstances QLD, WA and NT should ensure that due regard is given to the factors noted above in any performance reporting. In particular, being clear how these factors mean achieving a 15% reduction target proposed for QLD represents a sustained, intensive effort to provide services and secure accommodation for Indigenous people who are homeless at approximately twice the rate (viz Census undercount of indigenous people in QLD 15-20%, Indigenous are 20+% of SAAP service clients in QLD but SAAP only services 12% of QLD homeless), and at least twice the cost (advice to Commonwealth Grants Commission in 2007) of NSW, VIC, SA and TAS.

^{iv} The Commonwealth is using figure for “improvised dwelling and sleepers out” from “Counting the Homeless” Table 1. Table 6.6 shows proportion of people in QLD living in improvised dwellings is 19% of the total homeless. In QLD this means there are 5,089 people ‘sleeping rough’ (i.e. 26,782 x 0.19).

^v It appears the Commonwealth developed the equivalent measures of 8 homeless people sleeping rough per 10,000 population by dividing the figure in “Counting the Homeless” for ‘number of people in improvised dwellings (16,375) by the population of Australia reported in the 2006 Census (20.848 million). Applying the 8 per 10,000 rate to the QLD population at June 2006 (4,053,444 - OESR Information Brief <http://www.oesr.qld.gov.au/queensland-by-theme/demography/briefs/aust-demographic-stats/aust-demographic-stats-200606.pdf>) the baseline for QLD would be 3,243. However, a more accurate figure for rough sleeping in QLS is derived at 4 above. Applying this figure the ‘rough sleeping’ rate for QLD should be 13/10,000 (i.e. 5,089/4,053,444 x 10,000). To deliver a target of 6/10,000 in QLD the State must achieve better than a halving of the primary homeless population by 2013. Following the logic noted at 3 above, a more realistic QLD benchmark for reduction in primary homelessness for a population in which Indigenous people are significantly over-represented is 15% or a rate in QLD of 11/10,000.

^{vi} ICMS has been identified as a potential data collection system. However, the viability of modifications to the system needs to be considered.

^{vii} This is a national measure reported in the Australian Institute of Health and Welfare publication, *Child Protection Australia*. The measure counts all children/young people who exited departmentally funded out-of-home care during the period. Exited care is defined as children/young people who left out-of-home care in the period and did not return within two months. Children who exited out-of-home care more than once during the year are counted only once, irrespective of the number of times they exited. Young people who exited out-of-home care and are 18 years of age are included in the 17 year age bracket.

^{viii} ‘No fixed address’ could potentially be under-reported as the data could be coded as ‘unknown’. Other caveats are as follows; No fixed address is a text field; and the fields may not have been updated on the latest admission/separation.

^{ix} The total funding allocation of \$768,616 in 2008-09 towards formal training and development includes: the \$513,616 annual SAAP contribution to the Integrated Skills Development Strategy (State and Commonwealth funding), \$95,000 allocated towards SMART data training (State funding – Department of Communities) and \$160,000 for the SAAP Regional Networking Strategy (State funding – Department of Communities).

^x The baseline data provided on the number of participants accessing training under the Integrated Skills Development Strategy (ISDS) includes participants from homelessness services, plus participants from Referral for Active Intervention Services and GHS. A request for data on the number of participants from homelessness services only will be made.