

Queensland Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

PART 1: PRELIMINARIES

1. This Project Plan is a schedule to the 2014-15 National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective in the National Partnership is: *The Parties will sustain their commitment to reducing homelessness through sustained effort and partnerships with business, the not for profit sector and the community.*
2. The NPAH supports Commonwealth and jurisdictions efforts to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once, people experiencing violence, especially women and children; children and young people, including those subject to or exiting care and protection; Indigenous people; and people exiting social housing and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.

PART 2: TERMS OF THIS PROJECT PLAN

3. This Project Plan will commence on 1 July 2014, provided it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and Queensland, represented by the Minister for Housing and Public Works.
4. As a schedule to the NPAH, the purpose of this Project Plan is to provide the public with an indication of how the reform or project is intended to be delivered and demonstrate Queensland's capacity to achieve the outcomes of the NPAH.
5. This Project Plan will cease on completion or termination of the NPAH, including the processing of final payments against performance benchmarks or milestones.
6. This Project Plan may be varied by written agreement between the Commonwealth and State Ministers responsible for it under the overarching NPAH.
7. The Parties to this Project Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to the plan and its full implementation.

PART 3: STRATEGY FOR QUEENSLAND IMPLEMENTATION

Initiative information – Service Continuity

Table 1: Description of initiatives including services funding under each initiative

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 10 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	Exemption Granted by Common-wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service
1	Common Ground Brisbane	The initiative combines affordable, stable, long term housing with on-site support (available “24/7”). Tenant mix includes people who are formerly homeless (particularly those experiencing chronic homelessness) and those earning low incomes.	9(a)	Micah Projects Inc.	Yes	No	N/a	N/a
2	Support services for Cairns Supported Accommodation Facility	Affordable, stable, long term housing and support (when needed) to people who are homeless (particularly those experiencing chronic homelessness).	9(b)	Mission Australia	Yes	No	N/a	N/a

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3	Support services for Townsville Supported Accommodation Facility	Affordable, stable, long term housing and support (when needed) to people who are homeless (particularly those experiencing chronic homelessness).	9(b)	Provider to be selected	Yes	No	N/a	N/a
4	Rockhampton River to Home Service	Support for people who are sleeping rough or experiencing chronic homelessness in and around the Rockhampton Central Business District (CBD) including the Fitzroy River riverbank to move into stable, long term housing Outreach to people on the riverbank in Rockhampton to assist them in becoming housed.	9(a), 10(h)	<i>Central Queensland Indigenous Development Inc.</i>	Yes	No	N/a	N/a
5	Street to Home	Assertive outreach teams provide support to people who are sleeping rough or experiencing chronic homelessness, to settle into stable, long term housing and to achieve long term lifestyle	9(a), 10(h)	Tablelands Regional Council	Yes	No	N/a	N/a
				Australian Red Cross Society	Yes	No	N/a	N/a
				Mission Australia	Yes	No	N/a	N/a
				Micah Projects Inc.	Yes	No	N/a	N/a

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		changes to sustain their tenancies.		The Uniting Church in Australia (Q) – Blair Athol	Yes	No	N/a	N/a
				Street to Home Total				
6	Homeless Health Outreach	Assertive outreach, including direct support services, general assistance and housing referral for people experiencing homelessness (particularly rough sleeping) and mental health, general health, alcohol and substance misuse concerns.	g(a) 10(h)	<i>Department of Health Commonwealth funded locations</i> - Logan - Sunshine Coast <i>Queensland Government funded locations:</i> - Gold Coast - Mt Isa	No	Yes	Yes	450

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7	Crisis Accommodation Enhancements	The funding enables Ozcare to deliver enhanced service delivery and case management support for single adults in crisis accommodation services in nine location across Queensland. Evaluation of the service delivery enhancements indicates successful outcomes for clients.	9(a)	Ozcare: South Brisbane, Rockhampton, Townsville (two services), Mackay, Mt Isa, Cairns, Bundaberg, Toowoomba.	Yes	No	N/a	N/a
8	Support Services for Dale Parker Place, Townsville	Medium term accommodation and case management support for people sleeping rough in inner city Townsville who present with high and complex needs relating to public intoxication and other significant health concerns.	9(a)	Yumba-Meta Housing Association Ltd (Townsville Temporary Accommodation Support Service)	Yes	No	N/a	N/a
9	Safety Upgrades Program	Upgrading property security to enable victims of domestic and family violence to remain in their homes where it is safe to do so.	10(g)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	504

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10	RentConnect	RentConnect assists people (including those at risk of homelessness) to find and secure and housing in the private rental market. Includes advice on how to find a rental home and better understand the rental application process, help with preparing a rental application and referrals to real estate agents and community services. RentConnect officers work closely with clients to identify tenancy issues, develop a Tenancy Plan and improve the client's ability to maintain and sustain their tenancy in the future.	9(a)	<i>Department of Housing and Public Works Housing Service Centres</i>	No	Yes	Yes	2100
11	HomeStay Support	Early intervention and post-crisis support to people in their homes to address issues that put their tenancies at risk.	9(a) 10(l)	Lions Emergency Accommodation Centre Inc.	Yes	No	N/a	N/a
				Australian Red Cross Society (Townsville HomeStay Service)	Yes	No	N/a	N/a

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				Wesley Mission Brisbane (Supporting Those At Risk of Homelessness – STARH)	Yes	No	N/a	N/a
				Australian Red Cross Society (HomeStay Support Brisbane North)	Yes	No	N/a	N/a
				Australian Red Cross Society (Toowoomba HomeStay Service)	Yes	No	N/a	N/a
				Tablelands Regional Council	Yes	No	N/a	N/a
				Community Accommodation and Support Agency Inc.	Yes	No	N/a	N/a
				Kyabra Community Association Inc.	Yes	No	N/a	N/a
				Centacare Townsville (Mt Isa Homestay Support)	Yes	No	N/a	N/a

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				The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane – Centacare - Fraser Coast	Yes	No	N/a	N/a
				Pine Rivers Neighbourhood Association Inc.	Yes	No	N/a	N/a
				Micah Projects Inc.	Yes	No	N/a	N/a
				Ozcare (Rockhampton Homelessness Early Intervention Program)	Yes	No	N/a	N/a
				Anglicare North Queensland Ltd (Cairns HomeStay Support Service)	Yes	No	N/a	N/a
				Australian Red Cross (Ipswich Homestay Service)	Yes	No	N/a	N/a

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12	Logan Foyer – Supported Accommodation for Young People	To provide supported accommodation to young people who are homeless or at risk of homelessness.	9(a) 10(i)	Wesley Mission Brisbane (Logan Youth Foyer Support Service)	Yes	No	N/a	N/a
13	Reintegration Support Model ¹	Delivers pre-release planning support for offenders who have high needs and are exiting custody, with a focus on preventing homelessness. Post release support is delivered by contracted non-government agencies.	9(a)	<i>Department of Justice and Attorney-General (Queensland Corrective Services)</i> <i>Career Employment Australia</i> <i>Mission Australia</i>	No	Yes	Yes	3300 (pre release planning and support) 1250 (post release support)
14	Homeless Emergency Department Liaison Officers (HEDLO)	Social Workers / Welfare Officers at emergency departments in four large hospitals identify and assist people who are homeless or at risk of homelessness to access community or family supports when leaving the emergency department.	9(a)	<i>Queensland Health: Gold Coast Hospital, Royal Brisbane Women's Hospital, Princess Alexandra Hospital, Logan Hospital.</i>	No	Yes	Yes	430

¹ Formerly known as the Integrated Transitional Support Model and Offender Reintegration Support Service.

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15	Youth Housing and Reintegration Service ²	Provides support and accommodation to assist young people who are at risk of homelessness and are leaving out-of-home care or youth detention, or living in temporary inadequate accommodation, to transition to greater independence and stability. After Care Brokerage funding assists young people exiting care to meet costs associated with establishing and maintaining independent living skills and accommodation.	9(a) 10(d)	<i>Australian Red Cross Society (YHARS Hervey Bay / Maryborough)</i>	Yes	No	N/a	N/a
				<i>Australian Red Cross Society (YHARS Toowoomba)</i>	Yes	No	N/a	N/a
				<i>Queensland Youth Services Inc (YHARS Townsville)</i>	Yes	No	N/a	N/a
				<i>Marsden Education Association Inc, Wesley Mission Brisbane as of January 2015 (YHARS Inala)</i>	Yes	No	N/a	N/a
				<i>Young People Ahead Inc (YHARS Mt Isa)</i>	Yes	No	N/a	N/a
				<i>Capricornia Training Company Ltd (YHARS Rockhampton)</i>	Yes	No	N/a	N/a

² Incorporating the After Care Service

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				Infexchange (SRS Database)	No	Yes	Yes	N/a – no direct client service delivery.
16	Young Adults Exiting from the Care of the State	Provides young people with a disability with support to meet assessed needs following their exit from state care, including assistance to participate in their community and develop and maintain community living arrangements.	9(a)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	399
17	Post Care Support	Supports young adults with a disability exiting from care of the State, who may be at risk of homelessness. Support includes access to appropriate housing, behaviour support, development of independent living skills, links to specialist services, mental health and general health, counselling services, and employment activities.	9(a)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	See initiative target below
				<i>OPEN MINDS AUSTRALIA (TRANSITION AND POST CARE SUPPORT PROGRAM)</i>	No	Yes	Yes	See initiative target below
				<i>COMMUNITY LIVING ASSOCIATION (TRANSITIONS FROM CARE)</i>	No	Yes	Yes	See initiative target below
				Post Care Support Total	No	Yes	Yes	294

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18	Expansion of Resident Recovery Program	Assists people with a moderate to severe mental illness to break the cycle of moving between acute care, hostels, boarding houses and homelessness. Support services include development of skills to independently manage mental and general health care, living skills, assistance to access accommodation, improved access to social interaction and community inclusion and links to employment support and meaningful occupations.	9(a), 10(c)	SALVATION ARMY (RESIDENT RECOVERY PROGRAM)	No	Yes	Yes	See initiative target below
				FSG AUSTRALIA (RESIDENT RECOVERY PROGRAM)	No	Yes	Yes	See initiative target below
				OZCARE (RESIDENT RECOVERY PROGRAM, TOOWOOMBA)	No	Yes	Yes	See initiative target below
				RESIDENT RECOVERY PROGRAM EXPANSION TOTAL	No	Yes	Yes	120
19	Housing and Support Program	Assists people with psychiatric disabilities to live in the community. Support services include access to social housing, and clinical and non-clinical support.	9(a) 10(c)	Department of Health	No	Yes	Yes	214
20	Supported Independent Living Services	Support for young people who are under Child Protection Orders, who have moderate to complex needs and are in the process of transitioning to independent living.	9(a) 10(d)	Department of Communities, Child Safety and Disability Services	No	Yes	Yes	96

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21	Service System Planning and Coordination (Non-Government Organisation coordination)	NGO coordinators to facilitate integration of housing and homelessness service system planning and coordination, with particular focus on system reforms, including service realignment and triage reforms	g(b) 10(e)	<i>Old Council of Social Service</i>	No	Yes	Yes	N/a – no direct client service delivery.
22	Service System Improvement: homelessness components for Regional Housing Plans	Government coordinator to work in conjunction with NGO coordinators to integrate homelessness planning with regional housing planning to ensure service system responses are integrated and well-targeted to local need.	g(b) 10(e)	Department of Housing and Public Works	No	Yes	Yes	N/a – no direct client service delivery.

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23	Homelessness Information Management Program (HIMP) Enhancement	A homelessness assessment and referral tool and vacancy capacity management system was developed and implemented across the homelessness sector through HIMP. Further development will add client prioritisation and case planning capability, integration with social housing assessment, business analysis to identify service practice improvements, and trialling and evaluation of practice improvements.	9(b) 10(e)	Department of Housing and Public Works	No	Yes	Yes	N/a – no direct client service delivery.

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

****Please note: address of service/s and NPAH funding information will not be made publicly available.**

Reform Directions

8. The Department of Housing and Public Works (DHPW) has released the 'Housing 2020' Strategy (<http://www.hpw.qld.gov.au/SiteCollectionDocuments/Housing2020Strategy.pdf>) and the 'Homelessness-to-Housing Strategy 2020' (<http://www.hpw.qld.gov.au/SiteCollectionDocuments/HomelessnessToHousingStrategy2020.pdf>) to drive reforms to Queensland's housing assistance system.
9. The 'Homelessness-to-Housing Strategy 2020' includes an action plan that includes both built solutions and service reforms designed to halve the rate of homelessness in Queensland by 2020, and to provide sustainable pathways out of homelessness by assisting people to develop independence.
10. During 2014-15, homelessness services will commence realignment to support the delivery of these goals, with a focus on:
 - a. reforming investment approaches to be more flexible and capitalise on the non-government sector's capability and capacity to deliver outcomes for those who are homeless, or at risk of homelessness.
 - b. undertaking service planning and resource allocation in ways that respond to the specific needs of local areas.
- 11.

Estimated costs

12. The maximum financial contribution to be provided by the Commonwealth to the jurisdiction is \$28.71 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.

Risk management

13. A risk management plan is in place for service delivery initiatives. Risks have been actively identified, entered into a risk log and categorised in terms of impact and likelihood. The risk management plan does not need to be provided to the Commonwealth.

Relevant State or Territory Context

14. In developing this Project Plan consideration has been given to relevant state or territory context. Key factors that have influenced the proposed direction are the State Government's commitment to provide value for money social services to the Queensland community, and commitment to provide a whole-of-government response to homelessness with significant support from the broader community. Contextual factors include:
 - a. The number of homeless Queenslanders continues to grow with the population, with young people and Indigenous Queenslanders proving to be most at risk of homelessness.
 - b. The 'Homelessness-to-Housing Strategy 2020' initiatives aim to improve client intake and assessment and work closely with other Government services, such as health and education, to build client independence and resilience.
 - c. Reforms to homelessness in Queensland will be supported by built initiatives and will work in conjunction with reforms to housing assistance more generally to better integrate homelessness responses with longer-term housing responses.

Reporting requirements

15. Reporting requirements for jurisdictions under previous NPAHs have been replaced with a requirement for jurisdictions to ensure that NPAH funded agencies participate monthly in the Specialist Homelessness Services Collection (SHSC) administered by the Australian Institute of Health and Welfare (AIHW).
16. The Commonwealth will utilise existing data provided in the SHSC for NPAH reporting. Data will be sourced by the Commonwealth from the SHSC, significantly reducing the reporting burden on jurisdictions.
17. Queensland agrees to ensure funded services and initiatives that are in-scope for the SHSC participate in the SHSC or have an exemption from participation agreed by the Commonwealth.
18. The Commonwealth will monitor agency reporting in the SHSC. Queensland agrees to complete information in through the SHSC regarding:
 - a. non-participation indicator and reason (if applicable); and
 - b. NPAH funding indicator.
19. Queensland agrees to allow the AIHW to provide the Department of Social Services (DSS) information to monitor agency participation in the SHSC and confidentialised client level data, including a unique identifier for NPAH-funded agencies, to inform NPAH reporting on client outcomes in relation to NPAH funding. The data provided by the AIHW will not be able to ascertain the identity of SHS clients and agencies, and will satisfy all privacy and confidentiality requirements.
20. The AIHW will continue to allow three months for agencies to submit their data and will notify DSS of agencies which are required to participate but have not submitted data into the SHSC after the reporting due date.

Sign off

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

Signature

Date 30 June 2014

The Hon Tim Mander MP, Minister for Housing and Public Works

Signature

Date 17 July 2014

The Hon Kevin Andrews MP