

Implementation Plan for Queensland

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS PRELIMINARIES

1. This Implementation Plan is created subject to the provisions of the **National Partnership Agreement (NPA) on Homelessness** and should be read in conjunction with that Agreement. The objective in the National Partnership is that people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion.
2. The Queensland Government's Implementation Plan for the NPA on Homelessness outlines practical initiatives to assist in meeting our goals to reduce homelessness. The Implementation Plan includes new funding of \$284.6 million over five years (2008–09 to 2012–13) to reduce homelessness in Queensland.
3. The initiatives set out in the Implementation Plan represent significant steps towards achieving the national goals outlined in the Australian Government's White Paper on Homelessness: *The Road Home*, of halving overall homelessness and offering supported accommodation to all rough sleepers by 2020.
4. The NPA on Homelessness will contribute to the overarching national *Closing the Gap* Strategy to improve outcomes for Indigenous Australians regarding life expectancy, child mortality, access to early childhood education, educational attainment and employment. Indigenous people across the state will benefit from the strategies to reduce homelessness under the NPA on Homelessness. In addition, specific initiatives in the Implementation Plan that assist Aboriginal or Torres Strait Islander people who are experiencing homelessness include:
 - Dale Parker Place, which will deliver medium term accommodation and support for people sleeping rough in inner city Townsville, and contribute to the service system reforms in Townsville that are addressing the particular needs of Indigenous people in that location;
 - The Rockhampton River to Home service, which will lead the coordination of services for people who are sleeping rough in Rockhampton; and
 - Establishment of a Street to Home service in Mareeba.
5. In implementing the initiatives in the NPA on Homelessness, the Queensland Government is committed to ongoing and meaningful engagement with the community services sector.

TERMS OF THIS IMPLEMENTATION PLAN

6. This Implementation Plan commenced in July 2009. It was jointly agreed between the Commonwealth of Australia, represented by then Minister for Housing, Tanya Plibersek, and the State of Queensland, represented by the Premier. The Queensland Minister for Communities, Child Safety and Disability Services has lead responsibility for the Implementation Plan.

7. This Implementation Plan will cease on completion of the projects as specified in this Implementation Plan, including the acceptance of final performance reporting and processing of final payments against performance benchmarks specified in this Implementation Plan.
8. This Implementation Plan may be varied by written agreement between the Ministers or the authorised delegates.
9. Either Party may terminate this agreement by providing 30 days notice in writing. Where this Implementation Plan is terminated, the Commonwealth's liability to make payments to the State is limited to payments associated with performance benchmarks achieved by the State by the date of effect of termination of this Implementation Plan.
10. The Parties to this Implementation Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to this Implementation Plan.

PROJECT OBJECTIVE

11. The objective of this Implementation Plan is to contribute towards targets of the NPA on Homelessness to be achieved by June 2013. The targets are:
 - reducing overall homelessness by 7 per cent
 - reducing rough sleeping by 25 per cent
 - reducing Indigenous homelessness by 33 per cent.
12. These targets will be achieved through improvements to existing services as well as implementation of new initiatives. The Implementation Plan includes an aim of improving service coordination across specialist homelessness and mainstream agencies, including development and implementation of a best practice methodology for whole-of-community planning to reduce homelessness.
13. The priorities of the Queensland Government are reflected in the Implementation Plan with initiatives focusing on:
 - preventing homelessness by helping people at risk of homelessness to maintain tenancies;
 - early intervention to assist homeless people to find secure, long-term accommodation;
 - delivery of permanent housing solutions with appropriate support;
 - working with mainstream service providers to improve services to homeless people;
 - shifting the principal focus of reducing homelessness to the local level through homelessness community action planning; and
 - enhancing planning, coordination and information management systems to improve access to services and client pathways.

ROLES AND RESPONSIBILITIES

Role of the Commonwealth

14. The Commonwealth is responsible for reviewing the State's performance against the project benchmarks specified in this Implementation Plan and providing any consequential financial contribution to the State for that performance.

15. The Commonwealth will also facilitate coordination between the initiatives in this Implementation Plan and Commonwealth administered initiatives that may have significant benefits for people who are homeless or at risk of homelessness.

Role of the State

16. The State is responsible for all aspects of project implementation, including:
 - (a) fully funding initiatives under the NPA on Homelessness, after accounting for financial contributions from the Commonwealth and any third party;
 - (b) completing the NPA on Homelessness in a timely and professional manner in accordance with this Implementation Plan; and
 - (c) meeting all conditions including providing reports in accordance with this Implementation Plan.

Governance of the Implementation Plan

17. The NPA on Homelessness was informed by consultation and ongoing collaboration with the service sector and peak organisations. The Queensland Government is currently reviewing governance arrangements in relation to homelessness generally and the National Partnership Agreement specifically.

PERFORMANCE BENCHMARKS AND FINANCIAL ARRANGEMENTS

18. The Queensland Implementation Plan was jointly agreed by the then Australian Government Minister for Housing and the Queensland Government in July 2009. This Implementation Plan incorporates a number of revisions to the July 2009 Implementation Plan, to take account of reallocated funds and re-phased and reduced service delivery targets identified as a result of a Queensland review of implementation of the NPA on Homelessness.
19. Reductions in targets for some initiatives are more than balanced by increases in targets for other initiatives, increased service delivery from newly approved initiatives, or where targets have been significantly exceeded.
20. The reallocated funds and re-phased targets will better position Queensland to meet the 2013 targets for expenditure and service delivery agreed between States, Territories and the Australian Government under the NPA on Homelessness.
21. The overall financial investment in Queensland under the National Partnership Agreement is outlined in Table 1.
22. The *A Place to Call Home* initiative was agreed between States, Territories and the Australian Government prior to the establishment of the NPA on Homelessness. It has now been incorporated in reporting arrangements for the NPA on Homelessness. For clarity, this Implementation Plan shows financial information for *A Place to Call Home* separately to the remaining initiatives under the NPA on Homelessness.

Table 1: Summary of new investment in reducing homelessness 2008–09 to 2012–13, Queensland

	NPA on Homelessness	A Place to Call Home	Total
Australian Government	\$99.4m	\$35.7m	\$135.1m
Queensland Government	\$103.0m	\$46.5m	\$149.5m
Total	\$202.4m	\$82.2m	\$284.6m

23. The maximum financial contribution to be provided by the Commonwealth for the NPA on Homelessness in Queensland is \$135.1 million payable in accordance with performance benchmarks set out in Table 2. All payments are exclusive of GST.

Table 2: Performance benchmarks

Performance benchmark	Due date
Agreement to the Implementation Plan by the Ministers or authorised delegates of each jurisdiction	Agreed July 2009
Submission of quarterly progress reports to the satisfaction of the Commonwealth	Due by 31 May, 31 August, 30 November and 28 February each year of the Agreement.
Submission of annual reports to the satisfaction of the Commonwealth	Due by 30 Sept. each year of Agreement
Final completion and end of performance evaluation activities and provision of the final report	Due within 60 business days of end of the Agreement.

24. Associated payments by the Commonwealth are outlined below in Table 3. The payments will be made upon achievement of the performance benchmarks outlined in Table 2.

Table 3: Schedule of Commonwealth financial contributions¹

Date	A Place to Call Home \$m	NPA on Homelessness \$m	Total \$m
2008-09	nil	nil	nil
2009-10	\$11.730	\$18.191	\$29.921
2010-11	\$5.865	\$26.225	\$32.090
2011-12	\$5.865	\$27.505	\$33.370
2012-13	\$12.240	\$27.505	\$39.745
Subtotal	\$35.700	\$99.426	\$135.126

25. Any Commonwealth financial contribution payable will be processed by the Commonwealth Treasury and paid to the State Treasury in accordance with the payment arrangements set out in Schedule D of the *Intergovernmental Agreement on Federal Financial Relations*.

BUDGET

26. Table 4 is a summary of initiatives funded under the NPA on Homelessness. It includes the Australian Government and Queensland Government contributions to the NPA on Homelessness (excluding *A Place to Call Home*) providing recurrent support and capital funds.
27. The funding for *A Place to Call Home* was separately agreed by Commonwealth, States and Territories, prior to agreement on the NPA on Homelessness and the financial arrangements in Queensland for *A Place to Call Home* are summarised in Table 5.
28. The initiatives of the Implementation Plan principally involve funded support services; however the success of these initiatives is dependent on the availability of suitable housing options. As such, the Implementation Plan will be supported by measures to increase the supply of social and affordable housing through the Australian Government's National Affordable Housing Agreement and National Partnership Agreements on Social Housing, Remote Indigenous Housing and the Nation Building and Jobs Plan.
29. Having regard to the estimated costs of projects specified in the overall budget outlined in Table 4, the State will not be required to pay a refund to the Commonwealth if the actual cost of the project is less than the agreed estimated cost of the project. Similarly, the State bears all risk should the costs of a project exceed the estimated costs. The Parties acknowledge that this arrangement provides the maximum incentive for the State to deliver projects cost-effectively and efficiently.

¹ Commonwealth government financial contributions for each financial year are paid monthly in equal instalments.

Table 4: Annual expenditure for NPA on Homelessness (NPAH) initiatives: Queensland

Initiatives ² (incl funding source)	Agency ³	2008-09 \$m	2009-10 \$m	2010-11 \$m	2011-12 \$m	2012-13 \$m	Total \$m
Street to home initiatives for chronic homeless people (rough sleepers) – NPAH output 16b							
Common Ground Brisbane ⁴ (Australian Government)	Department of Communities, Child Safety and Disability Services (DCCSDS)	0.000	0.663	1.239	1.239	1.239	4.380
Street to Home (Australian Government)	DCCSDS	0.000	1.022	1.829	2.783	2.740	8.374
Homeless Health Outreach (Australian Government)	Queensland Health (QH)	0.000	1.900	2.600	2.600	2.600	9.700
Crisis Accommodation Enhancements (Queensland Government)	DCCSDS	3.600	3.600	3.600	3.600	3.600	18.000
Dale Parker Place, Townsville (Australian Government) ⁵	DCCSDS	0.000	0.000	0.000	2.229	2.313	4.542
Support for private and public tenants to help sustain their tenancies – NPAH output 16c							
RentConnect (Australian Government)	DCCSDS	0.000	1.425	2.282	2.694	3.334	9.735
HomeStay Support (Australian Government)	DCCSDS	0.000	3.803	5.071	5.071	5.071	19.016
Supported Accommodation for Young People (Australian Government)	DCCSDS	0.000	0.500	0.500	0.500	0.500	2.000
Participate in Prosperity (Queensland Government) ⁶	DCCSDS; Dept of Education, Training and Employment (DETE)	0.196	0.263	0.000	0.000	0.000	0.459
Assistance for people leaving child protection services, correctional and health facilities, to access and maintain stable, affordable housing – NPAH output 16d							

² Shaded areas represent the Queensland Government's matching funding. For the purposes of the Implementation Plan, initiatives have been identified against a single NPA output category, where they make their primary contribution. However, many initiatives may contribute to more than one output or performance measure.

³ Formerly Department of Communities (DoC), Queensland Health (QH), Department of Employment, Economic Development and Innovation (DEEDI), Department of Justice and Attorney General (JAG).

⁴ Formerly known as the Supportive Long Term Accommodation initiative

⁵ Dale Parker Place is a new initiative funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for Street to Home; HomeStay Support; and Homelessness Service System Planning. The reallocation of funds to this initiative was jointly approved by Commonwealth and Queensland Ministers.

⁶ This initiative is now complete.

Initiatives ² (incl funding source)	Agency ³	2008-09 \$m	2009-10 \$m	2010-11 \$m	2011-12 \$m	2012-13 \$m	Total \$m
Integrated Transitional Support Model and Offender Reintegration Support Service (Australian Government) ⁷	Dept of Community Safety (DCS)	0.000	0.350	1.220	1.570	2.860	6.000
Emergency Department Liaison (Australian Government)	QH	0.000	0.400	0.400	0.400	0.400	1.600
Supervised Community Accommodation ⁸ (Australian Government)	DCCSDS	0.000	0.281	1.345	1.310	1.363	4.299
Youth Housing and Reintegration Service – support, independent living units and community-managed youth studios (Australian Government)	DCCSDS	0.000	1.500	2.502	2.683	2.675	9.360
Young Adults Exiting from the Care of the State (Queensland Government)	DCCSDS	6.600	6.600	6.600	6.600	6.600	33.00
After Care Service – young adults exiting out of home care (Australian Government)	DCCSDS	0.000	1.000	1.000	1.000	1.000	4.000
Post Care Support – young adults with a disability exiting from the care of the state (Australian Government)	DCCSDS	0.000	1.500	1.500	1.500	1.500	6.000
Expansion of Resident Recovery Program (Australian Government)	DCCSDS	0.000	1.000	1.000	1.000	1.000	4.000
Housing and Support Program (Queensland Government)	DCCSDS	1.500	1.500	1.500	1.500	1.500	7.500
Youth Enterprises Partnership (Queensland Government)	DCCSDS	0.000	0.414	0.874	0.504	0.000	1.792
Bridging the Gap – throughcare support services for offenders with impaired cognitive functioning (Queensland Government) ⁹	DCS	0.000	0.210	0.530	0.620	0.000	1.360
Supported Independent Living Services for young people under Child Protection Orders (Queensland Government)	DCCSDS	3.137	3.137	3.137	0	0	9.411
Services to assist homeless people with mental health issues to secure and maintain stable accommodation– NPAH output 17c							
Young Persons Time Out House Initiative – community residential program (Queensland Government)	DCCSDS	0.000	2.159	2.159	2.306	0	6.624
Improvements in service coordination and provision – NPAH output 17e							

⁷ Funding for this initiative has been rephased as a result of implementation issues. The overall funding for the initiative is unchanged.

⁸ Formerly known as Youth Housing and Reintegration Service – supervised community accommodation

⁹ The total budget for the program was reduced from \$1.46m to \$1.36m as the result of initial implementation delays. The initiative is now complete.

Initiatives ² (incl funding source)	Agency ³	2008-09 \$m	2009-10 \$m	2010-11 \$m	2011-12 \$m	2012-13 \$m	Total \$m
Breaking the cycle of domestic and family violence in Rockhampton (Queensland Government) ¹⁰	DCCSDS	0.000	1.095	1.607	1.912	0.000	4.614
Rockhampton River to Home Service (Australian Government) ¹¹	DCCSDS	0.000	0.000	0.000	0.289	0.299	0.588
Queensland Ambulance Service Vulnerable Client Program (Queensland Government) ¹²	DCS	0.000	0.200	0.500	0.130	0.000	0.820
Homelessness service system planning and coordination: Non-government organisation coordination (Australian Government)	DCCSDS	0.000	0.652	0.869	0.869	0.869	3.259
Homelessness Information Management Program (Australian Government)	DCCSDS	0.000	1.717	1.717	1.717	1.717	6.868
Evaluation of New Homelessness Service Models and Reforms (Australian Government) ¹³	DCCSDS	0.000	0.059	0.116	0.399	1.055	1.629 ¹⁴
Homelessness Community Action Planning (Australian Government)	DCCSDS	0.000	0.200	0.200	0.200	0.200	0.800
Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so – NPAH output 17f							
Safety upgrades program (Queensland Government) ¹⁵	DCCSDS	0.000	0.440	0.220	0.540	0.000	1.200
Legal services provided to people who are homeless or at risk of homelessness as a result of legal issues – NPAH output 17k							
The Special Circumstances Court Diversion Program (Queensland Government)	Department of Justice and Attorney-General	1.230	1.300	1.300	0.000	0.000	3.830

¹⁰ The Queensland Government allocated additional funds for this initiative in the 2011-12 budget, which supported ongoing service delivery in 2011-12.

¹¹ Rockhampton River to Home Service is a new initiative funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for Street to Home; HomeStay Support; and Homelessness Service System Planning. The reallocation of funds to this initiative was jointly approved by Commonwealth and Queensland Ministers.

¹² Funding was rephased across financial years as a result of initial implementation delays. There is no change to the overall funding for the initiative.

¹³ The Evaluation of New Homelessness Service Models and Reforms is a new initiative funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for Street to Home; HomeStay Support; and Homelessness Service System Planning. The reallocation of funds to this initiative was jointly approved by Commonwealth and Queensland Ministers

¹⁴ Approval is being sought for deferral of \$0.240m to 2013-14 (for the Longitudinal Study on Client Outcomes/Cost Effectiveness Analysis and the evaluation of Brisbane Common Ground – the Brisbane Common Ground building was only tenanted in September 2012.

¹⁵ The Queensland Government allocated additional funds for this initiative in the 2011-12 budget, which supported ongoing service delivery in 2011-12.

Initiatives ² (incl funding source)	Agency ³	2008-09 \$m	2009-10 \$m	2010-11 \$m	2011-12 \$m	2012-13 \$m	Total \$m
Increased social housing and homelessness capital response							
Capital (Queensland Government)	DCCSDS	18.876	19.932	7.568	0.000	0.000	16.900 ¹⁶

Table 5: Annual expenditure for A Place to Call Home, Queensland

A Place to Call Home	Agency	2008-09 \$m	2009-10 \$m	2010-11 \$m	2011-12 \$m	2012-13 \$m	Total \$m
Australian Government Funding	DCCSDS	5.865	5.865	5.865	5.865	12.240	35.700
Queensland Government Funding	DCCSDS	5.658	6.176	6.828	7.864	19.999	46.525
Total		11.523	12.041	12.693	13.729	32.239	82.225

REPORTING ARRANGEMENTS

30. The State will provide annual reports to the Commonwealth to demonstrate its achievement of service delivery targets set out in Table 6.
31. A quarterly status report is also provided to the Australian Government. The information for the report is provided by the program managers responsible for each initiative across the Queensland Government.
32. Project reports will contain the following information:
 - a) a description of actual performance of the State in the period to date against performance targets (see Table 6 below) and initiative budgets;
 - b) promotional activities undertaken in relation to, and media coverage of, the initiatives during the reporting period;
 - c) a description of the work that will be undertaken to complete the remaining performance targets and any expected promotional opportunities during the next reporting period.

¹⁶ Commonwealth and Queensland Ministers agreed that up to \$16.9m in social housing capital expenditure could be included as matching commitment under the NPA on Homelessness. This is sourced from the Queensland Future Growth Fund (\$500m over 5 years from 2007-08), and comprised expenditure on the Community Managed Studio Unit program, which targets people who are homeless or at risk of homelessness. Actual expenditure under this item was greater than \$16.9m, but, for matching purposes, only \$16.9m is included as the total contribution of this program to Queensland's matching funds under the NPA on Homelessness.

Table 6: Service Delivery Targets for Initiatives under the National Partnership Agreement on Homelessness in Queensland (including A Place to Call Home)

Note: Targets marked in **RED** have been re-phased or reduced from the 2010 Implementation Plan

Initiatives ¹⁷	Unit of reporting	2008-09	2009-10	2010-11	2011-12	2012-13	Total
Street to home initiatives for chronic homeless people (rough sleepers) –output 16b¹⁸							
Common Ground Brisbane ¹⁹	No. people assisted	0	60	150	150	150	510
Street to Home	No. people assisted	0	180	720	840	840	2580
Homeless Health Outreach ²⁰	No. referrals	0	0	150	450	450	1050
Crisis accommodation enhancements	No. people assisted	3270	3270	3270	2181	2181	14172 (see Att A)
Dale Parker Place ²¹	No. people assisted	0	0	5	20	20	45
Support for private and public tenants to help sustain their tenancies –output 16c							
RentConnect	No. people assisted	0	1000	2100	2100	2100	7300
HomeStay Support	No. people assisted (closed support periods)	0	600	1200	1200	1200	4200
Supported Accommodation for Young People (Youth Foyer)	No. people assisted	0	22	22	22	22	88
Participate in Prosperity ²²	No. people assisted	75	75	0	0	0	150

¹⁷ Shaded areas represent the Queensland Government's matching funding

¹⁸ Initiatives are summarised under the relevant outputs from the multilateral National Partnership Agreement on Homelessness.

¹⁹ Formerly known as the Supportive Long Term Accommodation initiative

²⁰ Targets were rephased as a result of later than planned commencement of the Sunshine Coast HHOT and Logan HHOT, due to unanticipated recruitment difficulties. Rephased targets will be achieved through expansion of the Townsville HHOT and higher than anticipated service delivery in Sunshine Coast and Logan HHOTs (which are now fully operational).

²¹ This new initiative is funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for the following National Partnership Agreement on Homelessness initiatives: Street to Home; HomeStay Support; and Homelessness Service System Planning

²² The initiative is now completed.

Assistance for people leaving child protection services, correctional and health facilities, to access and maintain stable, affordable housing –output 16d							
Integrated Transitional Support Model	No. people assisted	0	2700	3300	3300	3300	12600
Offender Reintegration Support Service	No. people assisted	0	880	1250	1250	1250	4630
Emergency Department Liaison ²³	No. people assisted	0	120	120	430	430	1100
Supervised Community Accommodation ²⁴	No. people assisted	0	0	6-12	6-12	6-12	18-36
Youth Housing and Reintegration Service - independent living units	No. people assisted in independent living units	0	Up to 10	12-18	12-18	12-18	46-64
Youth Housing and Reintegration Service – support service & community-managed youth studios ²⁵	No. people supported	0	32	236	266	266	800
Young Adults Exiting from the Care of the State ²⁶	No. people assisted – cumulative ²⁷	90	266	295	364	399	399
After Care Service – young adults exiting out of home care	No. people assisted	0	0	133	244	244	621 (see Att A)
Post Care Support – young adults with a disability exiting from the care of the state	No. people assisted	0	99	197	268	294	886 (see Att A)
Expansion of Resident Recovery Program	No. people assisted	0	Up to 30	Up to 120	Up to 120	Up to 120	Up to 390
Housing and Support Program	No. people assisted (cumulative – all funding sources) ²⁸	160	190	214	214	214	214
Youth Enterprises Partnership ²⁹	Number of people assisted	0	10	40	20	0	70
Bridging the Gap – Throughcare Support Services for Offenders with Impaired Cognitive Functioning ³⁰	No. receiving case management pre release (no. receiving specialist post release support)	0	0	54 (25)	79 (34)	0	133 (59)
Supported Independent Living Services for young people under Child Protection Orders	No. people assisted	79	79	79	0	0	79 ³¹
Services to assist homeless people with mental health issues to secure and maintain stable accommodation–output 17c							
Young Persons Time Out House		0	50	100	100	0	250

²³ Targets not previously provided for this initiative, because the number of clients could not be accurately predicted prior to trialling of the service delivery model.

²⁴ Formerly known as Youth Housing and Reintegration Service – supervised community accommodation

²⁵ The contract with Kids Under Cover for the production youth studios has been terminated. This will not affect the number of people supported by the Youth Housing and Reintegration Service initiative, which is on track to more than meet its targets.

²⁶ Targets had not been previously set for this initiative, because the number of clients is driven by the level of nominations from Child Safety Services together with assessed eligibility for Disability Services and whether the individuals met the program access criteria. Targets are now set on the basis of established patterns of service delivery and estimated demand in 2012-13.

²⁷ Client targets are for the total program. Client totals are cumulative because clients receive long-term packages of support.

²⁸ All funding sources includes Queensland Government funding, NPA on Homelessness and other funding sources. The total figures represent cumulative, ongoing support delivered to existing clients and new support packages.

²⁹ Initiative is now complete.

³⁰ Targets were not previously set for this initiative. The service delivery targets set above were based on program demand and service capacity, as assessed through ongoing program monitoring. The initiative is now complete.

³¹ Client total is cumulative

Initiative – community residential program	No. people assisted						
Improvements in service coordination and provision – output 17e							
Breaking the cycle of domestic and family violence in Rockhampton	No. people referred to the initiative ³²	0	900	900	0	0	1800
Rockhampton River to Home Service ³³	No. people assisted	0	0	0	26	26	52
Queensland Ambulance Service Vulnerable Client Program ³⁴	No. paramedics or communications staff trained	0	229	875	259	0	1363
Homelessness service system planning and coordination	Not applicable						
Homelessness Information Management Program	Not applicable						
Evaluation of New Homelessness Service Models and Reforms ³⁵	Not applicable						
Homelessness Community Action Planning	Not applicable						
Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so – output 17f							
Safety Upgrades Program	No. people assisted	0	27	13	180 ³⁶	0	220
Legal services provided to people who are homeless or at risk of homelessness as a result of legal issues – output 17k							
The Special Circumstances Court Diversion Program	No. people referred to health, accom. or other services	321	291	246	77 ³⁷	n/a	935
Increased social housing and homelessness capital response							
Capital	New units of accommodation	157	147	125	0	0	429
A Place To Call Home							
	No. of dwellings purchased	22	30	35	31	25	143

33. Three new initiatives have been approved by Ministers since the 2010 Implementation Plan and are now included in the Implementation Plan:

- Dale Parker Place, Townsville
- Rockhampton River to Home Service, and
- Evaluation of New Homelessness Service Models and Reforms.

³² Annual reporting for this initiative includes reporting on number of clients referred by the Breaking the Cycle team for intensive case management or other support.

³³ The Rockhampton River to Home Service is a new NPA on Homelessness initiative. The service agreement is effective from 20 February 2012 to 30 June 2013. The initiative is funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for the following National Partnership Agreement on Homelessness initiatives: Street to Home; HomeStay Support; and Homelessness Service System Planning

³⁴ Targets were not previously set for this initiative. The service delivery targets set above were based on program demand and service capacity, as assessed through ongoing program monitoring. The initiative is now complete.

³⁵ This is a new NPA on Homelessness initiative. The initiative is funded through a proportion of underspent funds from the Expansion of the Resident Recovery Program in 2009-10 and forecast underspends for the following National Partnership Agreement on Homelessness initiatives: Street to Home; HomeStay Support; and Homelessness Service System Planning

³⁶ An increased target was set in 2011-12 to account for expanded client eligibility and as a result of the integrated and established nature of the services in their locations. The Queensland Government allocated additional funding for this initiative in the 2011-12 Queensland Budget.

³⁷ 2011-12 target is to December 2011 (funding for pilot program ended at that date).

34. Service delivery targets in Table 6 have been reduced for three initiatives compared to the 2010 Implementation Plan:
 - Crisis Accommodation Enhancements,
 - After Care Service, and
 - Post Care Support.
35. Reduction in targets were needed as a result of a range of implementation issues, as outlined in Attachment A. The reductions are more than balanced by increases in targets for other initiatives, increased service delivery from newly approved initiatives, or where targets have been significantly exceeded.
36. Service delivery targets were rephased for a fourth initiative, Homeless Health Outreach, with no change to the overall aggregate target over the period 2009-10 to 2012-13. This will be achieved through expansion of the initiative in Townsville and higher than anticipated service delivery in Sunshine Coast and Logan.
37. Service delivery targets have been set for the first time for 6 initiatives that did not previously have targets set against them for a range of reasons including that levels of demand and service capacity could not be accurately predicted prior to trialling of the service delivery models:
 - Emergency Department Liaison,
 - Young Adults Exiting from the Care of the State,
 - Bridging the Gap,
 - Queensland Ambulance Service Vulnerable Client Program,
 - Special Circumstances Court Diversion Program, and
 - Increased Social Housing and homelessness capital response
38. Evaluations of the Street to Home, Youth Housing and Reintegration Service, and Supervised Community Accommodation initiative have commenced. An evaluation of the Brisbane Common Ground initiative will commence shortly.
39. The evaluation of new service models under the NPA on Homelessness will provide a more robust evidence base for extending effective approaches across the service system. This will ensure a focus on successful service models that have been demonstrated to work effectively in reducing homelessness.
40. The final project report (incorporating evidence from a synthesis of findings from evaluation reports) is due within 60 Business Days of the completion of the NPA on Homelessness or termination of this Implementation Plan.
41. The final project report will be a stand-alone document that can be used for public information dissemination purposes regarding the NPA on Homelessness and must:
 - a) describe the conduct, benefits and outcomes of the NPA on Homelessness as a whole;
 - b) evaluate the NPA on Homelessness, including assessing the extent to which the objectives in this Implementation Plan has been achieved and explaining why any aspects were not achieved; and
 - c) include a discussion of any other matters relating to the NPA on Homelessness, which the Commonwealth notifies the State should be included in the final project report at least 30 days before it is due.

Rationale for re-phasing and reducing targets for three NPA on Homelessness initiatives

1. Crisis Accommodation Enhancements

Due to a range of factors the program area responsible requests approval for a revised target for the initiative. In the NPA on Homelessness (2010) Queensland Implementation Plan a target of 16350 people assisted through the service was established for the life of the agreement (2008-09 – 2012-13). This revised plan reduces the overall target from 16350 to 14172, a reduction of 2178 people assisted over the five year period. This revised target will require 3473 people to be assisted in the final year of the agreement.

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
IP 2012 Target	3270	3270	3270	2181	2181	14172-revised target
Actual	2167	2350	3155	3027	<i>3473 required to meet revised target</i>	14172
IP 2010 Target	3270	3270	3270	3270	3270	16350

The reasons for requesting approval for the revised target are:

- There has been an enhanced focus on Ozcare (the service provider) delivering case management services to clients based on a duration of need approach rather than duration of stay, thus lowering the actual numbers of people assisted;
- Several Ozcare services, including the Bundaberg Men's Hostel have been assessed as having vacant capacity for periods of the agreement, thus lowering the actual numbers of people assisted;
- Significantly, disaster events, including the 2010-11 floods and Cyclone Yasi in northern Queensland, impacted severely on meeting targets for people assisted due to the closure of some Ozcare services.

Risk Mitigation Strategies

Remedial action has been put in place to ensure that the revised target of 14172 will be achieved, including

- The development and implementation of local strategies to address the issue of vacancy capacity at the Bundaberg Men's Hostel.

2. After Care Service – Young Adults Exiting Out of Home Care

A revised target has been established for this initiative. In the NPA on Homelessness (2010) Queensland Implementation Plan a target of 695 people assisted through the service was established for the life of the agreement (2008-09 – 2012-13). This revised plan reduces the overall target from 695 to 621, a reduction of 74 people assisted over the five year period. This revised target will require 244 people to be assisted in the final year of the agreement.

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
IP 2012 Target	0	0	133	244	244	621- revised target
Actual	0	0	133	244	<i>244 required to meet revised target</i>	621
IP 2010 Target	0	20	225	225	225	695

The reason for requesting approval for the revised target centres on a low level of client referrals in the years 2009-10 and 2010-11. This was caused by:

- A lack of initial referrals and inadequate promotion of the service to the community services sector;
- Problems encountered engaging the client cohort post-state care;
- Problems encountered by the service in maintaining contact with eligible young people who have minimal contact with services;
- Difficulties arising as a result of the geographical challenges of Queensland, including the identification of suitable non-government organisations in remote areas; and
- The adoption of a communication strategy that did not adequately target the client group.

Risk Mitigation Strategies

Remedial action has been put in place to ensure that the revised target of 621 will be achieved, including:

- Potentially expanding the client group to include people aged 17-21 years;
- Improved and better targeted communication to engage potential clients;
- Creating new guidelines to enable easier administration of the After Care brokerage component of the service and to enable access by greater numbers of potential clients;
- Exploring the option of employing dedicated After Care officers to promote increased referral numbers; and
- The institution of regular stakeholder meetings.

Actual figures for 2011/12 suggest that the revised target will be achieved.

3. Post Care Support – Young Adults with a Disability Exiting from the Care of the State

Due to a range of factors the program area responsible requests approval for a revised target for the initiative. In the NPA on Homelessness (2010) Queensland Implementation Plan a target of 1200 people assisted through the service was established for the life of the agreement (2008-09 – 2012-13). This revised plan reduces the overall target from 1200 to 886, a reduction of 314 people assisted over the five year period. This revised target will require 294 people to be assisted in the final year of the agreement.

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
IP 2012 Target	0	99	197	268	294	886- revised target
Actual	0	99	197	268	<i>294 required to meet revised target</i>	886
IP 2010 Target	0	300	300	300	300	1200

The reasons for requesting approval for the revised target are:

- Significant delays in the establishment of the funded non-government provider component of the initiative;
- Problems experienced in identifying and engaging young people over 18 years that would benefit from the service; and
- Transition Officer positions remaining unfilled.

Risk Mitigation Strategies

Remedial action has been put in place to ensure that the revised target of 886 will be achieved, including:

- Maintaining 12 'in government' Transition Officer positions;
- Increasing the funded non-government service provider component by two positions (total 5 positions) enabling a wider geographical catchment for service provision.