

Queensland Implementation Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

PART 1: PRELIMINARIES

1. This Implementation Plan is a schedule to the National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective in the NPAH 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 the Homelessness White Paper targets 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 IMPLEMENTATION PLAN

3. This Implementation Plan will commence on 1 July 2013, provided it is agreed between the Commonwealth of Australia and the State of Queensland, represented by the Commonwealth and State Ministers with responsibility for homelessness.
4. As a schedule to the NPAH, the purpose of this Implementation 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 Implementation Plan will cease on completion or termination of the NPAH, including the acceptance of final performance reporting and processing of final payments.
6. This Implementation Plan may be varied by written agreement between the responsible Commonwealth and State Ministers under the overarching NPAH.
7. 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 the plan and its full implementation.

PART 3: STRATEGY FOR QUEENSLAND IMPLEMENTATION

Initiative information – Service Continuity

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

*No	**Initiative Title	Short description of Initiative	Service Provider/s, Program and/or Project for each Initiative	Output/s addressed (refer to Outputs in NP)
1	Common Ground Brisbane	This initiative is based on the Common Ground model, combining affordable housing with on-site support service that promotes tenancy sustainment and health and economic outcomes. The tenant mix includes people who are formerly homeless and those earning low incomes. The building includes 146 residential units. There is 24/7 on site support and a concierge service. The initiative aims to provide a safe and secure environment and develop a sustainable community for all residents.	Micah Projects Inc.	Output 16g - Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing
2	Street to Home	The key features of the Street to Home service model are assertive outreach teams (to provide support to move and settle into permanent	Tablelands Regional Council Australian Red Cross Society	Output 16h - Outreach programs to connect rough sleepers to long-term housing and health

		accommodation), immediate access to stable, long-term housing and wrap-around on-going support to resolve crisis and support clients to settle into long-term housing.	Mission Australia Micah Projects Inc. The Uniting Church in Australia (Q) – Blair Athol (Bryant Place Accommodation and Outreach Services) Street to Home Total	services
3	Homeless Health Outreach	The Homeless Health Outreach Teams provide 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. The Commonwealth funding supports expansion of the existing program to the Sunshine Coast and Logan regions	<i>Department of Health Commonwealth funded locations</i> - Logan - Sunshine Coast <i>Queensland Government funded locations:</i> - Gold Coast - Mt Isa	Output 16h - Outreach programs to connect rough sleepers to long-term housing and health services
4	Crisis Accommodation Enhancements	The funding enhancement of Ozcare's crisis accommodation services for single adults continues to achieve successful outcomes for clients and strengthen service delivery and improve case management support in each of the nine locations.	Ozcare (Crisis Accommodation Enhancements): South Brisbane, Rockhampton, Townsville (two services), Mackay, Mt Isa, Cairns, Bundaberg, Toowoomba.	Output 16h - Outreach programs to connect rough sleepers to long-term housing and health services
5	Dale Parker Place,	Medium term accommodation for	Yumba-Meta Housing	Output 16h- Outreach

	Townsville	people sleeping rough in inner city Townsville who present with high and complex needs relating to public intoxication and other significant health concerns. The initiative provides up to 20 units of transitional accommodation linked to case management support. This initiative was funded through Commonwealth NPAH funds until 30 June 2013. From 2013-14 it will be funded through Queensland Government funds.	Association Ltd (Townsville Temporary Accommodation Support Service)	programs to connect rough sleepers to long-term housing and health services
6	RentConnect	RentConnect assists eligible clients to secure and sustain housing in the private rental market. The RentConnect Advisory Service provides information, advice and referrals to assist people to find and secure a property in the private rental market. RentConnect Officers assist clients with advice on how to find a rental home, advice to better understand the rental application process, help with preparing a rental application, referrals to real estate agents and community services. RentConnect Tenancy Assistance allows RentConnect officers to work closely with eligible clients to identify tenancy issues, develop a Tenancy Plan and improve the client's ability to	<p><i>Department of Housing and Public Works Housing Service Centres</i></p> <p><i>9 Commonwealth funded locations: Buranda (Brisbane), Chermside (Brisbane), Fortitude Valley (Brisbane), Caboolture, Cairns, Robina (Gold Coast) Rockhampton, Townsville, Woodridge (Logan)</i></p> <p><i>6 Queensland Government funded locations: Ipswich,</i></p>	Output 16I- Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services

		maintain and sustain their tenancy in the future.	<i>Toowoomba, Sunshine Coast, Bundaberg, Capalaba and Mackay.</i>	
7	HomeStay Support	<p>HomeStay Support services assist people at risk of becoming homeless to maintain independent accommodation. Clients are supported to address social and financial issues which place their tenancies at risk. Services provide both early intervention and post-crisis support to assist clients to improve their social supports and connect to their families, friends and community.</p> <p>The HomeStay Support initiative builds on the success of the existing HomeStay Early Intervention Services for people living in social or private housing. The NPAH funding provides for expansion or establishment of 15 early intervention services, supporting people in private and public housing.</p>	<p>Lions Emergency Accommodation Centre Inc.</p> <p>Australian Red Cross Society (Townsville HomeStay Service)</p> <p>Wesley Mission Brisbane (Supporting Those At Risk of Homelessness – STARH)</p> <p>Australian Red Cross Society (HomeStay Support Brisbane North)</p> <p>Australian Red Cross Society (Toowoomba HomeStay Service)</p> <p>Tablelands Regional Council</p> <p>Community Accommodation and Support Agency Inc.</p> <p>Kyabra Community Association Inc.</p> <p>Centacare Townsville (Mt Isa Homestay Support)</p>	Output 16l- Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services

			<p>The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane – Centacare - Fraser Coast</p> <p>Pine Rivers Neighbourhood Association Inc.</p> <p>Micah Projects Inc.</p> <p>Ozcare (Rockhampton Homelessness Early Intervention Program)</p> <p>Anglicare North Queensland Ltd (Cairns HomeStay Support Service)</p> <p>Australian Red Cross (Ipswich Homestay Service)</p> <p>HomeStay Support Total</p>	
8	Supported Accommodation for Young People	This initiative provides supported accommodation for young people who are homeless or at risk of homelessness, where their homelessness is compromising their engagement in education and training. This initiative is based on elements from the Youth Foyer model and seeks to provide clients with stable accommodation and support	Wesley Mission Brisbane (Logan Youth Foyer Support Service)	16(d) - support services to young people aged 12 to 18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with

		<p>services, in the context of case management, in order to assist them to:</p> <ul style="list-style-type: none"> - achieve education or training outcomes - increase capacity for independent living - increase connectivity and sense of belonging within their local community - reconnect with family where appropriate - transition to independent accommodation. <p>Located at Woodridge and run by Wesley Mission for up to 22 young people including young people exiting care.</p>		<p>education and/or employment;</p>
9	<p>Integrated Transitional Support Model and Offender Reintegration Support Service</p>	<p>The Department of Community Safety is improving and expanding transitional planning for sentenced offenders who have high needs and are exiting custody from correctional centres across the State. Includes delivery of effective pre-release planning support and coordinated linkages with housing providers.</p> <p>Department of Community Safety directly runs these initiatives in correctional centres state-wide; and</p>	<p><i>Department of Community Safety (pre-release support)</i></p> <ul style="list-style-type: none"> • Lotus Glen Correctional Centre (post release support provided by Career Employment Australia) • Townsville Correctional Centre (post release support provided by 	<p>Output 16g - Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing</p>

		contracts NGOs to work with prisoners post-release to prevent homelessness	<p>Career Employment Australia)</p> <ul style="list-style-type: none"> • Capricornia Correctional Centre (post release support provided by Anglicare Central Queensland) • South East Queensland/Gold Coast and Wide Bay/Sunshine Coast regions (post release support provided by Mission Australia) 	
10	Emergency Department Liaison	The Department of Health is trialling Social Workers/Welfare Officers in emergency departments at the Royal Brisbane and Women's Hospital, Princess Alexandra Hospital, Gold Coast Hospital and Logan Hospital to identify and assist people who are homeless or at risk of homelessness to access community or family supports when leaving the emergency department.	<p><i>Four Queensland Hospitals:</i></p> <ul style="list-style-type: none"> • <i>Gold Coast Hospital and Health Service</i> • <i>Metro North Hospital and Health Service (Royal Brisbane Women's Hospital)</i> • <i>Metro South Hospital and Health Service (Princess Alexandra Hospital)</i> • <i>Metro South Hospital and Health</i> 	Output 16g - Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing

			<i>Service (Logan Hospital)</i>	
11	Supervised Community Accommodation	This pilot initiative supports young males, primarily those aged 16-18 years in Townsville who are exiting detention and who are at risk of homelessness. The initiative provides supervised accommodation 24 hours per day, seven days per week and support services for up to six months.	<i>Mission Australia (Supervised Community Accommodation Townsville)</i>	Output 16d - Support services to young people aged 12 to 18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment
12	Youth Housing and Reintegration Service (YHARS) and After Care Service	The Youth Housing and Reintegration Service (YHARS) is a support service to assist young people aged 12 to 20 years who are homeless or at risk of homelessness and are leaving out-of-home care or youth detention centres and/or living in a range of temporary, inadequate housing arrangements. Support is provided to transition to greater independence and stability. YHARS has been established in Townsville, Toowoomba, Rockhampton, Inala, Mount Isa and Hervey Bay. Accommodation is	<i>Australian Red Cross Society (YHARS Hervey Bay / Maryborough)</i> <i>Australian Red Cross Society (YHARS Toowoomba)</i> <i>Queensland Youth Services Inc (YHARS Townsville)</i> <i>Marsden Education Association Inc (YHARS Inala)</i> <i>Young People Ahead Inc (YHARS Mt Isa)</i> <i>Capricornia Training</i>	Output 16d - Support services to young people aged 12 to 18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment

		<p>provided to YHARS clients through a range of options including independent living units provided through the social housing portfolio.</p> <p>After Care funding has been consolidated with YHARS. After Care provides brokerage of up to \$3500 per annum per young person who is exiting care aged between 17 to 21 years to meet costs associated with establishing and maintaining independent living skills and accommodation. Funds can be used to purchase case management where free to access services are not available.</p>	<p><i>Company Ltd (YHARS Rockhampton)</i></p> <p>YHARS/After Care Total</p>	
13	Young Adults Exiting from the Care of the State (YACS)	<p>Through this initiative young people with a disability, eligible for Disability Services specialist disability supports, are provided with supports to assist in meeting their assessed needs following their exit from state care. Young people are assisted to participate in their community and develop and maintain community living arrangements.</p>	Department of Communities, Child Safety and Disability Services	Output 16g - Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing
14	Post Care Support – young adults with a disability exiting from the care of the	<p>This initiative provides a continuum of care to young people with a disability who are turning 18 years of age and who are exiting from the care of the</p>	Department of Communities, Child Safety and Disability Services	Output 16d - Support services to young people aged 12 to 18 years who are homeless or at risk

	state	State to community-based living and independent adult life. Support services are provided to young people from 15 – 25 years and include access to appropriate housing, links to specialist disability services, mental health and general health, counselling services, and universal and community services when required. Transition officers work directly with young people to develop independent living skills, provide assistance with behaviour support, link to employment activities and help facilitate and maintain ongoing support that is appropriate to the young person's needs. Delivered directly by the department and by NGOs.	<i>OPEN MINDS AUSTRALIA (TRANSITION AND POST CARE SUPPORT PROGRAM)</i>	of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment
			<i>COMMUNITY LIVING ASSOCIATION (TRANSITIONS FROM CARE)</i>	
			Post Care Support Total	
15	Expansion of Resident Recovery Program	The Resident Recovery Program assists people with a mental illness to break the cycle of moving between acute care, hostels, boarding houses and homelessness. The program provides individualised, flexible and responsive support for adults who are 18 years and over, who have moderate to severe mental illness and are about to be discharged from an inpatient mental health care facility to boarding house or hostel accommodation. The program provides short to medium-	<i>SALVATION ARMY (RESIDENT RECOVERY PROGRAM)</i>	Output 16c - Support services to assist homeless people with mental health issues to secure or maintain stable accommodation.
			<i>FSG AUSTRALIA (RESIDENT RECOVERY PROGRAM)</i>	
			<i>OZCARE (RESIDENT RECOVERY PROGRAM, TOOWOOMBA)</i>	
			Resident Recovery Program Expansion Total	

		<p>term supports to people who are being actively case managed while living in boarding house or hostel accommodation, or when they move into a home of their own. 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.</p> <p>Community Mental Health operates this service to assist up to 100 homeless people with mental illness to remain housed</p> <p>NPAH funding supports the expansion of this program.</p>		
16	Housing and Support Program	<p>The Housing and Support Program assists people with psychiatric disabilities to live in the community. Support services focus on a recovery-oriented model to include social housing, clinical and non-clinical support provided by non-government service providers.</p>	Department of Health	Output 16c - Support services to assist homeless people with mental health issues to secure or maintain stable accommodation.
17	Supported Independent Living	Supported Independent Living Services for young people under Child	Department of Communities, Child	Support services to young people aged 12 to

	Services for young people under Child Protection Orders	Protection Orders provide out-of-home care for young people aged 15 to 17 years who are subject to statutory intervention and unable to live at home because of abuse or neglect. Supported independent living services are provided to young people in residential premises by paid or contracted workers and/or volunteers. Services provide individual or small group living and are most suited to young people in the 15 to 17 year age range with moderate to complex needs who are in the process of transitioning to independent living. Supported independent living service workers generally do not live in the premises and mostly provide external support through regular visiting.	Safety and Disability Services	18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment – output 16d
18	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.	<i>Central Queensland Indigenous Development Inc.</i>	Output 16h - Outreach programs to connect rough sleepers to long-term housing and health services

19	Homelessness service system planning and coordination: Non-government organisation coordination	This initiative funded the establishment of regional NGO coordinators to facilitate the development of Homelessness Community Action Plans (HCAPs). HCAPs engaged all levels of government, business, the non-government sector and the community to identify local priorities and develop local actions for reducing homelessness. Non-government and Government coordinators have led the local homelessness community action planning process.	<i>Qld Council of Social Service</i>	Output 16e - Improvements in service coordination and provision
20	Homelessness Information Management Program	The Department of Communities is planning, testing and developing Homelessness Information Management Systems which include a common homelessness assessment and referral tool and a vacancy capacity management system aimed at improving client pathways into and through the homelessness service system. Development of a common homelessness assessment and referral tool to establish the housing and support needs of clients will enable an holistic assessment of the client and ensure that they only have to tell their story once. Access to homelessness services and client pathways through	Department of Communities, Child Safety and Disability Services	Output 16e - Improvements in service coordination and provision

		<p>the homelessness service system will be improved through the implementation of vacancy capacity management system. This system will deliver a register of non-accommodation and accommodation services to enable sector wide visibility of resources to assist people who are experiencing homelessness. The Vacancy and Capacity Management System will provide a level of operational information not previously available to the sector detailing resource types, availability and capacity in real time, improving client access to and pathways through the homelessness service system.</p>		
21	Evaluation of New Homelessness Service Models and Reforms	Evaluation of key NPAH initiatives	Department of Communities, Child Safety and Disability Services	Output 16e - Improvements in service coordination and provision
22	Homelessness Community Action Planning	This initiative involved the establishment of a Homelessness Community Action Planning Officer position to develop a best practice methodology for a framework to facilitate community-wide planning to reduce homelessness. Non-government and Government coordinators have led the local homelessness community action	Department of Communities, Child Safety and Disability Services	Output 16e - Improvements in service coordination and provision

		planning process, using a framework and tools developed by the Homelessness Community Action Planner.		
23	Safety upgrades program	Safety Upgrades services enable victims of domestic and family violence to remain in their homes where it is safe to do so by upgrading the security of the property. The program is available to victims of domestic and family violence who have a domestic violence order that includes an ouster condition requiring the perpetrator of the violence to vacate the family home, or for those who may not have this particular condition on an order, but would otherwise benefit from a safety upgrade supporting the client to remain safely in their home.	Department of Communities, Child Safety and Disability Services	Output 16f - Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so

***Nine initiatives that were previously funded under the NPA on Homelessness are no longer operational: their NPAH funding or matching commitment ended as planned in the previous NPAH implementation plan. The initiatives that have ended are: Participate in Prosperity, Youth Enterprises Partnership, Bridging the Gap, Young Persons Time Out House Initiative, Breaking the cycle of domestic violence in Rockhampton, Queensland Ambulance Service Vulnerable Client Program, Special Circumstances Court Diversion Program, Capital Funding and A Place to Call Home (to end on 30 June 2013).**

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

Development Fund

8. [Note: Detail on successful bids will be provided at Attachment A.]

Reform Directions

9. The investment under the transitional NPAH will continue the reform directions undertaken by the Queensland Government during the previous NPAH.
10. This includes the development of a whole of community response to homelessness through the development of Homelessness Community Action Plans.
11. The Homelessness Community Action Planning initiative contributes to reform by facilitating increased coordination and collaboration at the local level between complementary services, improved local case coordination of clients with complex needs and the refinement of referral pathways in each location.
12. It also includes the implementation of program development initiatives such as the introduction of a Vacancy Capacity Management System and Common Homelessness Assessment and Referral Tool for specialist homelessness services.
13. The transitional NPAH will also support the reform directions to be outlined in the Queensland Homelessness to Housing Strategy. The Strategy is an action item in the Queensland Government Six Month Action Plan (January – June 2013) and will be released when endorsed by the Queensland Government. This Implementation Plan will be updated with details of reform directions in the Strategy following its release.
14. These reforms tie to the broader Queensland Government service reforms, including increased contestability, program rationalisation, red tape reduction, more integrated and cost-effective delivery methods, performance based contracting and improved partnering with non-government organisations to enhance front line services delivered to vulnerable Queenslanders.

Specialist Homelessness Services Quality System

15. Queensland's Human Services Quality Framework (HSQF) will enable Queensland services to meet a level of quality equal or greater than required by any level of the proposed National Quality Framework for Homelessness. The HSQF commenced in February 2013 and includes the following standards with detailed indicators:
 - Governance and management
 - Service Access
 - Responding to individual need
 - Safety, well-being and rights
 - Feedback, complaints and appeals
 - Human resources
16. Under the HSQF, complaints will be managed through departmental complaints mechanisms, the Queensland ombudsman and the Queensland Civil and Administrative Tribunal.

Tenant Advice and Advocacy Services

17. Tenancy support, advice and advocacy are among the services provided by several NPAH funded initiatives. Further support is provided by the Residential Tenancies Authority, and by Community Legal Centres.
18. HomeStay Support services are required to provide information, advice and referrals to clients about available housing options and tenancy information, and to advocate on behalf of clients to Real Estate Property Managers and/or other relevant agencies or authorities.
19. RentConnect provides clients with a range of assistance to find, secure and sustain a home to rent in the private market. This can include information and/or advice, proactive involvement in preparing rental applications forms, direct contact with real estate agents and other agencies (e.g. Centrelink) on behalf of a client or linking clients to local support networks to assist them in successfully managing their private rental tenancy.
20. The Residential Tenancies Authority (RTA) services include public and private tenant access to printed and online information, as well as personalised information on tenancy matters via the call centre, and a free dispute resolution service to help resolve tenancy disagreements between tenants and lessors and/or agents, thereby reducing the need for applications to the Queensland Civil and Administrative Tribunal.
21. The Queensland Government contributes funding to 39 Community Legal Centres throughout Queensland to deliver a range of general and specialist legal services, including services in relation to tenancy matters. Assistance is generally free.

Estimated costs

22. The maximum financial contribution to be provided by the Commonwealth to the jurisdiction is \$27.893 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.
23. The Queensland Government matched funding is \$27.893 million.

Risk management

24. 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. This risk management plan does not need to be provided to the Commonwealth.
25. Risk analysis was undertaken at the strategic, operational and project levels when NPAH initiatives were established, in accordance with departmental risk management guidelines, including identification of risks, analysis of impact, development of appropriate risk treatments and periodic review.
26. A risk assessment for Development Fund projects has been developed and provided to the Commonwealth.

Relevant State Context

27. In developing this Implementation Plan consideration has been given to the Queensland state context. Key factors that have influenced the proposed direction are outlined below.

28. The 2011 Census data indicates the challenges facing government, the community and individuals to significantly reduce homelessness. Of the 19,858 homelessness Queenslanders at the time of the census:
- 1,584 (8 per cent) were sleeping rough, with most of these people in regional Queensland
 - 40 per cent approximately were women
 - 40 per cent approximately were under 24 years
 - about one in four was an Indigenous person
 - almost one in three was living in severely overcrowded premises
29. In Queensland from 2006 to 2011¹ there was a 5 per cent reduction in the overall rate of homelessness, a 21.8 per cent decrease in the number of rough sleepers and a 13 per cent decrease in the number of couch surfers. The rate of Indigenous homelessness fell by 17% and the number of Indigenous rough sleepers decreased by 29%.
30. However during this period, the number of homeless people increased in Queensland from 18,856 to 19,316, or by 5 per cent.
31. Nationally, the number of homeless people in Australia rose by 17 per cent, which suggests that the growth in the number of homeless people in Queensland is less than the national average².

Sign off

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

Signature

Date

The Hon Tracy Davis MP

Signature

Date

The Hon Julie Collins MP

25/7/13

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

² COAG Reform Council, 2013, Homelessness 2011-2012, Comparing Performance Across Australia

DEVELOPMENT FUND PROJECTS

Pathways from homelessness to long term accommodation in South East Queensland

Description of Project

1. Delivery of six buildings (comprising 61 units/apartments including 102 bedrooms) to provide long term accommodation options for clients of specialist homelessness services, including young people exiting care of the state, rough sleepers and women experiencing domestic violence.
2. The project is consistent with the objectives, outcomes and outputs of the transitional National Partnership Agreement on Homelessness. It will deliver improved pathways from homelessness into stable accommodation for clients of existing NPAH initiatives (in particular the Youth Housing and Reintegration Service (YHARS), Street to Home and services for women escaping domestic and family violence). Tenants will be referred and supported in the development fund project properties by existing service providers that are delivering service models consistent with NPAH approaches.
3. The properties will increase the long term sustainable housing options for clients of these services, and support will be delivered by the services to assist clients to settle into stable long term accommodation.
4. Each of the proposed properties will be supported by NPAH and specialist homelessness service providers that specifically target young people, rough sleepers and families as identified under NPAH Clause 14c. Indigenous people are significantly over represented among the clients of these services.
5. In addition to the \$8.94 million contribution for land and capital works, Queensland is providing for the ongoing costs of the project, including:
 - Ongoing property and tenancy management costs for properties – either directly by the Department of Housing and Public Works or transferred to a non-government social housing provider;
 - Service delivery support costs included in Queensland's base funding for homelessness services, including for ongoing support costs beyond 2013-14.
6. The table below provides information on the location, tenant capacity, and target group for each Development Fund property.

SUBURB	YIELD	TARGET GROUP
Holland Park	8 X 2 bedroom apartments	Rough sleepers
Holland Park	6 x 2 bedroom apartments	Rough sleepers
Mt Gravatt	10 x 2 bedroom apartments	Rough sleepers
Newtown	12 x 2 bedroom apartments	Youth
Redcliffe	12 x 1 bedroom apartments ; 5 x 2 bedroom apartments	Families, including women and children escaping domestic violence; and rough sleepers
Inala	8 x 1 bedroom apartments	Youth

Young people exiting the care of the state

7. The project will increase the stock available to provide a transition to greater independence and stability for clients of the Youth Housing and Reintegration Service (YHARS) and will support exits from homelessness into long term and sustainable housing.
8. Development fund properties in Newtown, Toowoomba (12 x 2 bedroom units) and Inala (8 x 1 bedroom units) will be supported by the YHARS, which is a support service to assist young people aged 12 to 20 years who are homeless or at risk of homelessness and are leaving out-of-home care or youth detention centres and/or living in a range of temporary, inadequate housing arrangements. Support is provided to transition to greater independence and stability.
9. Tenancy and property management of the properties will be provided by the Department of Housing and Public Works or an appropriate Community Housing Provider.
10. YHARS clients placed in the development fund properties will have access to assistance through YHARS brokerage funds to meet costs associated with establishing and maintaining independent living skills and accommodation.
11. YHARS will assist clients to maintain tenancies through individual case management and support to develop independent living skills.
12. The development fund projects will fill significant gaps in the current delivery of accommodation to YHARS clients in two locations (Toowoomba in South West Queensland, and Inala in South West Brisbane).

13. Accommodation is currently available to YHARS clients through a range of options including independent living units provided through the social housing portfolio. This project will boost accommodation options and help address unmet demand from youth support services.
14. Support will be provided through appropriate homelessness service providers to be procured prior to the completion of the properties in Toowoomba, which is a large regional centre to the West of Brisbane and in Inala, located in South-West Brisbane.

Rough sleepers

15. The proposal will increase the stock available to provide immediate access to stable, long-term housing for Street to Home clients and unblock pathways for rough sleepers into stable housing.
16. A total of 24 x 2 bedroom properties in Holland Park (14 x 2 bedroom units) and Mt Gravatt (10 x 2 bedroom units) will be supported by Street to Home services. The key features of the Street to Home service model are assertive outreach, immediate access to stable, long-term housing, and support to resolve crisis, maintain a tenancy, attain independence and engage with work, education or employment where appropriate.
17. Tenancy and property management of the properties will be provided by the Department of Housing and Public Works or an appropriate Community Housing Provider.
18. Support will be provided through an appropriate homelessness service provider to be procured prior to the completion of the properties in Holland Park and Mt Gravatt..

Women escaping domestic violence

19. Specialist Homelessness Services that provide support for families and women with children report a shortage of appropriate and affordable housing to provide exit points for their clients. Provision of targeted accommodation options will result in improved transition to independent accommodation and exits from homelessness to long term and sustainable housing.
20. The development fund property in Redcliffe, comprised of 5 x 2 bedroom and 12 x 1 bedroom units, will provide support to families, including women and children experiencing domestic violence; and rough sleepers, and will support exits into long term sustainable housing. Support will be provided through a new specialist homelessness service to be procured prior to completion of the property. The support provider will work with tenants to help them stabilise and sustain their tenancies.
21. Tenancy and property management of the properties will be provided by the Department of Housing and Public Works or an appropriate Community Housing Provider.
22. The proposed development fund initiatives would boost the supply of housing options in Brisbane's northern suburbs, including larger housing, for crisis response to families who are homeless, escaping domestic or family violence and sleeping rough.

Selection Criteria

23. This section provides a description of how the project meets the selection criteria provided in Schedule A of the NPAH:

Selection Criteria	Queensland Development Fund Projects
States must match the Commonwealth contribution.	The total capital value of the six capital projects is \$17.88m, with equal commonwealth and state contributions to this cost: Commonwealth funds will comprise \$8.94m for capital works in 13-14; State matching will be \$8.94m (comprising \$3.750m land; \$1.147m capital works in 12-13; \$4.047m capital works in 13-14)
Project is already in development and/or substantial progress is able to be achieved within the life of this Agreement.	Planning for all six capital projects has commenced. Three projects are scheduled to be completed by end June 2014, two projects substantially completed by June 2014, with practical completion due by end July and end September 2014. The sixth project is scheduled for commencement on site by end June 2014. (Refer Table 1). Services will be operational at each site following practical completion.
Projects that help support individuals 'exit' homelessness into long-term and sustainable housing with necessary support.	All Development Fund properties will have support arrangements in place for clients. The support needs of some clients entering the properties will taper off over time while others will continue to have an ongoing high level of need. Support providers who support clients in these properties will be expected to continue to provide the level of support the client needs and for as long as they need it. If the clients move on from these properties, support providers will be expected to ensure that these clients have ongoing support arrangements where required.
Supportive housing programs targeted to highly vulnerable groups particularly chronic rough sleepers, Indigenous Australians, young people leaving care or detention or women and children experiencing domestic violence	Tenants in each of the development fund properties will be supported by homelessness service providers that specifically target: <ul style="list-style-type: none"> • young people who are leaving out of home care or youth detention, and/or living in temporary, inadequate housing arrangements (2 projects: Toowoomba and Inala), • Street to Home clients who are predominantly people who are rough sleeping or experiencing chronic homelessness. Indigenous people are over-represented among the Street to Home target group. (3 projects: Holland Park and Mt Gravatt) and • Women experiencing domestic violence, families and women with children and rough sleepers (1 project: Redcliffe).
Demonstrated capacity to deliver, and ability to effectively manage implementation risks	Planning for the identified projects has already commenced, and risks will be managed through the normal capital works planning process of the Department of Housing and Public Works.
Commitment to support ongoing service delivery once the capital project has been delivered.	Sustainability will be provided by partnering with identified NPAH and specialist homelessness service providers to ensure that tenants of each property are referred to and supported by the identified service providers. In the longer term, support services will be available to support tenants regardless of

	<p>whether particular NPAH services are funded in the future.</p> <p>The Queensland Government is developing a range of reforms to NGO specialist homelessness service systems that will result in improved service infrastructure for long term supported and sustainable housing for people experiencing homelessness and ongoing delivery of support once the capital project has been delivered. More specifically, the reforms are aimed at developing stronger and better integrated “one stop shop” housing and support services (as a lead to the rest of the service system), promote the formation of partnerships between providers of housing and support, and better integration of housing and support services leading to more permanent exits from homelessness.</p>
Cost effectiveness/value for money	The average cost across all six projects is \$0.293m per unit of accommodation (i.e. \$17.887m / 61 apartments).
Timely implementation	Projects can be substantially delivered within the life of this Agreement, as outlined in the milestones below.

Milestones

24. **Table 1: Development Fund Milestones for Project** sets out the milestones of the project and the dates they will be achieved. Milestone reports for the project are required by 31 January 2014 and 31 May 2014

Milestone	Holland Park	Holland Park	Mount Gravatt	Newtown (Toowoomba) (D&C* Project)	Redcliffe (D&C* Project)	Inala (D&C* Project)
Planning Approval	18/02/11	14/09/09	29/04/13	14/04/13	TBA	TBA
Tender Called	06/03/13	13/05/13	20/05/13	16/05/13	15/05/13	15/05/13
Contract Awarded	Approval to issue LOA 02/08/13	28/06/13	28/06/13	28/06/13	06/08/13	28/06/13
Commencement on Site (D&C* Project)	05/08/13 (actual)	28/06/13 (actual)	28/06/13 (actual)	11/10/13 (forecast – subject to change)		
First Report to Commonwealth due 31 January 2014 Status of Projects	Estimated Stage of Commencement on Site at 31 January 2104 (subject to project delays and based on builder's constructions schedule)					
	<ul style="list-style-type: none"> – Upper floor internal wall framing being erected – Ground floor services rough-in underway 	<ul style="list-style-type: none"> – Internal finishes underway – External finishes underway 	<ul style="list-style-type: none"> – 1st floor slabs being poured – Lower floor internal wall framing being erected – Ground floor services rough-in underway 	<ul style="list-style-type: none"> – Upper floor framing & block work completed (units 1-4) – 1st floor slab poured (units 5-8) 	<ul style="list-style-type: none"> – Approximately 4 weeks from completing the 16 week town planning approval process 	<ul style="list-style-type: none"> – Town planning approval process completed – Construction documentation underway
Commencement on site						19/2/14 (forecast –

Milestone	Holland Park	Holland Park	Mount Gravatt	Newtown (Toowoomba) (D&C* Project)	Redcliffe (D&C* Project)	Inala (D&C* Project)
(D&C* Project)						subject to change)
Practical Completion	11/04/14 (forecast – subject to change)	20/03/14 (forecast – subject to change)				
Final Report to Commonwealth due 31 May 2014 Status of Projects for Final Agreed Milestones	– Handover of property - homelessness service and property/tenancy management service (forecast – subject to change based on practical completion date)	– Handover of property - homelessness service and property/tenancy management service (forecast – subject to change based on practical completion date)	– Roof on building – 1st floor framing and lining underway	– Construction of units completed – External works underway	– Approximately 3 weeks from start of construction. – Commencement on site 20/06/2014 (forecast - subject to change)	– In-ground services completed – Ground floor slab and block work underway
Practical Completion			31/07/14 (forecast – subject to change)	10/06/14 (forecast – subject to change)	12/01/15 (forecast – subject to change)	30/09/2014 (forecast – subject to change)

D&C = Document and Construct. Tender based on the developed design and contractor is responsible for documentation and construction. This results in a delay period between awarding of contract and construction commencing on site.

The Queensland and Commonwealth Governments agree that the final agreed milestones for the Capital Fund Development Project for the purposes of final reporting to the Commonwealth on the Capital Development Fund and for the release of the final 60% payment to Queensland are the agreed milestones for the 31 May 2014 report as set out in the above table.