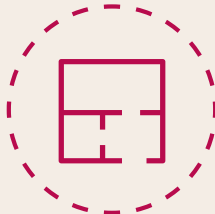
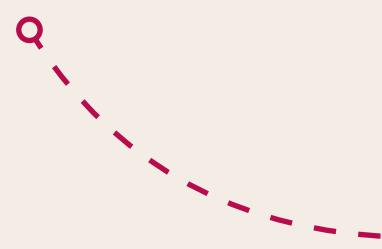


Partnering for inclusive housing

with Queenslanders
with disability 2024–2027





Partnering for inclusive housing with Queenslanders with disability 2024-2027

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Interpreter



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Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work, and the continuation of diverse cultural practices and knowledge systems of Aboriginal and Torres Strait Islander peoples.

We acknowledge that Aboriginal and Torres Strait Islander self-determination is a human right, as enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples* and the *Queensland Human Rights Act 2019*. We know that self-determination is a key factor in improving health and social outcomes of First Nations people with disability.

Social model of disability

People with disability can face multiple forms of discrimination, which can lead to social exclusion and isolation.

We adopt the social model of disability, which recognises people are disabled by barriers in society, not by their impairment or difference.

The social model helps us recognise barriers that make life more complicated for people with disability. Removing these barriers creates equality and offers people with disability more independence, choice and control.

Everyone's experience is different

There is a broad diversity of people in the disability community – people with disability are not all the same. We acknowledge that not all disability is visible or obvious to others. We recognise that many people's experiences as a person with disability are intersectional and can be shaped by their age, sex, culture, nationality, religion, sexual orientation or gender identity.

It is important to respect individual preferences, acknowledging that some people prefer to be referred to as a 'person with disability' and others prefer 'disabled person'. No single form of words captures the broad spectrum of the community, and our approach will always be informed by how the person prefers to identify.

We understand that there is often no word for 'disability' in First Nations languages. We know that differences in language and understanding of 'disability' can create barriers for First Nations peoples with disability in accessing and receiving the disability supports and housing assistance they need. This plan does not intend to exclude anyone with the language used.

A range of formats

This plan will be published in a range of accessible formats, including Easy English, Auslan video and audio files. These will be found on the Queensland Government website. The plan can also be made available in Braille, on request.

Ministers' message

Queenslanders with disability will have a greater say in where and how they live as part of a four-year State Government housing plan. An integral part of the *Homes for Queenslanders* long-term housing plan, *Partnering for inclusive housing with Queenslanders with disability 2024-2027* (Partnering for inclusive housing) is an important body of work for our government, and our state. It outlines the Queensland Government's commitment to strengthen partnerships with people with lived experience of disability, peak bodies, and housing, homelessness and disability service sectors to improve housing outcomes for people with disability.

Backed by a \$55.9 million investment, Partnering for inclusive housing brings together a suite of actions that can only be achieved by working together.

Currently many Queenslanders are doing it tough, especially when it comes to securing a home that meets their needs. The Queensland Government is taking urgent steps to respond, with the launch of *Homes for Queenslanders*, a whole of system plan to fast-track one million new homes by 2046.

A well-designed home in the right location is essential to foster independent living, increase community connection and allow the potential of people with disability to flourish. It is vital that investment in housing for people with disability is driven by their housing needs and preferences.

For people with disability, having choice about where they live and with whom they live, requires a range of affordable housing options and living arrangements, including (but not limited to) social housing, private rental and home ownership. People with disability should have the same choices as people without disability.

We acknowledge the work of Queenslanders with Disability Network (QDN) and their housing champions in leading an informative co-design process with key stakeholders, which was vital to informing this plan. We are committed to true co-design and this plan has been informed by the ideas generated through co-design workshops. What people told us is detailed in the companion document, *Our co-design journey: people with disability told us what home means for them*.

It is vital that we have people with disability at the table to help make decisions that will affect them. Co-design is central to this plan and its delivery.



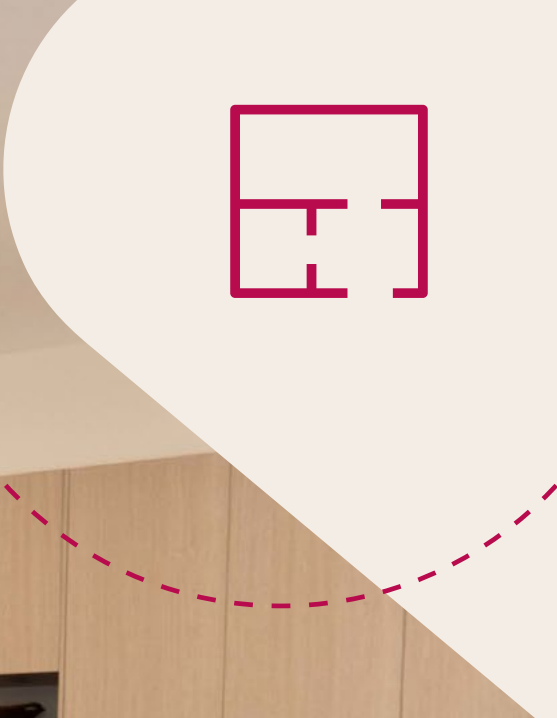
The Hon. Meaghan Scanlon MP

Minister for Housing, Local Government and Planning and Minister for Public Works



The Hon. Charis Mullen MP

Minister for Child Safety, Minister for Seniors and Disability Services and Minister for Multicultural Affairs



Introduction

Partnering for inclusive housing demonstrates the Queensland Government’s commitment to inclusive, accessible and well-designed homes for people with disability. There is nothing more important than having a place to call home. For people with disability this means having somewhere to live independently, where they can exercise their rights, choice and control over where, how and with whom they live. Somewhere that is safe, where they are known and included in the community and can live free from violence, abuse, neglect and exploitation.

Partnering for inclusive housing is underpinned by the housing principles for inclusive communities of rights, choice, control and inclusion and a Human Rights-based approach that aligns with international, national and state disability legislation, strategies and policies. The four principles are based on the lived experience and aspirations of people with disability. They are informed by the *United Nations Convention on the Rights of Persons with Disabilities* (CRPD) and are compatible with the rights protected by the *Human Rights Act 2019 (Qld)*.

Nothing about us without us

People matter and are at the heart of what we do. We are committed to co-creating inclusive housing responses that reflect the voices and experiences of people with disability.

Co-design is central to the successful development and delivery of this plan.

In 2022, Queensland Disability Network (QDN) led a co-design process to inform Partnering for inclusive housing. Through two co-design workshops, with approximately 60 attendees that included people with disability, housing, First Nations and community sectors, industry, government agency representatives including from the Offices of the Public Advocate and Public Guardian, the five pillars of this plan were formed:



1. Integrated pathways into suitable housing



2. Maximised accessible and sustainable housing options



3. Better access into the private housing market



4. Strong safeguards for people with disability in residential services



5. Enhanced crisis and emergency accommodation responses

A strong message that came through in our co-design journey is that people with lived experience of disability have a voice in the planning, design, implementation and evaluation of matters that impact their home and life.

Establishing a new Expert Disability Housing Advisory Panel

The Panel will be led by people with lived experience of disability, including First Nations people with disability. It will provide advice on implementing Partnering for inclusive housing and other housing priorities.

A summary of what people with disability told us through co-design is detailed in the companion document, *Our co-design journey: what 'home' means to people with disability*. The two plans are intrinsically linked and benefit from being read together.

People with disability told us what they want, and we listened

A home that is safe, affordable and useable is fundamental for people with disability to have a good life. Living in a suitable home that meets their needs is the foundation for good health, steady employment and education and feeling included in everyday home and community life.

However, many people with disability experience barriers due to a lack of suitable housing options and challenges with accessing and navigating service systems. People with disability are more likely to experience homelessness, poverty, housing stress, or live in insecure housing. They also face difficulties accessing the private rental market and are under-represented in home ownership. People with disability are also at increased risk of domestic, family and sexual violence.

Like many jurisdictions in Australia and internationally, Queensland is impacted by increasing housing affordability and supply challenges. This has been influenced by the ongoing effects of the COVID-19 pandemic, increases in rental and house sale prices, interest rates, population growth and severe weather events. This is made worse by critical building materials and skills shortages across the construction industry. People with disability in regional, rural and remote areas face significant market gaps due to fewer builders and higher construction costs; coupled with a lack of essential allied health and disability support workers in these areas.

Where we fit in the housing conversation

People with disability are among the Queenslanders most affected by ongoing housing pressures. We know that one in five Queenslanders has a disability.

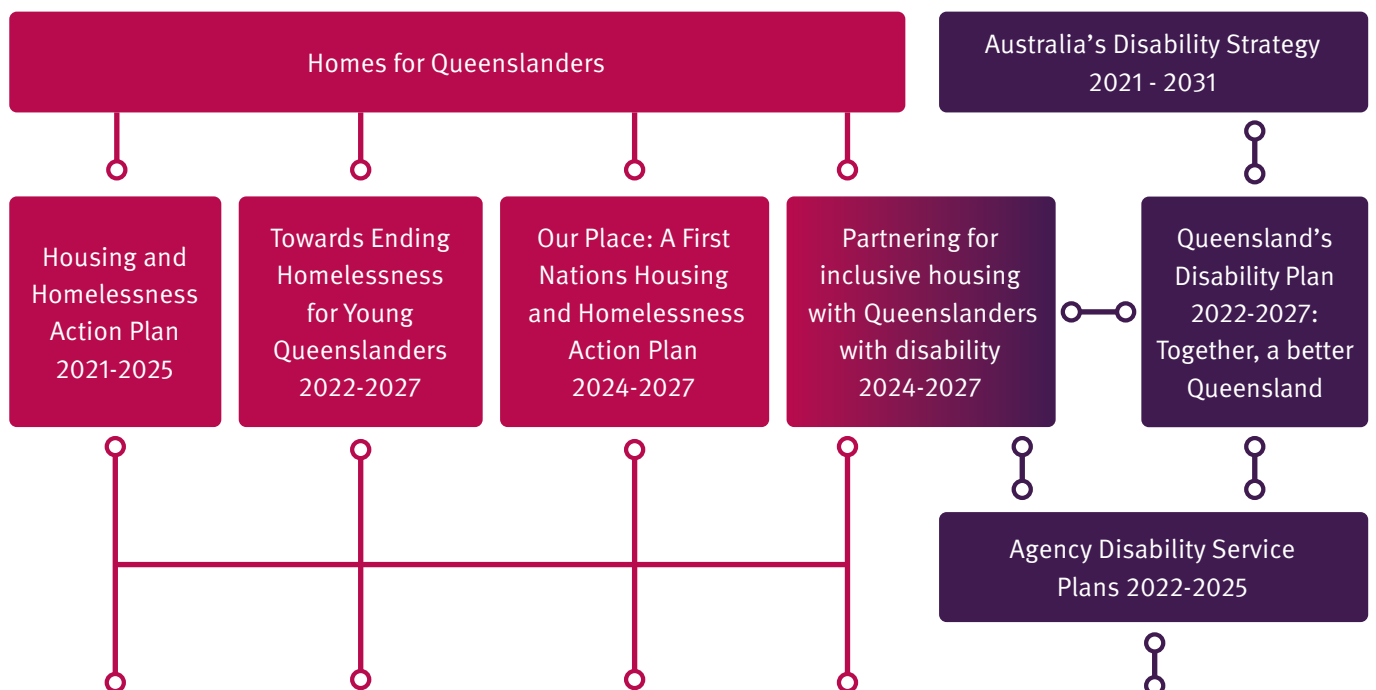
Partnering for inclusive housing is a four-year roadmap to improve housing outcomes for people with disability. It is supported by a funding commitment of \$55.9 million to deliver on the plan.

Partnering for inclusive housing delivers on a commitment in *Homes for Queenslanders*. It contributes towards delivering housing commitments in key national and state disability priorities, strategies, reviews and inquiries. This includes supporting Queensland’s efforts under *Queensland’s Disability Plan 2022-2027: Together, a better Queensland* to deliver on the Inclusive Homes and Communities outcome area under *Australia’s Disability Strategy 2021-2031*.

It will assist us to explore the issues identified in the Public Advocate report, ‘*Safe, Secure and Affordable? The need for an inquiry into supported accommodation in Queensland*’ (Public Advocate report 2023), and the subsequent Queensland Government response to the Community Support and Services Committee parliamentary inquiry into the provision and regulation of supported accommodation. On 7 June 2024, the Committee handed down its report, *Inquiry into the provision and regulation of supported accommodation in Queensland*.

Leveraging strategies, plans and emerging priorities to deliver outcomes for people with disability and working together with the sector will ensure a contemporary path to meeting the housing and support needs of people with disability.

National and State Strategies and Plans



- National agreements and partnerships on housing and disability
- National Ministers Disability Housing Reform Priorities
- Recommendations from national and state reviews and inquiries
- National Disability Insurance Scheme (NDIS) Review, Disability Royal Commission
- Queensland Parliamentary Inquiry into supported accommodation

How we will know when we are successful

The Expert Disability Housing Advisory Panel will monitor the success of Partnering for inclusive housing and provide updates to the Minister for Housing, Local Government and Planning and Minister for Public Works.

As a deliverable of housing commitments in key national and state housing and disability priorities, Partnering for inclusive housing will be aligned with relevant national and state data collection, outcome definitions, measurement, monitoring and reporting processes, including the National Disability Data Asset.

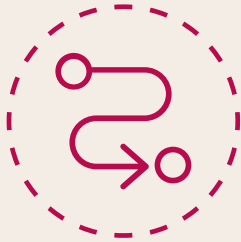
Adopting a ‘report once, use multiple times’ approach, will streamline monitoring and reporting, making it meaningful but not onerous. A monitoring and evaluation framework will be co-designed to track the progress of the actions. It will be reported on annually to highlight outcomes and achievements.



Our shared **vision:**

People with disability have an opportunity to live independently, exercise their rights, choice and control over where, how and with whom they live, in a safe environment where they are known and included in the community and can live free from violence, abuse, neglect and exploitation.

01



Integrated pathways into suitable housing

Complex systems,
not complex
people

Many people with disability living in institutional settings¹ have a range of support needs, and need to access multiple complex support systems. They experience challenges navigating these systems and are often labelled as ‘complex people’. This labelling is an example of the medical model of disability, where the ‘problem’ is attributed to the person rather than the systems that creates the challenges they face.

Partnering for inclusive housing adopts the social model of disability which recognises it is the way society is organised that causes disability. Improving and integrating service delivery across government and community services removes barriers for many people with disability, ensuring they can be independent and equal in society, with choice and control over their own lives.



What people with disability told us

People with disability are staying in institutional and government settings² for longer than necessary, when they are ready for discharge, release or waiting to move into a suitable home in the community. This delay is largely due to a lack of suitable, affordable and accessible housing, and delays in accessing timely support. There is also a lack of integrated, coordinated pathways, with people with disability at the centre and service systems that are operating as silos.

Navigating the housing and support system is complex. Outcomes are best achieved when housing conversations happen early and well in advance of people leaving these settings. While temporary accommodation can provide immediate relief to the individual, the reality is that people who access transitional housing often end up staying there long-term because they have no other options.

What's to come

Addressing complex systems, not complex people

Deliver a Disability Housing Support Hub in inner Brisbane and two Spokes in regional Queensland based on locational need in partnership with a non-government organisation. Disability Housing Pathways Navigators will assist agencies to connect people with disability to housing, support, financial, legal, advocacy and peer support networks, making navigating the housing and support system easier. The service will also assist people with disability to maintain their tenancy, preventing homelessness. People with disability will be able to access the service face-to-face, by telephone and online.

Additionally, Hub Navigators will provide information to staff in government settings about housing pathway options. They can be involved in person-centred planning on a case-by-case basis, where housing navigation is particularly complex and challenging, requiring a higher level of support to find viable housing.

Ensuring residents with disability are aware of their housing options

Deliver funding to non-government organisation(s) to assist people with disability living in residential services³ who want to explore all housing options available to them, including social housing. People with disability who choose to change their living arrangements will be supported with pathway planning and assistance with transition to alternative long-term housing. Residents with disability will be supported to seek assessment of their eligibility for NDIS or other supports as appropriate. It is not mandatory for people with disability to participate.

Equipping people with the tools to make housing choices

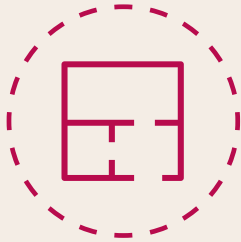
Partner with QDN to redesign the 'My Housing Options' toolkit and co-design more housing resources with QDN housing champions. QDN will deliver training and education for people with disability, housing and support providers to empower people with disability to use the resources to consider their housing and living options. The resources will be made available through multiple channels to the public.

What we're doing

Improving pathways from health to home

Delivering the Queensland Health Long-Stay Rapid Response program which was established to safely support the expedited discharge of medically well long-stay patients with a disability from hospitals to home. The program includes the establishment of long-stay coordinator roles across seven Hospital and Health Services and individually funded solutions to transition patients into the community. A significant part of the program is dedicated to streamlining the health and disability interface, including escalation and resolution of individual and hospital system discharge barriers.





Maximised accessible and sustainable housing options

Queenslanders with disability shared what **'home'** means to them:

“Where I choose where to live, how to live and with whom to live.”

“Where I can have a cat, even if support staff don't like them.”

“Where I can trust others and experience intimacy and friendship.”

“Being able to 'open the door' to people I want in my home.”

“'Shutting the door' when I want privacy and time on my own.”

“A place in the community where I am known, visible and valued.”

“It is my home, not a workplace for paid staff.”

“Having dinner when I'm hungry and going to bed when I'm tired.”



What people with disability told us

People with disability have the right to exercise choice and control over where they live and who they live with. They do not want a support provider or landlord making those decisions for them. However, many people with disability find themselves in housing where they have limited control over their life or living with other people with disability they don't get along with because they need to share supports.

Group homes provide an arrangement where people with disability each have a bedroom in a house where services and supports are provided by a support provider to all of the residents living there. Residents are often grouped together on the commonality of having high support needs. While group homes are often seen as convenient and cost-effective for support providers, a person may not have the right to choose where they live, who provides their support, who lives with them and how they live. Choices around activities such as daily living and access to the community can also be restricted for people with disability living in group homes. More innovative housing solutions and living arrangements based on the principles of rights, choice, control and inclusion are needed.

What's to come

A move away from outdated legacy group homes

Build upon the Queensland Government's approach of phasing out the Housing with Shared Support program⁴ in public housing, by supporting community housing providers transition away from similar outdated legacy group home arrangements. Work with the National Disability Insurance Agency (NDIA) to ensure people with disability understand their home and living options and are supported to access alternative housing if required.

Examine the future of Queensland Government-owned SDA

Assess Queensland Government-owned Specialist Disability Accommodation (SDA) properties against the housing needs and aspirations of people living there. A future approach will be planned for government-owned SDA, which may redevelop, upgrade or repurpose SDA to meet emergent needs.

Showcasing new home designs

Explore opportunities to utilise factory-built systems, such as modular homes, that meet the needs of people with disability. In consultation with the NDIA and other stakeholders, create modular home design examples that meet SDA robust construction and high physical support design criteria. Through the Queensland Government Modern Methods of Construction initiative, promote modular home designs that are suitable for people with disability and can contribute towards the service gaps heightened by the lack of key worker housing for allied health professionals and disability support workers.

A cross-agency plan for home modifications

Develop a home modification delivery framework to clarify the respective roles and responsibilities of the Queensland Government and other service systems such as the NDIA, National Injury Insurance Scheme Queensland (NIISQ), disability services and aged care in delivering home modifications in social housing. The framework will guide modifications that the Queensland Government can deliver. It will also guide the process for negotiating and delivering aids and modifications which are the responsibility of other systems. A range of communications will be co-designed with people with disability and delivered to stakeholders, including tenants, occupational therapists, Housing Service Centres, community housing providers, NDIA and NIISQ to prevent service gaps. Strengthened collaboration will support people with disability to receive timely home modifications in and around their homes.

What we're doing

Creating barrier-free housing for all

Under the *National Construction Code 2022*, new houses and apartments are now required to be more accessible for all, including for people with disability. A new Queensland Development Code 4.5 has been developed to support industry transition.

Building for the future

We are leading the way and have committed to build 50 per cent of all new social housing to meet Livable Housing Design standards at Gold or Platinum level. Gold level dwellings provide features such as level access thresholds and showers, wider doorways and hallways and provision for grab rails, making them suitable for people with varying levels of mobility. Platinum level dwellings include additional clearances and circulation space, making them particularly suitable for people who use wheelchairs or other mobility aids and devices.

Embedding housing principles for inclusive communities

We adopt the housing principles for inclusive communities of rights, choice, control and inclusion that were developed in collaboration with QDN, Griffith University and National Shelter. The four principles ensure people with disability are empowered and supported to make informed decisions about their housing, living arrangements and support. They bring a person-centered focus to housing design and service delivery.

Making more social housing fit individual needs

We have already delivered more than 2,300 modifications in social housing for people with disability, but we are not done. The Queensland Government will deliver a further 1,400 modifications by the end of 2024.



03



Better access into the private housing market

Installing **modifications** in a private rental home

It is unlawful to discriminate against a person with disability, by refusing to allow them to make reasonable modifications to a rental property if they undertake to restore the property when they leave, and they pay for the modification and restoration. People with disability told us they can be reluctant to make this financial commitment due to the insecurity of tenure that the private rental market brings. We heard that rental property owners often don't allow people with disability to undertake the modifications they need for safety and accessibility in and around their home.



What people with disability told us

People with disability can experience higher cost of living due to increased medical, support and transport expenses. They face more barriers to finding suitable employment and often have lower than average household income, or are on a fixed income from pensions. Increasing house prices and rents make it difficult for people with disability to purchase or rent a home in the private market.

There is a lack of accessible, affordable, safe and secure accommodation in the private housing market. There is no easy way to identify which properties are accessible, meet Livable Housing Design guidelines or could be easily and affordably modified. When looking to share housing, people with disability want to know how and where to find a suitable housemate or home and what they can do if it doesn't work out.

Renters with disability can find it difficult to negotiate the installation of home modifications to make their rental home more appropriate, even though rental property owners are not obliged to pay for the costs of the installation or removal.

What's to come

Shared housing as a choice

Engage a non-government organisation to build and establish a community-based tenancy connection service, with safeguards for people with disability built in. The service will link people with disability with people seeking a housemate because they want to pool resources, share rent or costs or live with other people. It will provide people with disability with choice and control over who they live with. The service will be accessible online and through phone support. Innovative models of choice-based shared living will also be explored with people with disability and their supporters, and case studies promoted on the Queensland Government website.

Making accessible private housing easy to find

Engage with the private sector to encourage the promotion of accessibility features in housing for sale or rent through existing digital and web-based platforms. Develop easily identifiable icons that the real estate industry can use to ensure accessible housing for sale or rent is easily found by people with disability. Communication resources will be developed to support the real estate industry to implement this new inclusion and for people with disability on how to find accessible housing for sale or rent.

Getting the word out about home modifications

Deliver a sector-led home modification campaign for people with disability about their rights, responsibilities and options in installing home modifications in their private rental home. This will include developing and undertaking communication and education for rental property owners and bodies corporate to understand and apply their legislative modification obligations. The sector-led campaign will support people with disability to make minor modifications for health and safety reasons while at the same time acknowledging the rights and interests of rental property owners.

What we're doing

Supporting people to find, get and keep housing in the private rental market

We are delivering a comprehensive Renters Relief Package to tackle the cost of living with more funding, expanded eligibility and new ways to help renters into a home. We are doubling our specialist customer service team at Housing Service Centres around the state, with more, new RentConnect officers to assist renters at every stage of their housing journey.

Strengthening renters' rights and negotiating home modifications

We are supporting the rights of renters by banning all forms of rent bidding; developing a framework to support parties to install modifications necessary for a renter's safety, security and accessibility in rental properties; limiting re-letting costs based on how long is left on a fixed-term lease; and protecting renters' privacy by requiring 48 hours entry notice, other than for general inspection, to comply with safety obligations or in emergencies.

Portable bonds for when renters want to move

We are establishing a bond scheme that allows renters to transfer their bond when moving from one rental property to another to help reduce costs when changing tenancies. While the portable bond scheme is being established, we are developing a new Bridging Bond Loan to assist households to afford the upfront cost of a new bond pending release of the old bond.

A helping hand for first homebuyers and bridging the finance gap for regional homeowners

We are doubling our first homebuyers grant for new homes until 30 June 2025. By targeting the grant at new homes, we also encourage more supply into the market which will make housing more affordable in the long term. We will raise the income eligibility threshold for the Queensland Housing Finance Loan to bridge the finance gap for regional Queenslanders who struggle to get home loan finance because of where they live through a two-year trial. Potential trial locations are under consideration.



Strong safeguards for people with disability in residential services

Insights on people **accessing residential services**

Many people living in residential services have disability, psycho-social disability or mental health challenges. We heard that people with disability in these settings can experience disadvantage and face a variety of issues including low income, drug and alcohol problems, and social isolation. The co-design process highlighted the actual numbers of people with disability and how they came to enter residential service settings is largely undocumented.



What people with disability told us

The *Residential Services (Accreditation) Act 2002 (Qld)* regulating the residential services industry is over 20 years old, making a review timely. People with disability living in residential services can experience additional disadvantage. They are at increased risk without sufficient safeguarding and oversight by family, friends, supports, advocates and community visitors. Residents can pay around 85 per cent (sometimes as much as 95 per cent) of their pension and the full amount of Commonwealth Rent Assistance payments on accommodation and support.

People with disability told us that it is important that their housing and support is provided separately to avoid conflict of interest. This makes it easier for them to change or remove their supports or services without the fear of losing their accommodation. Some residential service providers are also NDIS registered to provide funded disability support. When residents receive NDIS-funded disability supports, they may no longer need the personal care services purchased from their residential service provider. However, some residents may still be paying for services they no longer receive. People with disability may not understand their rights or what complaint mechanisms are available, or they may be reluctant to use them. Complaint processes can be difficult to access, navigate and lack privacy or confidentiality.

What's to come

Transparent charges in residential services

Educate residential service providers about their obligations under the *Residential Tenancies and Rooming Accommodation Act 2008*, including to ensure rooming accommodation agreements with residents, rent receipts and payment records issued to the resident state the amount of rent attributed to accommodation, food service, personal care service or other services, and the consequences of not complying with these requirements.

The Residential Tenancies Authority (RTA) will collaborate with key stakeholders, including the Supported Accommodation Providers Association (SAPA), seek feedback from people with disability and develop content and communication activities to assist residents with disability to understand what services they are paying for and what to do if services are no longer provided or needed.

Building the evidence base for more change

Support the development of the Queensland Government response to the Parliamentary inquiry into supported accommodation and the review of the *Residential Services (Accreditation) Act 2002* (Qld) with an evidence base by commissioning analysis.

Analysis will give insight into the residential services sector and its capacity to evolve into a contemporary supported accommodation framework, taking into consideration developments such as the United Nations Convention on the Rights of Persons with Disabilities, intent of the NDIS, the *Human Rights Act 2019*, and the Human Services Quality Framework.

Empowering people to exercise their rights

Commission providers to offer services, including peer support and independent advocacy, for people with disability who are homeless, at risk of homelessness or living in residential services. The services will be easy to access and actively promoted to people with disability who need them. Through dedicated advocacy services, people with disability will be supported to confidently exercise their rights to protect their health, safety and freedoms and be empowered to make decisions and influence processes that impact positively on their lives, wellbeing and aspirations. People with disability will be supported to have their concerns heard and actioned by service providers, regulators and complaint bodies.

What we're doing

Leveraging opportunities to do more

We are listening to the lived experiences of people with disability and their supporters raised during Queensland's Parliamentary Inquiry into supported accommodation and through the Public Advocate report 2023 and are preparing to respond.

Working towards a more contemporary residential services industry

We will review the *Residential Services (Accreditation) Act 2002 (Qld)* to address the impact of significant changes in the community affecting residential services and to ensure resident safety, fair trading and viability of the residential service industry.



05



Enhanced crisis and emergency accommodation responses

Barriers to accessing disability

supports when experiencing crisis

We heard that for people who are homeless, accessing disability supports and equipment can be challenging, particularly if they don't have a fixed address. People with disability told us that arranging and attending the appointments and assessments needed to access the NDIS can be stressful, time consuming and costly. The co-design process highlighted the additional pressure on specialist homelessness services to assist people with disability in accessing necessary supports.



What people with disability told us

Not all crisis accommodation is accessible for people with disability. This is particularly the case for older crisis accommodation or where non-government organisations, community housing providers and councils lease properties from the private sector. People with disability have shared experiences of being turned away from crisis accommodation because it wasn't accessible to them. This may result in them moving away from their family, friends, doctors, support networks or schools to access suitable accommodation.

People with disability are twice as likely to be socially isolated or injured during a natural disaster⁵. A better connection between available and suitable accommodation is needed for people with disability during natural disaster events. This includes building on place-based, individual, service and community-level disability inclusive disaster management planning.

What's to come

Modifying to deliver more accessible crisis accommodation

Audit Queensland Government-owned properties used as immediate crisis accommodation and their suitability for housing people with diverse disability. Due to old crisis accommodation stock, we know that much of the portfolio is not accessible for people with disability. Approximately 14 per cent of Queensland Government-owned crisis accommodation has been identified as being fully wheelchair accessible. Capturing the demand for, and accessibility of, government-owned crisis accommodation will inform the delivery of a phased modification and upgrades program and to develop strategies for accommodation deemed unsuitable to be upgraded.

Working together in times of personal crisis

Improve integrated service responses for people with disability experiencing, or at risk of, homelessness or domestic, family and sexual violence. Develop practice guidance and capacity building for specialist homelessness services, domestic and family violence (DFV) services and shelters. This includes clarifying roles and responsibilities and strengthening the interaction and collaboration with the NDIS and other support systems.

Build skills and confidence in the disability workforce through the delivery of training and resources on the DFV common risk and safety framework to guide integrated service responses for people with disability experiencing DFV.

Preparing people for natural disasters

Encourage awareness and use of the Disability and Homeless Inclusive Disaster Risk Reduction Framework, including the Person-Centred Emergency planning tools⁶. Support people with disability who are homeless, or at risk of homelessness, in preparing for disasters and making a plan. Assist people with disability, their families and networks to build resilience during a natural disaster and ensure housing and support system responses have considered the diverse needs of people with disability in their planning and implementation. Promote resources and information that peak bodies, community and disability services organisations can access to provide guidance about government and community grants for emergency and crisis responses to support people with disability impacted by natural disasters.

What we're doing

Reinforcing the front line

We are backing our frontline specialist homelessness services with an immediate 20 per cent funding boost to increase their capacity while we undertake an independent review of the state's overall homelessness response. Identified services will also receive more funding to run after-hours outreach services and employ more workers at night; and more financial assistance and support workers to help people to stay in their tenancies and avoid homelessness.

More temporary accommodation in the regions

We will deliver a pipeline of more supported accommodation for people experiencing homelessness, adding capacity in locations that have a demonstrated need. There will be an ongoing pipeline of eight sites for young people, nine sites for families and 20 sites for individuals at risk. In addition, there will be a pipeline of 10 new or replaced domestic and family violence shelters to provide immediate safety and protection for women and children.



Where to get housing assistance

Housing Service Centres

Housing Service Centres help Queenslanders to find housing to meet their needs. They help people who:

- are experiencing homelessness or are at risk of homelessness
- need to find a rental in the private market
- need help to keep a rental in the private market
- need referrals to other services and assistance.

Find your nearest Housing Service Centre online at www.qld.gov.au/housing-service-centres or call 13 QGOV (13 74 68)

Help with mortgage payments

A Mortgage Relief Loan provides short-term financial help to people who are having difficulty with their home loan repayments due to unemployment, illness, or some other unexpected crisis.

For more information phone 1300 654 322, Monday–Friday, 8.30am–5.00pm or email loaninformation@housing.qld.gov.au

Private rental assistance

- **Bond Loans:** is an interest and fee free loan to cover a rental bond when a customer moves into a private rental property.
- **Bond Loan Plus:** is an interest-free loan to assist customers to pay for the costs of starting a private rental tenancy. Customers can borrow up to six weeks rent (for bond and two weeks rent). The Loan is repaid over 18 months.

- **Rental Grants:** is a one-off payment of two weeks rent to help customers in housing crisis overcome financial barriers to entering a private rental.

- **Rental Security Subsidy:** assists customers in the private rental market with short-term financial support by subsidising their rent for up to 24 months, or for 48 months for young people aged 25 years or under

- **Helping Hand Headlease:** The Department of Housing, Local Government, Planning and Public Works leases a property in the private market and then subleases the property to a customer. At the end of the headlease period, the department works with the customer and the real estate agent to transfer the lease to the customer.

- **RentConnect:** helps people who need extra support to access the private rental market. This service helps customers overcome short-term tenancy problems and strengthen their skills to maintain their tenancy.

Eligibility for these products depends on household income and individual circumstances.

You can check your eligibility:

- for a Bond Loan or Rental Grant at: blarga.hpw.qld.gov.au/Eligibility/CheckEligibility
- for your nearest Housing Service Centre at: www.qld.gov.au/housing-service-centres or call: 13 QGOV (13 74 68).

Find more information: www.qld.gov.au/housinghelp

Queensland Statewide Tenant Advice and Referral Service (QSTARS)

QSTARS provides advice and helps Queenslanders to understand their rights and responsibilities as a tenant. They can also help resolve tenancy issues, write a letter, fill in tenancy forms or talk to your lessor or agent.

Call 1300 744 263 during:

- 9am to 5pm - Monday, Thursday and Friday
- 9am to 7pm - Tuesday and Wednesday.

Residential Tenancies Authority (RTA)

The RTA provides tenancy information and support, bond management, dispute resolution, investigations and prosecutions, and education services. This includes specifying the breakdown of housing and support in rent amounts.

How to get help from RTA

- Call 1300 366 311
(Monday to Friday, 8:30am - 5pm)
- Visit www.rta.qld.gov.au
- Rent in rooming accommodation:
www.rta.qld.gov.au/forms-resources/factsheets/rent-in-rooming-accommodation-fact-sheet

Report an issue with a residential service

Operators of residential services are required to comply with Accreditation Standards.

If you are concerned that the way your residential service is operated does not meet the required standards contact:

- Email
regulatoryservices@housing.qld.gov.au
- Call on (07) 3013 2666
- Visit www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/residential-service/accreditation

Housing Principles for Inclusive Communities

www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities

Specialist Disability Accommodation (SDA)

Specialist disability accommodation (SDA) is housing designed for people with extreme functional impairment or very high support needs. SDA dwellings have accessible features to help residents live more independently and allow other supports to be delivered better or more safely.

Visit www.ndis.gov.au/participants/home-and-living

Livable Housing Designs

livablehousingaustralia.org.au

National Disability Insurance Scheme (NDIS)

The NDIS is for eligible Australians who were either born with or acquire a permanent and significant disability. The NDIS funds supports and services that relate to a person's disability to help them achieve their goals.

How to apply for NDIS

- Call 1800 800 110 (Monday to Friday, 8am to 8pm)
 - Visit www.ndis.gov.au/applying-access-ndis
-

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission works with participants and providers to improve the quality and safety of NDIS services and supports. You can make a complaint about services that were not provided in a safe and respectful way or delivered to an appropriate standard.

- Email contactcentre@ndiscommission.gov.au
 - Call on 1800 035 544
 - Visit www.ndiscommission.gov.au
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Domestic and family violence resources

The Queensland Government domestic and family violence (DFV) website provides information, services and support for people impacted by domestic and family violence and coercive control. The website has contact details for national and statewide services to assist victims of DFV, their family and friends and people who use violence or abuse with free and confidential information, advice and referral on how to get help.

In an emergency, call the police on Triple Zero (000).

DFV telephone services

- DV Connect Womensline, 1800 811 811, (24 hours / 7 days)
- DV Connect Mensline, 1800 600 636, (9am to 12midnight, 7 days)
- 1800 Respect, 1800 737 732 (24 hours / 7 days)
- Sexual Assault Helpline, 1800 010 120 (7.30am to 11.30pm / 7 days)
- Kids Helpline, 1800 551 800 (24 hours / 7 days)
- Lifeline, 13 11 14, (24 hours / 7 days)
- Visit: www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence

More information

For general inquiries, feedback, complaints and compliments, please contact:

- Call: 13 QGOV (13 74 68)

National Relay Service

The National Relay Service (NRS) is a government service that helps people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls.

The NRS uses specially trained staff called relay officers. Relay officers act as a 'relay' or a bridge between people who are deaf, hard of hearing or have speech communication difficulty and the person or organisation they call.

The NRS is a free and confidential service available 24 hours / 7 days a week.

NRS Services

- Teletypewriter (TTY) users call 13 36 77, then ask for 13 23 80.
- Speak-and-listen users call 1300 555 727, then ask for 13 23 80.
- Internet relay users connect to the National Relay Service and then ask for 13 23 80.

More information

To find out more about relay services, contact the NRS Helpdesk:

- Email: helpdesk@relayservice.com.au
- Call: 1800 555 660
- TTY: 1800 555 630
- SMS: 0416 001 350
- Visit: www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Contact Us

- Email: HHSdisability@housing.qld.gov.au
- Visit: www.housing.qld.gov.au

References

1. Institutional and government settings include: health facilities; residential aged care; corrective services and youth justice facilities; child safety system; specialist homelessness services and crisis accommodation, including domestic and family violence shelters; forensic disability system and residential services.
2. Ibid
3. Residential services are regulated by the Queensland Government under a 3-tier framework which covers: accommodation (level 1); provision of food services (level 2); and provision of personal care services (level 3).
4. Housing with Shared Support was a pre-NDIS group-home arrangement where unrelated people with disability shared public housing to access block-funded disability supports.
5. Disability Inclusive Disaster Risk Reduction Framework – www.housing.qld.gov.au/initiatives/disability-inclusive-disaster-risk-reduction
6. The Queensland Government partnered with QDN, Community Services Industry Alliance (CSIA) and the University of Sydney to develop the Disability and Homeless Inclusive Disaster Risk Reduction Project.



Embodied design created by First Nations design agency Iscariot Media.

'Our Place' maps the landscape both physically and conceptually demonstrating the paths forward for communities in Queensland. Through various symbols this design is inspired by the diverse physical environments of our communities, from densely populated urban environments to smaller remote settings where communities gather.

From the Torres Strait Islands to the North, the Eastern Coastal regions, the western communities and the built-up areas of southeast Queensland, themes of connection, strength, movement and communication thread across the whole design and become the link between all communities. When we come together to create a stronger and more vibrant environment for our communities, we not only improve the wellbeing of all Queenslanders, but we also inspire positive change that can have far-reaching implications for generations to come.



www.qld.gov.au/homesforqueenslanders