



MINISTER'S FOREWORD

In 2005, I announced important changes to the Queensland Government's housing assistance programs to be achieved through the establishment of One Social Housing System. These changes will streamline housing assistance that is delivered by the Government through its public rental housing and Aboriginal and Torres Strait Islander rental housing programs with assistance that is delivered by community and local government housing providers funded by the State Government.

Through One Social Housing System, we will strengthen service provision across community and local government-managed housing by establishing consistent and transparent processes and practices and ensuring better integration and cohesion with housing assistance provided directly by Government.

People in housing need will benefit from a simpler and more accessible service system where community and local government-managed housing performs a complementary role to that of government-delivered housing assistance.

The Community Housing Direction Statement outlines the Department of Housing's vision and strategic priorities for community and local government-managed housing service delivery in One Social Housing System over the next five years.

I look forward to seeing this work progress. It presents an important opportunity for joint work between government and non-government organisations, which will strengthen social housing outcomes for Queenslanders.

Robert Schwarten MP
Minister for Public Works, Housing and Racing

ONE SOCIAL HOUSING SYSTEM

The key features of One Social Housing System are:

- ▶ Simple entry points for clients to access the range of housing assistance - eligible clients can apply for all forms of social housing through one point of entry.
- ▶ One register to replace the existing waiting lists operated by community and local government housing providers. The register will list all people waiting for long term and time-limited social housing.
- ▶ Standard processes to assess clients' eligibility for a range of products, and to allocate clients to housing.
- ▶ Long term social housing will be provided to people with the highest need for this type of assistance, and for as long as they need it.
- ▶ Clients are connected to support services as needed.
- ▶ Assistance is provided to clients to leave social housing and enter the private housing sector, if they are able to do so.

For more information or for copies of the Community Housing New Direction Statement, contact the Department of Housing:

Freecall: 1800 642 902
Email: communityhousing@housing.qld.gov.au



ONE SOCIAL HOUSING SYSTEM



A NEW DIRECTION FOR COMMUNITY AND LOCAL GOVERNMENT-MANAGED HOUSING IN THE SMART STATE





Five year vision for community and local government-managed housing in Queensland 2006 to 2011

A robust and deliberately planned network of funded organisations will operate in a coordinated way as part of One Social Housing System, delivering viable, sustainable, quality services which are easily accessed by clients who are most in need of assistance and which respond well to the needs of those clients and the communities that they live in.

Services provided by not-for-profit organisations and local governments will more clearly complement State-delivered housing programs. They will have a specific focus on delivery in the specialist areas of crisis and transitional housing, housing provision to specialised target groups and to people in rural and remote areas of Queensland.

Long term community and local government-managed housing

Long term community and local government-managed housing will predominantly target clients in rural and remote Queensland and those who require more specialised housing provision. It will deliver long term social housing through an integrated policy framework under One Social Housing System and will complement government-managed long term housing assistance.

Organisations providing long term housing will provide accessible, high quality services that are directed to those people in the greatest need within their communities and will be of sufficient scale to be viable and robust.

A number of long term housing providers will be approved non-government entry points to One Social Housing System, particularly in rural locations, where highly specialist services are provided and where accommodation under the Boarding House Program is provided. These services will operate the common intake and assessment process with the Department of Housing.

Transitional housing services

Transitional or time-limited social housing will provide households in severe and immediate housing need with housing assistance that will enable them to establish and sustain long term housing. Providers will be highly visible within their region of operation and readily accessible to those in need of urgent assistance.

For people entering time-limited social housing, individual housing plans will be developed to aid their progress through and out of time limited housing into more stable living arrangements in social housing or the private housing market.

A number of transitional housing services will have a formally recognised role as approved entry points for applicants and will operate the common client intake and assessment process with the Department of Housing as part of One Social Housing System.

Services to homeless people

Providers funded under the Crisis Accommodation Program will offer a range of services to people who are homeless or in housing crisis. Crisis accommodation services will be strongly integrated with services funded or provided by other Government agencies, notably Supported Accommodation Assistance Program (SAAP) services and with medium and longer term housing options under One Social Housing System. New and innovative services and practices responding to homelessness will exist, in particular, an extended range of services to people who are sleeping rough.

Close, formalised links will exist with the Department of Communities and participating non-government organisations to integrate the new State-wide homelessness call centre, information and referral service hubs and the Early Intervention and Prevention services with crisis housing services.

Housing for Indigenous communities

Long term housing on the 34 discrete Indigenous communities will be part of One Social Housing System and will provide accessible, high quality services that are directed to those people in the greatest need within their communities.

The use of social housing assets will be maximised through strategic asset management and more consistent dwelling standards, and opportunities to work with other agencies and the private sector to increase the supply of affordable housing to Aboriginal and Torres Strait Islander Queenslanders.

The transfer of Australian Government funding for the Indigenous Community Housing Organisations (ICHOs) will provide an opportunity to integrate these organisations into One Social Housing System.

The department will develop strategies to improve the capacity of ICHOs to achieve greater efficiency through rationalisation of existing structures.

Housing-related services

Housing-related services such as Tenant Advice and Advocacy Service (Queensland), Home Assist Secure and Home and Community Care Home Modification Service will be highly visible and accessible to those in need, and well connected to other housing services. When required, information and referrals will be exchanged between organisations delivering housing-related services and social housing entry points.

