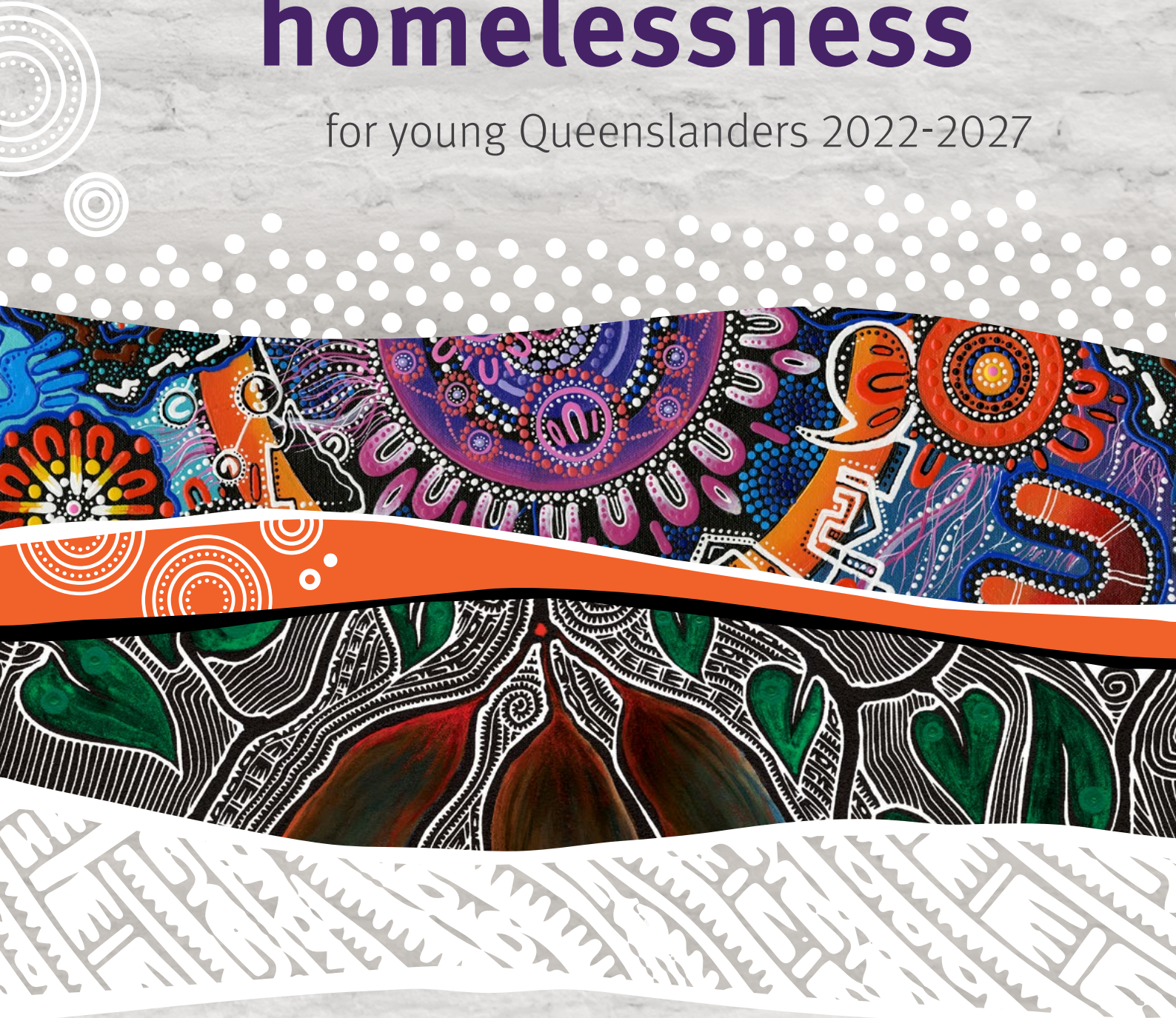


# Towards ending **homelessness**

for young Queenslanders 2022-2027



A policy and integrated framework  
of housing with support



**Queensland**  
Government





## 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.

We acknowledge the custodians of these lands today as well as the ancestors whose strength and story has nurtured the land and its people and who have passed on their wisdom through generations.

We acknowledge present and future Aboriginal and Torres Strait Islander leaders whose ongoing efforts to protect and promote Aboriginal and Torres Strait Islander peoples and cultures are reflected in the positive steps towards change that we see in place.

We acknowledge future leaders who will inherit the legacy of this effort in the hopes that the collective energy and responsibility of all, as individuals, communities, organisations and agencies, will continue to recognise and advance Aboriginal and Torres Strait Islander Queenslanders through all aspects of society and everyday life.

This document acknowledges there are many Aboriginal and Torres Strait Islander family and language groups across Queensland. This document uses the term First Nations peoples to reflect the diversity of all Aboriginal and Torres Strait Islander peoples residing in Queensland.

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This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

## Our Path

In 2021 the Department of Communities, Housing and Digital Economy commissioned First Nations artists to create visual representations of the department's commitment to reframe our relationship with First Nations peoples through truth telling and healing. Both artworks speak to a Path to Treaty from the unique perspective and lived experience of each artist.



**Aboriginal artwork by Chern'ee Sutton, Kalkadoon woman.**

Chern'ee graphically depicts the department's commitment to a shared journey with First Nations peoples. This journey involves building long lasting relationships that embed truth telling, healing and self-determination at the heart of our systems and services.



**Torres Strait Islander artwork by Laurie Nona, Badhulayg, Maluyligal, Guda Maluyligal and Meriam Nation man.**

Laurie's artwork is an analogy for the department and its work – the 'Urgabaw Guwa' (Oo[r] Ga Baw Goo wah) or sweet potato garden. The garden needs to be nurtured by all members of the community, including service providers, if it is to produce a yield that can satisfy everyone.



## Ministers' message

In launching the *Towards ending homelessness for young Queenslanders 2022-2027 (Towards ending homelessness)* policy and framework, we are committing to support young people in Queensland and respond to their unique housing needs.

*Towards ending homelessness* is the product of work we have done with young people and those who support young people in Queensland about what safe, secure and affordable housing looks like, what works well and what we need to improve.

We will make a difference in young people's lives and for our whole community by focusing more on early intervention and homelessness prevention. We will ensure information and advice is readily available to young people and delivered in a way that suits them.

We commit to providing enhanced housing services and products that meet the needs of young people and support them to build the foundations for a lifetime of stable housing, allowing them to form connections to their local community.

Support services will be better integrated with housing assistance, giving young people the skills and resources they need to live independently, find work and sustain housing.

*Towards ending homelessness* is part of the vision of the *Queensland Housing Strategy 2017-2027* – that every Queenslander has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our state.

Under the *Queensland Housing and Homelessness Action Plan 2021-2025* we committed to assist vulnerable young people to achieve social and economic independence through an integrated framework of housing with support.

We look forward to continuing to work with young people, housing and homelessness services and community members who care about young people to improve housing, social, economic and life outcomes for young Queenslanders.

**The Hon. Leanne Enoch MP**

Minister for Communities and Housing  
Minister for Digital Economy and  
Minister for the Arts

**The Hon. Leanne Linard MP**

Minister for Children and Youth Justice  
Minister for Multicultural Affairs

**The Hon. Meaghan Scanlon MP**

Minister for the Environment and the Great Barrier Reef  
Minister for Science and Youth Affairs

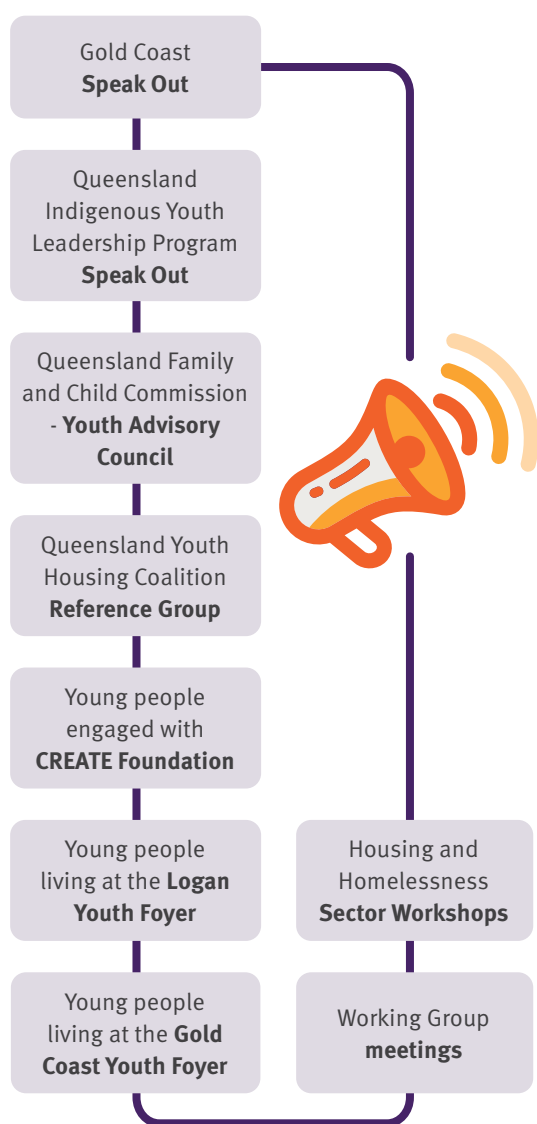


# We listened to young people and experts

We acknowledge the young people who shared their stories and experiences with us to support the changes that they know will make a difference for other young people.

## How we engaged

We heard from over 80 young Queenslanders from across the state. This diverse group included young people with a lived experience of homelessness, experience with the youth justice and child protection systems, First Nations young peoples and LGBTIQ+ young people.



Young people’s voices will continue to be heard through implementation and delivery of *Towards ending homelessness*.

*Towards ending homelessness* has been developed with input from expert housing and homelessness sector partners. We heard from approximately 100 stakeholders from the housing and homelessness sector, peak and industry bodies and government agencies through two workshops and regular meetings of a working group that guided development of *Towards ending homelessness*. Working group members included:

- Queensland Youth Housing Coalition
- Aboriginal and Torres Strait Islander Community Health Service Brisbane
- Brisbane Youth Service
- CREATE Foundation
- Darumbal Community Youth Service Inc
- Youth Advocacy Centre
- Youth Service Providers Inc, Cairns
- Youth Housing Project Association
- Queensland Council of Social Service
- Department of Communities, Housing and Digital Economy
- Department of Environment and Science
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Education
- Queensland Mental Health Commission

<b>DCHDE</b> - Department of Communities, Housing and Digital Economy	<b>DSDILGP</b> - Department of State Development, Infrastructure, Local Government and Planning
<b>DCYJMA</b> - Department of Children, Youth Justice and Multicultural Affairs	<b>DTIS</b> - Department of Tourism, Innovation and Sport
<b>DoE</b> - Department of Education	<b>QCS</b> - Queensland Corrective Services
<b>DES</b> - Department of Environment and Science	<b>QH</b> - Queensland Health
<b>DJAG</b> - Department of Justice and Attorney General	<b>QMHC</b> - Queensland Mental Health Commission
<b>DSDSATSIP</b> - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	<b>QPS</b> - Queensland Police Service
	<b>QT</b> - Queensland Treasury









# Towards ending homelessness for young Queenslanders

Responding to the unique housing needs of young Queenslanders and supporting them on their journey to social and economic independence.

Safe, secure and affordable housing is foundational for positive whole-of-life outcomes. For young people, a place to call home enables connections with family and culture and makes it easier to engage in education and employment and build community connection, inclusion and resilience.

*Towards ending homelessness* is the Queensland Government's commitment to improving housing outcomes for young people.

It recognises that the safety of young people is a priority when delivering housing and support services, policy, programs and practice.

Through earlier service access and ongoing supports, it will promote prevention and early intervention, life skill development and achieving long-term housing outcomes.

It recognises the importance of housing as a means of closing the gap for young First Nations peoples and provides opportunities for First Nations individuals, families, communities and organisations to be part of the housing and homelessness service response. *Towards ending homelessness* identifies specific commitments to young First Nations peoples to obtain and sustain housing.

The policy acknowledges that safe, secure and affordable housing combined with appropriate supports is a foundation for young people to achieve their personal goals and improved whole-of-life outcomes.

*Towards ending homelessness* details our approach to delivering housing and homelessness services for young people aged 12 to 25 years old.

It includes prevention and early intervention responses that may help to identify and refer young people and families with children to appropriate supports to assist them to avoid homelessness.

It's also a commitment to explore the accommodation and support needs of 12 to 15 year olds old who are experiencing housing and homelessness instability.

We are setting the strategic policy priorities and direction needed for young Queenslanders to obtain and sustain housing and backing it with commitments in the framework to deliver new initiatives and improvements across 2022-2027.

.....  
Young people are the future of Queensland. They are key agents for social change, economic growth and technological innovation.  
.....





## The challenges

Homelessness does not discriminate. Young Queenslanders may be only a few life events away from ‘couch surfing’ with family or friends, sleeping in their car or sleeping in public places.

Young people aged 12-24 are over represented as a proportion of the population of people experiencing homelessness in Queensland<sup>1</sup>. A young person’s experience of homelessness is usually due to several factors with a range of unique challenges.

Young people can experience life events outside their control that increase their risk of homelessness and housing instability. Childhood poverty is a powerful predictor of homelessness into young adulthood<sup>2</sup>.

Many young people experience housing instability due to domestic, family<sup>3</sup> and sexual violence or after experiencing a family breakdown, loss of a job, or as a symptom of other complex issues including physical or mental health, trauma or addiction.

Young people who have been in contact with the child safety or youth justice system<sup>4</sup>, identify as LGBTIQ+, have a disability, are young parents, are from culturally and linguistically diverse backgrounds or are a First Nations young person can be at increased risk of finding themselves without a safe place to call home.

Housing instability and homelessness experienced by children and young people is frequently under reported. Young people often couch surf or stay with family or friends without having long-term stable housing and do not consider themselves to be homeless. Young people who are couch surfing have much higher levels of psychological distress and poorer overall mental health<sup>5</sup>.

Young people who live in overcrowded conditions may experience high levels of stress and limited privacy. They have reduced access to clean conditions, a greater exposure to the spread of disease and illness and increased exposure to household conflict, violence and abuse<sup>6</sup>.

People who experience homelessness and housing instability as children are more likely to disengage with education and training and continue to experience homelessness or housing instability into adulthood<sup>7</sup>.

Young people face additional challenges when accessing safe and affordable housing. These challenges include lower incomes and greater financial uncertainty, a lack of rental history, and the instability of housing that is overcrowded or shared with others.

Young people who cannot safely return to living in the family home need to be supported to achieve independent living<sup>8</sup>.

Some young people are not ready for independent and unsupported housing<sup>9</sup>. The likelihood of young people becoming homeless following a failed tenancy is high because low incomes and tenancy failure can make finding alternative housing in the private rental market difficult<sup>10</sup>.

To improve tenancy sustainment and reduce the risk of homelessness, there needs to be a range of housing with support<sup>11</sup>. Engagement in education, training, and employment are important to success.

Young people experiencing homelessness or housing instability have reported:

- significant harm to their health and wellbeing, whether they are living with family or living alone.
- feeling stigmatised, judged and discriminated, which can impact their connection to family, friends and community as well as prevent them from seeking help.
- disruption to their education and transition to employment and their ability to form stable and healthy social networks.
- poor nutrition, substance abuse and mental health problems<sup>12</sup>.

Young people who experience homelessness are also more likely to access and cycle through health services, the justice system and detention facilities<sup>13</sup>.

Stable housing for families with children improves whole of life outcomes. A child’s environment and experiences have a lasting effect on health, learning and wellbeing outcomes<sup>14</sup>. Early intervention services that support families with children to obtain and sustain housing can achieve long-term outcomes for the family, including preventing young people from experiencing homelessness.

Through *Towards ending homelessness* the Queensland Government is committed to doing more to help young people with their housing needs.



“

I didn't know I could ask for help or that I was homeless because I had a box of clothes and a PlayStation.

- young person who provided input into *Towards ending homelessness*.

”



## A strong foundation for improved outcomes

Many individuals, organisations, policies and programs already support the needs of young people experiencing homelessness and housing instability.

### Young people

The development of this policy and framework was informed by conversations with young people who have shared their experiences, ideas and aspirations.

It acknowledges the resilience and strength that many young people used to overcome adversity and honours their desire to make a difference for others who may face these challenges in the future.

*Towards ending homelessness* commits to young people continuing to provide critical input throughout implementation and delivery.

### Our community

*Towards ending homelessness* acknowledges the important roles of people in our community who are working with young people daily, from teachers and coaches to other trained workers and volunteers.

It also recognises the many people who may come across a young person in need, are willing to help, but are unsure how to connect them with the services and supports that will enable meaningful and timely outcomes.

Through *Towards ending homelessness*, key information will be more accessible to community members so they can better assist young people to safe, secure and affordable housing and on to social and economic independence. It will enable communities to work together to identify young people at-risk and provide them with support before reaching a crisis point.



### The housing and homelessness sector

The community and government workforce that assists young people who are experiencing homelessness or housing instability works hard to connect and provide young people with the services and supports they need. *Towards ending homelessness* recognises the importance of a skilled and informed workforce and the need for appropriate support, training and educational requirements that are trauma informed, respectful and value the diversity of young people, to ensure success.

It reinforces the Queensland Government's commitment to partnering with the community workforce to develop skills, practice and tools for the delivery of housing and homelessness services, particularly for young Queenslanders.



## Existing policies and programs

We acknowledge the *Human Rights Act 2019* (Qld) applies to decisions and actions of the Queensland Government.

We are building on the strong foundations of a range of existing policies and programs. This includes the *Queensland Housing Strategy 2017-2027* (the Strategy) which establishes the vision for all Queenslanders to have a pathway to safe, secure and affordable housing.

Delivered through multiple action plans, the Strategy is the Queensland Government's commitment to work with communities, industry and the housing and homelessness sector to deliver more social and affordable homes and better services for vulnerable Queenslanders.

The *Housing Strategy Action Plan 2017-2020* enabled an increase in housing supply, improved responsive housing products and transformed DCHDE's frontline service delivery to be more person-centred.

The *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023* is a commitment for First Nations peoples and delivers a framework through which we are working to respond to the housing experiences and aspirations of First Nations Queenslanders. Our shared vision is that First Nations Queenslanders have access to safe, appropriate and affordable housing that provides the foundation to close the gap, and improves health, safety, wellbeing, education and economic outcomes.

The *Queensland Housing and Homelessness Action Plan 2021-2025* continues to increase housing supply while better integrating housing and homelessness responses with an aim to prevent homelessness and support vulnerable people to stay in their homes. Action 11 commits to assist vulnerable young people to achieve social and economic independence through an integrated framework of housing with support.

*Towards ending homelessness* also acknowledges the foundational and intersecting work of key policies, including:

- the Queensland Youth Strategy
- Working Together Changing the Story: Youth Justice Strategy 2019-2023 and Action Plan 2019-2021.
- Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037
- Changing Tracks: An action plan for Aboriginal and Torres Strait Islander Children and Families 2020-2022
- Supporting Families Changing Futures 2019-2023
- Shifting minds: Queensland Mental Health, Alcohol and Other Drug Strategic Plan 2018-2023.



## Support services

Many community organisations contribute to supporting people who are experiencing or at risk of homelessness.

Specialist Homelessness Services are non-government organisations funded by DCHDE to deliver a mix of outreach, mobile support that travels to where a person is, centre-based support in local communities and immediate accommodation.

They help people across the state experiencing or at risk of homelessness through prevention and early intervention, as well as crisis and post crisis assistance.

Some deliver a broader range of services through multiple funding sources, including domestic, family and sexual violence services.

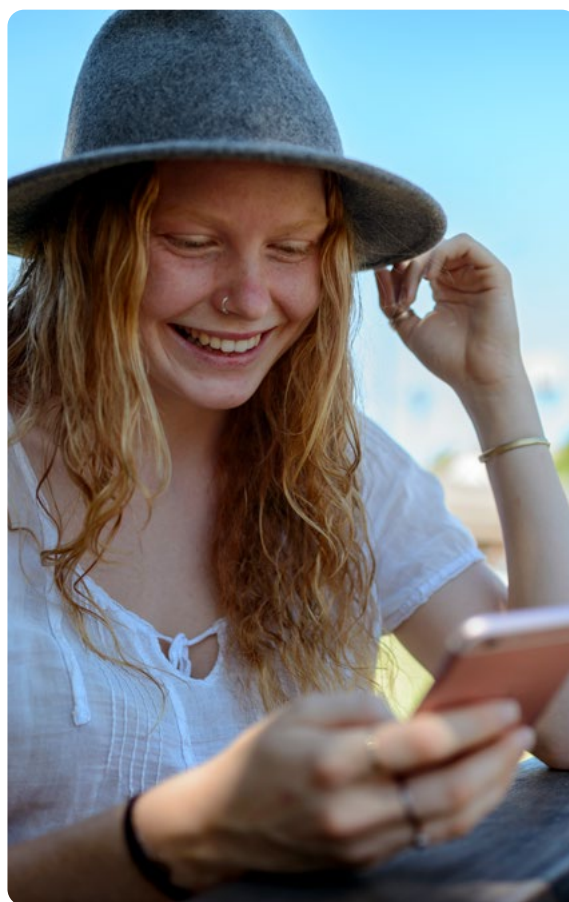
Specialist Homelessness Services have established local partnerships that support integrated responses across the broader service system.

Immediate supported accommodation services focus on addressing immediate needs and individual risk. Services assess each person's circumstances, their capacity for independent living and the housing with support that can make an immediate difference, while establishing a plan to support their ongoing wellbeing.

Support services are available for young people and their families, carers or kin who are experiencing or at risk of homelessness or need assistance to maintain their housing.

They provide a range of supports including:

- preventing people from losing their housing or becoming homeless
- assisting a person to transition from homelessness or an immediate housing response to safe, secure and affordable housing
- supporting people to maintain tenancies
- developing skills for independent living and sustaining housing.



Access services operate as an entry point, connecting young people to the housing and homelessness service system and other services. They are delivered through physical hubs, outreach services in public places or via phone or internet. Young people at risk of or experiencing homelessness need to find or be referred to them as soon as possible. Success relies on them being well integrated with and partnered across the rest of the service system.

The Queensland Government Homeless Hotline (1800 474 753) is a 24/7 phone information and referral service for people who are experiencing or at risk of homelessness to seek information about where to find support, accommodation, meals or showers.

The Queensland Government, through DCYJMA, funds Youth Support Services in more than 90 locations across Queensland, for 8 to 21 year olds experiencing a range of risk factors, including the risk of homelessness. The services have the potential to act as a key source of information and support, particularly for young people who are not engaged in education.



The Queensland Government funds a variety of initiatives to support young people in the period after they leave care and has recently committed funds to provide additional financial and practical support to young people up to the age of 21 years.

Through DoE, the Queensland Government provides a range of support to young people in Queensland state schools, including access to additional wellbeing professionals employed through the Student Wellbeing Package. Students in 50 state schools will also have free access to a General Practitioner over three years as part of a Student Wellbeing Package. A new Student Connect initiative will strengthen cross-agency support for children and young people with multiple vulnerabilities to provide multi-disciplinary support to assist young people to engage in learning.

DoE also delivers place-based initiatives including Centres for Learning and Wellbeing in Roma, Mount Isa, Atherton and Emerald to develop teacher capacity and leadership and to facilitate inter-agency wellbeing support for staff and students and FamilyLinQ, two integrated school-based hubs in collaboration with the Bryan Foundation.

## Housing products and services

The Queensland Government, through DCHDE, offers a range of housing products and services. This includes social housing and assistance to obtain and sustain a private rental home or get on the pathway to home ownership.

Any young person in need of housing assistance can go to their local Housing Service Centre or phone 13 QGOV (13 74 68).

The Queensland Government has invested in housing programs specifically for young people including Youth Foyers. We have expanded the Logan Youth Foyer, established a new Gold Coast Youth Foyer and will shortly commence construction on a Townsville Youth Foyer. Youth Foyers provide young people with stable housing and support to gain essential practical life skills to help them transition into mainstream housing and live independently. Youth Foyers are an internationally recognised pathway for young people to develop the skills they need to achieve independence and reduce their risk of homelessness, while pursuing their employment and career goals.



Logan Youth Foyer mural created by residents in collaboration with REKON Youth Outreach and local Indigenous artists Big P and Jessica Skein.



## Preventing homelessness and helping young people to find and stay in safe, secure and affordable homes

For some young people, the only barrier to stable housing will be affordability, while other young people will need appropriate supports to assist them to obtain and sustain longer-term housing.

There is a strong and experienced network of agencies, organisations and advocates working together with young people every day, to tackle the challenges young people face in accessing a safe, secure and affordable place to come home. However, there is still more that can be done through innovative approaches and enhanced coordination and integration of services, to prevent young people from experiencing homelessness and achieve better longer-term outcomes.

Service responses have traditionally focussed on crisis responses<sup>15</sup>, assisting young people when they have experienced homelessness. *Towards ending homelessness* commits to implement and promote more prevention and early intervention initiatives to reduce the likelihood of young people experiencing homelessness.

It recognises that moving further towards ending homelessness for young people means ensuring prevention and early intervention responses are visible to the young people who need them and across the community.

*Towards ending homelessness* builds on the existing investment, commitments, skills and knowledge in the housing and homelessness sector across Queensland. It puts young people at the centre of service delivery and equips community members to help.

It commits to improving government housing products and services to focus on the needs and goals of young people, while better leveraging the existing broader social service system. Our aim is that services are evidence-based, integrated, culturally safe, trauma-informed and focused on individual needs.

It acknowledges and responds to the diverse needs of young people including young First Nations peoples, young people who identify as LGBTIQ+, young people with disability, young parents, young people from culturally and linguistically diverse backgrounds and young people experiencing domestic, family and sexual violence or who are engaged with child safety or youth justice.

Given young people have varying needs that require different levels of support along their housing journey, these factors are reflected in real action to be taken through *Towards ending homelessness* to achieve long-term housing outcomes.

*Towards ending homelessness* will drive action in three key areas:

- 1 Earlier service access
- 2 Accessible housing products
- 3 Responsive housing support services

These were developed through consultation with young people and the housing and homelessness sector.

Services will be better integrated across all three areas and delivered in ways that are accessible to young people.

There is a strong commitment to ensure young people continue to be included in service design and delivery.







# 1

## Earlier service access

Actively prevent homelessness through information, early identification and referral.  
Help young people who do experience homelessness to quickly find housing with support.

.....  
Help is available when I, or someone who cares about me, recognise that I'm at risk  
.....

.....  
I have the information I need to make decisions about my housing  
.....

### What we heard

Each young person's experience of homelessness is unique. While many young people we spoke with recognised they needed help to obtain housing, most did not know how to get that help. Some did not know they could ask for help because they did not identify as being homeless, often because they were couch-surfing, rather than sleeping in public spaces. Information needs to be easy for young people to find, clear and current.

Prevention of homelessness involves taking universal community-based actions to stop homelessness occurring by promoting protective factors and reducing risk factors.

Young people at risk of homelessness need to be identified early and referred to appropriate housing and homelessness support services.

Schools play a key role in the lives of young people and there are opportunities to better connect housing and homelessness information and services to identify and help young people and their families in need of housing support.

Young people often rely on adults they can trust for help. Support networks, such as parents or friends, coaches and peers, need to be equipped with the latest relevant information that can help a young person access the assistance they need, when they need it.

There are key times when this can be more critical, including:

- during a relationship breakdown within a family or primary home
- when transitioning to independence, either from out-of-home care, the family home or starting a tenancy.



Through speaking to young people and the sector, we have heard that young people and their support networks need access to information where young people can intuitively access it, such as at school, in community spaces and services and online.



## What we will do

Young people and their support networks have better access to tailored, user-friendly information and education aimed at preventing homelessness, shortening young people's experiences of it and improving young people's ability to obtain and sustain housing, including supporting young people through digital resources and inclusion.

Existing community and human services will be better integrated to support young people through prevention and early intervention responses, such as counselling, parenting support, financial literacy and life skill development, as well as early referrals to homelessness services.

## What success looks like

1. Young Queenslanders have the information they need to find homelessness, housing and support services, make decisions about their housing needs and successfully obtain and sustain tenancies.
2. Young people's support networks have access to information to help them access services and make informed decisions.
3. Young people and families with children who are at-risk of homelessness or housing instability are identified early and referred to appropriate services to help them obtain and sustain housing.
4. Young people are supported to achieve social and economic independence and improved long-term housing and overall life outcomes, including through education, training and employment opportunities.



# 2

## Accessible housing products

Housing products and services are accessible and meet the needs of young people.

.....  
I have a safe, secure affordable place  
to call home  
.....

### What we heard

While many young people told us of their dream of home ownership as a way of achieving life-long housing stability, they also worried the challenges of affordability would mean long periods of renting.

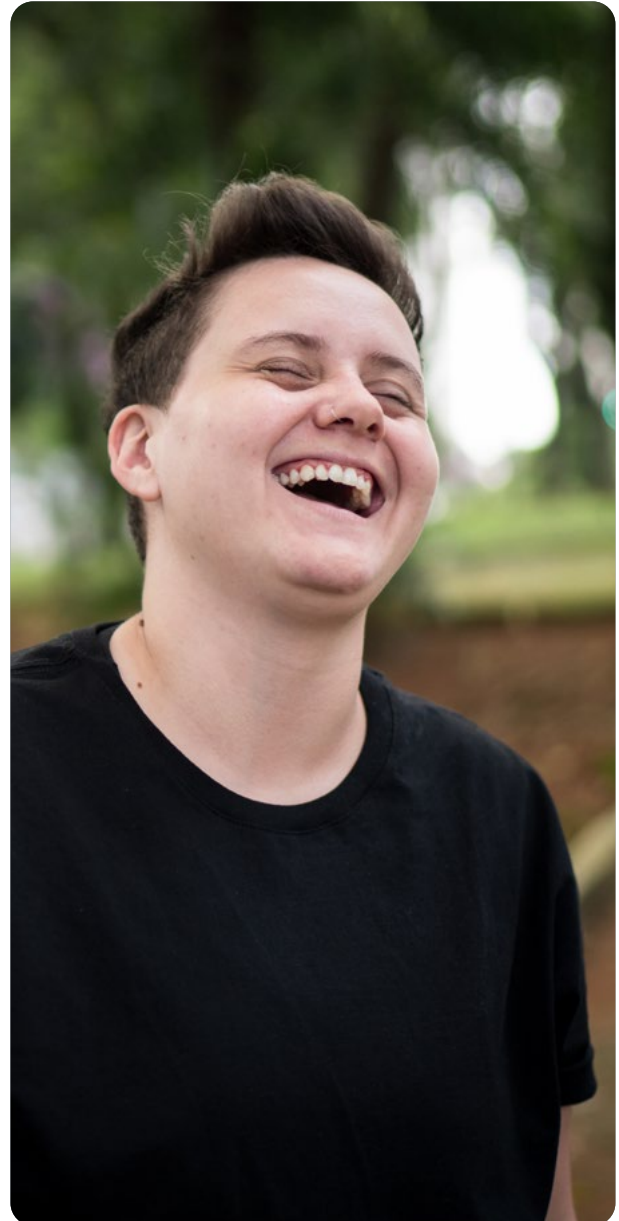
Young people told us achieving social and economic independence meant they would have choice over their housing, feel safe and secure and could live without relying on other people to sustain housing.

Young people who were working towards independent living noted the challenges of competing with dual-income and established households when applying for rental properties. They felt a stigma attached to their applications was a barrier and that affordability restricted their options.

Young people who had secured a tenancy spoke of the challenges they faced trying to pay increasingly unaffordable rent, while still having money left over for food, transport and other household expenses.

Young people currently being supported by Specialist Homelessness Services aspired to have safe, secure and affordable housing in a location close to their existing support networks, school, work and transport.

They told us a one-size-fits all approach does not work and housing products and services should better meet the needs of young people.





## What we will do

Through *Towards ending homelessness*, the Queensland Government will review and improve housing products and services so they are more tailored to the needs of young people. We will deliver new social housing for young people and families with children. We will better integrate and coordinate delivery of accessible housing products with responsive housing support services

## What success looks like

1. Young people have access to safe, secure and affordable housing options that meet their needs and support them to achieve long-term housing, connection to community and social and economic independence.

---

2. Young people are included in design and delivery of housing products and services so they meet the unique needs of young people.

“

Social independence means being able to buy my own house and being able to afford rent in places I want to live.

– young person who provided input into *Towards ending homelessness*.

”



# 3

## Responsive housing support services

Support services enable young people to obtain and sustain housing and prevent repeat experiences of homelessness.

.....  
I am supported to sustain my housing  
and thrive  
.....

### What we heard

Young people and the housing and homelessness sector told us housing needs to be provided with appropriate support for young people to sustain housing.

Without appropriate supports, it can be difficult for young people to navigate the service system, given the complexity of engaging across multiple government and non-government supports, and to maintain stability and exercise their rights and obligations as tenants. Health, education and employment supports are particularly important.

Young people leaving care face particular vulnerability to homelessness because they often lack the informal support networks available to other young people. This may make it more challenging to sustain housing over time without support.

Young people exiting care, youth justice or corrections have also expressed the need for early support to plan for their transition into other stable housing.

Young people have told us when they are being supported they want to feel safe, respected and that their accommodation is their home while they are stabilising their circumstances and planning their transition into other housing.





## What we will do

*Towards ending homelessness* will encourage government and the human services sector to work in closer partnership to support young people to enable better integration between homelessness, housing with support services and other critical services including education, health, employment, child safety and youth and adult justice.

We will also work with families with children to create opportunities for family and social connectedness and housing sustainment and support children and young people in education, training and employment.

## What success looks like

1. Young people have access to services that support them to obtain and sustain safe, secure and affordable housing, including to sustain rental tenancies.

---

2. The government and community sector workforce is equipped to develop the skills, practice and tools needed to deliver person-centred, coordinated, outcomes focused housing with support services to young people.

---

3. A better integrated service system that assists young people to access the services they need, when they need them across government, the housing and homelessness sector and the broader community services sector.



# Towards ending homelessness for young Queenslanders

Helping young people to work towards and achieve their social and economic independence.

*Towards ending homelessness* builds on existing approaches to service integration across government and the housing and homelessness sector including homelessness hubs and Coordinated Housing and Homelessness Responses.

It will enhance integration of what we collectively already do well, as well as new and improved initiatives.



**KEY:**

- Integration
- Prevention and early intervention

## 1 Earlier service access >>>

- ES 1** ○ Deliver new and improved digital resources for young people and their support networks to:

  - access housing, homelessness and domestic, family and sexual violence services early
  - learn how to secure and sustain tenancies in the private rental market
  - plan pathways to homeownership through existing state, federal and other supports. [DCHDE, DES, DCYJMA]
- ES 2** ● Produce and promote resources to help identify early and engage with young people at risk of homelessness, including for:

  - teachers, guidance officers and other wellbeing professionals in schools, including additional professionals commencing as part of the Student Wellbeing Package
  - neighbourhood and community centres, health, hospital and mental health services, employment services and employers and other community and human services. [DCHDE, DoE]
- ES 3** ● Help young people connect to education, training and employment, supporting and responding to the needs of First Nations young peoples. [DESBT, DoE, DCHDE]
- ES 4** ● Help young people to participate, connect to their community, access peer support and strengthen inclusion through sport and active recreation. [DTIS]
- ES 5** ○ Work with young people to ensure accessing the homelessness service system is intuitive and key entry points are better integrated with government services. [DCHDE]
- ES 6** ● Help young people and families with children including young parents to connect to community, skills and tools to prevent homelessness, through neighbourhood and community centres, emergency relief for financial crises, financial literacy services, and counselling and parenting skills services. [DCHDE]
- ES 7** ○ Engage young people who have experienced homelessness or housing instability to enhance their connection to community and reduce social isolation through digital inclusion, arts and culture. [DCHDE, DCYJMA]
- ME 1** ○ Establish a cross agency monitoring and evaluation approach to assess the effectiveness of joint approaches under *Towards ending homelessness*. [DCHDE]



# – an integrated framework of housing with support

## 2 Accessible housing products



## 3 Responsive housing support services



**HP 1** Make DCHDE housing products and services, including private market products and social housing, more tailored to the needs of young people, integrated with support services, culturally responsive to First Nations young peoples and responsive to the needs of young people with disability. [DCHDE, DSDSATSIP]

**HP 2** Review Queensland Youth Foyers, including potential future priority locations, local operating models and designs, working with young people, the housing and homelessness sector and other partners. [DCHDE]

**HP 3** Deliver new social housing for young people and families with children under the Queensland Housing Investment Growth Initiative, including through strategic partnerships. [DCHDE, QT]

**HP 4** Construct 38 new housing units and deliver an innovative program of housing with on-site support to assist at-risk families in Brisbane before they come into contact with the child safety or youth justice systems. [DCHDE]

**HP 5** Work with young people and Specialist Homelessness Services that deliver immediate supported accommodation to better respond to the diverse and complex needs of young people, be trauma-informed, accessible and culturally-responsive. [DCHDE]

**HP 6** Investigate approaches to smaller lots and smaller dwellings through the planning framework to assist to address housing affordability and housing choice for young people. [DSDILGP, DCHDE]

**HP 7** Prevent young people exiting government services into homelessness, including by providing flexible financial housing assistance to young people transitioning from Temporary Supported Accommodation, care, corrections, youth justice, and Youth Foyers, to assist them to obtain and sustain housing. [DCHDE, QH, DCYJMA, QCS, QPS, DJAG, QMHC]

**HP 8** Co-design a community-based multi-disciplinary case management model of service delivery for people who are experiencing homelessness or at risk of homelessness and who have multiple health needs, with a focus on the needs of young people. [DCHDE, QH, QMHC]

**HS 1** Recruit new specialist housing workers who will help young people obtain and sustain safe, secure and affordable housing by coordinating housing with support. [DCHDE]

**HS 2** Better integrate service delivery across government and community services, including through joint assessment of young people's needs, pathway planning, service referrals, and information sharing. [DCHDE, QH]

**HS 3** Equip the government and community sector workforce to develop the skills, practice and tools to deliver person-centred, coordinated, outcomes-focused housing with support to young people. [DCHDE]

**HS 4** Work with young people exiting out of home care or detention to plan their transition to housing with support, including extension of support to young people leaving care to the age of 21 years. [DCYJMA]

**HS 5** Work with the local community in Mount Isa on an evidence-based trial of integrated ways to address key risk factors for youth offending, including homelessness and domestic and family violence. [DCYJMA, DCHDE]

**HS 6** Invest in additional Specialist Homelessness Services to support more young people over four years in their home, temporary living situations, community settings, or public spaces, with services funded specifically to support young First Nations peoples. [DCHDE]

**HS 7** Explore accommodation and support options for young people aged 12 to 15 years. [DCYJMA, DCHDE]

**HS 8** Expand early support services for young pregnant or parenting women, young women exiting care and First Nations young women to obtain secure housing, maintain their tenancy and reduce potential future contact with child protection services. [DCYJMA]

**HS 9** Review the Youth Housing and Reintegration Service program to ensure it is maximising impacts and reducing the risk of homelessness. [DCYJMA]

## Footnotes:

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