

# QUEENSLAND'S ONE SOCIAL HOUSING SYSTEM

Penny Gillespie



Improving people's lives through housing and community renewal



# outline

- the need for reform
- what we had - vs - One Social Housing System
- outcomes and keys to service delivery
- aims: client outcomes
- significant work underway
- meeting future challenges



## the need for reform

- rapid population growth
- economic boom
- declining supply of affordable housing
- low vacancy rates
- demand/supply issues



## what we had

- multiple assessment processes
- complex, disconnected entry
- wait-turn waitlist and multiple lists
- limited range of products & services
- poor connection between crisis and other forms of housing assistance
- tenure for life

## One Social Housing System

- a common assessment process
- single points of entry
- segmented Housing Register
- new products and services
- Matching for Success
- crisis assistance connected
- assistance for duration of need  
with 4- or 10-year tenancy reviews



# One Social Housing System will deliver:

- allocation of resources to those most in need
- appropriate responses to individual needs
- broader range of products and services
- greater consistency and efficiency



# keys to service delivery

- Matching for Success
- effective and efficient use of available resources
- low-subsidy assistance considered before high-subsidy products and services
- housing assistance for duration of need
- links across government and other agencies
- supporting the workforce



## aims: client outcomes

- streamlined entry to housing assistance
- effective assessment of level of housing need that enables matching for success
- assistance according to housing need and urgency of response required
- pathways to the private market
- optimising client independence





# significant work underway

- Client Intake and Assessment Process
- integration with homelessness services
- new products and services
- influencing affordable housing supply





# meeting the challenges

- integrating diverse elements into one social housing system
- responding to diversity of need
- resistance to change
- communication and understanding
- collaboration across social housing sector and with other human services providers



## summary

- philosophical shift in responding to housing need
- major changes to service delivery
- increasing range of products and services
- better targeting of products and services
- optimising clients' independence from government assistance
- hard work, requiring constant effort at systemic and local service levels