Q SHELTER
Because home matters

Pre-Budget Submission

2025-2026:
Towards a healthy housing system

24 January 2025

Contents

About Q Shelter

Q Shelter is Queensland's peak body for housing and homelessness. We envision a future in which every Queenslander has a home. We lead on solutions to unmet housing needs and homelessness.

Incorporated in 1993, Q Shelter is a membership-based organisation, working to strengthen system capacity and influence policy and investment to support effective solutions. We are engaged at all levels of government, working collaboratively with the public and private sectors, community services sector and wider community to achieve real solutions that succeed through implementation.

Q Shelter's membership base includes Specialist Homelessness Services (SHS), Community Housing Providers (CHPs), the wider human services sector, academic institutions, other peak organisations, active community members, individuals with lived experience of homelessness, and private sector stakeholders. We have numerous standing engagement activities to involve stakeholders in defining policy solutions. Our framework for policy development includes a synthesis of evidence and sector engagement.

KEY CONTACTS

Jackson Hills
Acting CEO
Jackson.Hills@qshelter.asn.au
07 3831 5900 ext. 109

Maya Glassman
Acting Policy & Strategic Engagement Lead
Maya.Glassman@qshelter.asn.au
07 3831 5900 ext. 123

Foreword

The beginning of a new government term offers an opportunity to establish strategic objectives that address the community's most pressing needs over the next four years. This submission calls for long-term thinking and planning in addressing unmet housing need in Queensland. At the same time, our immediate efforts must continually build momentum to ensure we are on the right trajectory towards establishing and sustaining a 'healthy housing system'.

There are two overarching policy recommendations we present in this submission:

1. **Embedding upstream prevention through supply and support measures**: charting a path from crisis responses that address underlying contributing factors, to ensuring every Queenslander has a safe, secure home.

2. **Setting targets to end homelessness**: with regular monitoring and evaluation of the system's performance in delivering on that goal.

The real challenge lies in getting the right policy and investment settings in place and ensuring we have the capacity and capability to deliver meaningful outcomes. Q Shelter is committed to providing leadership to pursue the right solutions from the concept stage through to completion. Collaboration among all entities and stakeholders is essential to ensure the successful implementation of policies and investment decisions, as well as their evaluation for maximum impact and future learning

Q Shelter's policy submissions are developed through close collaboration with our sector, including multiple ongoing engagement activities throughout the year. We also consult the best evidence to ensure Queensland's responses have the greatest possible impact.

We also encourage our members and stakeholders to present their own tailored, evidence-based solutions aligned with an integrated statewide approach. While no one-size-fits-all solution exists, lessons from specific regions can inform others. Through sharing insights and ongoing dialogue, we can refine and strengthen solutions to ensure success across the state.

This Pre-Budget submission builds on our 2024 State Election Platform and current progress from other policy and investment recommendations (see Appendix). It offers the Queensland Government a range of policy and investment proposals to consider for the upcoming budget and forward estimates, aimed at addressing the current housing and homelessness challenges and informing a long-term strategy that ensures every Queenslander has a safe and secure home.

Yours sincerely,

Jackson Hills
Acting CEO, Q Shelter

1. Housing supply

Housing remains one of the most critical issues facing many Queenslanders as demand continues to rise due to population growth and a surge in the workforce linked to infrastructure projects, coupled with construction industry challenges slowing the delivery of new homes.[1] We are experiencing the serious consequences of insufficient long-term planning and investment, which has hindered the ability to provide adequate housing to meet the needs of our growing population.[2] The availability of social housing is far below what is required, while the lack of investment in affordable housing is increasing risks for a wider population group.[3]

On the supply side, housing is a complex system that requires many interventions, including but not limited to:

- optimal policy settings

- development incentives

- ongoing infrastructure development

- streamlined planning processes

- capital investment

- subsidies

- setting clear, measurable targets

- monitoring and evaluation.

To end homelessness, the wider context of a healthy housing system is the most critical element of success. There must be enough homes across all tenure types to meet the needs of everyone in the community if we are to address the needs of the most vulnerable people.

Queensland's housing system is complex and multifaceted, making it a wicked challenge. Therefore, addressing it requires a network of interconnected solutions across various domains. With collective

---

[1] Construction Skills Queensland. (2024). *Industry outlook 2024-25*. Construction Skills Queensland. https://www.csq.org.au/wp-content/uploads/2024/08/CSQ_Industry-Outlook_2024-25-1.pdf

[2] Queensland Audit Office. (2022). *Delivering social housing services (Report 1 – 2022–23)*. Queensland Audit Office. https://www.qao.qld.gov.au/sites/default/files/2022-07/Delivering%20social%20%20housing%20services%20%28Report%201%20%E2%80%93%202022%E2%80%9323%29.pdf

[3] Parsell, C., Kuskoff, E., & Reddel, T. (2023, December 5). *Australia's housing crisis: How did we get here, and where to now?* University of Queensland. https://stories.uq.edu.au/contact-magazine/2023/australias-housing-crisis-how-did-we-get-here-where-to-now/index.html

effort, effective policies, informed investment and a commitment to long-term strategies, we are confident that a sustainable and accessible housing system is within reach.

1.1   Prevention through streamlined planning

1.1.1   State approval pathways

- Support the success of social and affordable housing projects by consistently using the Ministerial Infrastructure Designation (MID) process, including the new 'MID Light' process developed to support social and affordable housing projects on church-owned and charity-owned land.

- Continue to promote the State Facilitated Development (SFD) pathway as an alternate assessment pathway that aims to deliver development that is a priority to the state, for example, affordable housing.

1.1.2   Local government

- Continue to support local governments to develop and implement their Local Housing Action Plans. Include funding sources to assist local governments in delivering, updating, and evaluating their plans.

- Monitor and evaluate the delivery of housing targets in each Local Government Area (LGA).

- Negotiate a consistent approach to rate reductions, development applications and infrastructure charges with LGAs to incentivise CHPs. LGAs can offer reduced planning charges, increased site density through gentle infill development, minimised setbacks (e.g., reducing the distance between buildings and property boundaries), and utility subsidies.

1.1.3   Inclusionary planning and affordable housing

- Expand and embed inclusionary zoning/planning to foster effective partnerships with the private sector, delivering integrated and diverse communities through social and affordable housing in mixed-tenure developments.

- Introduce incentives for inclusionary zoning/planning and other forms of infill housing development, e.g. secondary dwellings, to increase the rate of affordable housing supply. Supported by incentives like density bonuses, expedited approvals, reduced application fees and charges.

- Resolve a definition of 'Affordable Housing' – across government policy, planning and funding programs – that quarantines government capital funding and subsidies for affordable housing that low-middle income earners can rent for no more than 30% of income.[4]

1.1.4 Major infrastructure projects

- Require documented workforce housing plans by key industry groups for large infrastructure and regional development projects.

- Ensure all large government infrastructure projects, such as schools, hospitals, and sporting facilities, include housing plans and deliverables for future workforce requirements.

1.1.5 In-fill development and missing middle housing

- Support 'density done well' through more in-fill development projects, including a range of housing diversity and density, smaller homes, and smaller lot sizes.

- Support the implementation of the Queensland Design Series to provide clearer requirements to the industry that, when met, expedite the delivery of new homes, with a focus on viable in-fill and gentle density products.

- Prevent the congregation of lower-middle income households to greenfield areas where social infrastructure is limited, commutes are longer, and transport costs are susceptible to increases.

1.1.6 Data and monitoring

- Annually publish transparent data on housing needs and demand to support planning for new, diverse, high-quality housing supply across Queensland and all regions.

- Annually publish data on housing supply delivery rates to demonstrate progress towards housing targets, including a breakdown of housing types and tenures by LGA/region.

1.1.7 2032 Brisbane Olympic and Paralympic Games Legacy

- Continue the housing market and displacement monitoring program in the lead-up to Brisbane 2032 and link it to the governance arrangements for the Games' Independent Infrastructure and Coordination Authority.[5]

- Confirm pre- and post-games uses of athlete villages' housing stock in Hamilton Northshore (Brisbane), Robina (Gold Coast), and Maroochydore (Sunshine Coast) for social, affordable

---

[4] Australian Housing and Urban Research Institute (AHURI). (n.d.). *Understanding the 30/40 indicator of housing affordability stress.* Australian Housing and Urban Research Institute. https://www.ahuri.edu.au/analysis/brief/understanding-3040-indicator-housing-affordability-stress

[5] Queensland Shelter and Australian Housing and Urban Research Institute (AHURI). (2024, October 24). *South East Queensland displacement monitoring.* https://qshelter.asn.au/wp-content/uploads/2024/10/AHURI-05287-QShelter-Report_displacement-241014.pdf

and accessible housing delivered by CHPs. At least 20% of all athlete villages' housing stock to be provided as social and affordable housing.

- Engage CHPs to provide real estate services to manage the housing stock of athlete villages after the 2032 Games.

- Ensure Brisbane 2032 promotes new housing types and tenures and involves those impacted by the games in creating long-term social and affordable housing models.

1.2   Rapidly increase housing supply

1.2.1   Identifying latent capacity

- Urgently identify properties with untapped potential, including land owned by faith-based and charity organisations, that can be quickly adapted for social and affordable housing. Provide incentives to reward adaptive reuse projects that repurpose underused buildings for housing.

- Investigate opportunities to explore better use of empty dwellings across the Queensland housing system.

- Continue using the recently conducted audit of state government-owned land and buildings to facilitate a mix of social and private housing.

1.2.2   Alternative housing tenures

- Continue the program of work to deliver eight new youth foyers across Queensland, providing stable housing and support for young people who are studying or working.

- Explore, subsidise and expand Queensland's Build-To-Rent (BTR) sector, including affordable BTR delivered in collaboration with CHPs.

- Enhance the supply of non-market housing options for older adults, such as co-operatives, low-cost retirement homes, and co-housing models, to address the growing housing insecurity among this demographic.

  o   Fund and support the development and evaluation of four community-led pilot social and affordable housing projects across South East Queensland (SEQ). These projects will promote diverse housing tenure and design options for specific cohorts such as older people, including mixed-tenure and blind-tenure models like cohousing, community land trusts, and cooperative housing.[6]

1.2.3   Modern Methods of Construction

---

[6] Housing for Older Women (HOW). (2024). *My Home, Your Home, Our Homes Project Report – Phase 1*. Housing for Older Women. https://housingolderwomen.org.au/my-home-your-home-our-homes-project-report-phase-1/

- Rapidly expand the QBuild's Modern Methods of Construction (MMC) modular housing program in partnership with industry, including more ambitious targets (increase from 600 to 3,000) for social housing across key government departments and agencies so that providers can invest in future pipeline activity.[7]

- Aid the building and construction industry in its transition to a future industrialised manufacturing capability, including:

  o Considering incentives, pilot projects and demonstration sites as proof of concept

  o Intentional design of procurement and supply chain pathways to incorporate prefabricated building components

  o Investing in more regional manufacturing and training hubs.

1.2.4 Tax

- Consider the need for a holistic review of taxes applied to new housing supply to ensure that the Queensland market remains competitive for investment compared to other states and territories.

1.3 Engaging the community in designing solutions

1.3.1 Community engagement activities

- Support housing density and diversity through positive and intentional community engagement and education on the critical importance of current and future housing supply, aiming to reduce community opposition to increased housing development.

- Fund community engagement and education campaigns to reduce 'Not In My Backyard' (NIMBY) attitudes towards new social housing developments.

- Fund a community development program through neighbourhood centres to engage local boarding houses, social and affordable housing tenants, and their wider communities, involving a reciprocal exchange of ideas, resources and engagement.

- Invest in CHPs' capacity to implement broader community development, education and engagement activities to build community understanding and acceptance of social and affordable housing. **($2m p.a.)**

---

[7] Queensland Government. (2024, July 3). *Modern methods of construction program*. Department of Housing and Public Works. https://www.housing.qld.gov.au/about/department/business-areas/public-works/qbuild/modern-methods-construction-program

- Prioritise housing designs that meet tenants' specific needs, encourage innovative, effective solutions, and ensure CHPs are involved in the design and approval process as expert stakeholders.

1.3.2 Housing Trust

- Establish a Housing Trust or foundation to capture philanthropic and community contributions to deliver social and affordable housing through CHPs.

  o Fund a developmental project to establish a Housing Trust in Queensland, including stakeholder engagement, co-design of the preferred model, risk management plan and legal costs for establishing the Trust. Establish a platform to capture philanthropic contributions, with possible links to procurement and commercial activity as part of Brisbane 2032. **($1m)**

  o Provide an initial funding contribution to establish the Trust.

1.4 Supercharge community housing growth

1.4.1 Community Housing Industry Roadmap

- Fast-track a Community Housing Industry Roadmap, developed with peak organisations and the Queensland Government, to strategise and prioritise growth to 2046.

  o Establish clear, measurable targets for social and affordable housing in key growth hubs statewide as a key component of the Community Housing Industry Roadmap.

  o Grant more long-term leases, title and/or long-term management transfers of state-owned community housing (current and future stock) to improve financial viability and capacity to attract debt finance.

  o The roadmap should define the required size and scale of community housing, address CHP capacity and lengthy funding approval processes, and evaluate the cost and time impacts of standardised designs, focusing on flexible solutions for faster, cost-effective development.

1.4.2 Funding and procurement

- Expand the Housing Investment Fund (HIF) from **$2 billion to $3 billion,** with the additional income providing funding dedicated to increasing affordable housing supply, incorporating flexible design solutions suited to the unique needs of each project or community.

- Ensure all HIF-funded projects involve a CHP in the ownership and delivery of affordable housing in perpetuity.

- Adopt a multi-path procurement funding model that includes capital grants, consideration of rolling funding and finance programs to support a pipeline of growth projects.

- Make 'Community Housing Futures' a recurrent program to ensure ongoing capacity-building activities for the community housing sector that support growth.[8] **($2.5m p.a.)**

- Increase investment in a specialised capacity-building program to strengthen Indigenous Community Housing Organisations (ICHOs) to be delivered through Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ).[9]

1.4.3 Master Agreement

- Ensure the new Master Agreement for CHPs supports their sustainability through measures including:

    o Insurance arrangements through Queensland Government Insurance Fund (QGIF) for all Department of Housing-owned properties, along with funding for a project to explore favourable insurance options for CHP-owned properties

    o Long-term lease arrangements and consideration of title transfers

    o Expanded stock management rights

    o Terms that support and enable third-party finance.

1.5 Increase home ownership

1.5.1 First home buyers

- Increase the stamp duty threshold for first-time home buyers from $700,000 to $800,000.

    o In general, our sector supports policy reforms to abolish stamp duty and a broader reassessment of the tax and transfer system.

- Allow first home owner grant recipients in Queensland to rent out rooms in their properties without risk to their grants.

- Monitor and evaluate new home ownership policies to understand the total value/cost of the policy measure to the State Budget matched against the number of additional first-time home buyers moving into the market.

1.5.2 Shared equity and co-housing models

- Increase funding for shared-equity products specifically targeted to population groups such as young people, women, individuals aged 55 and older, First Nations households, and people with low-to-middle incomes.

---

[8] Community Housing Futures. (n.d.). *Home*. Community Housing Futures. https://communityhousingfutures.org.au/

[9] Housing Queensland. (n.d.). *Housing Queensland*. https://housingqueensland.com.au/

- Support below-market housing options like Community Land Trusts, co-operatives, low-cost retirement homes, and cohousing models for older adults.

2. Prevent and end homelessness

Deep system reform is required to end homelessness. While meeting people's immediate needs through temporary arrangements is necessary, we must also create a path to sustainable solutions through a combination of support and housing.

Support is essential to achieving genuine prevention of homelessness. This should not be seen as support provided solely through Specialist Homelessness Services (SHS). Instead, it must involve genuine system and service integration, where people's complex needs are identified as upstream as possible, and systems and services proactively collaborate to deliver a coordinated response that ensures a failsafe outcome.

- **Primary prevention** focuses on tackling root causes such as poverty and lack of housing through initiatives including increasing the availability of social and affordable housing and strengthening other social safety nets to reduce inflows into homelessness

- **Secondary prevention** involves early interventions, such as rent subsidies or tenancy sustainment programs, to help tenants at risk maintain stable housing

- **Tertiary prevention** ensures that those already experiencing homelessness receive comprehensive support, such as supportive housing, to help them regain stable housing and reduce the risk of returning to homelessness.

This approach ensures long-term solutions and greater stability for individuals and families.

To ensure an effective overall response, the system should identify vulnerable groups—such as families, young people, First Nations peoples, people living with a disability, gender-diverse cohorts, multicultural communities, and those over 55 years of age—and provide support across multiple domains with an appropriate housing response in mind.

Primary, secondary, and tertiary prevention should be integrated into systems, service delivery models, and practices for all population groups.

2.1 Responding to homelessness now

2.1.1 Contracts and funding

- Embed and retain the 20% uplift to funding for Specialist Homelessness Services (SHS), inclusive of indexation, over the budget and forward estimates.

- Implement funding models that support best-practice client ratios and other workplace safety measures.

- Expedite long-term and flexible funding contracts for SHS to provide immediate funding security and to enable responsive service delivery models.

2.1.2 Systems integration and data monitoring

- Recurrently fund the current Service Integration Initiative (SII)[10] and expand the initiative into two further regions: Roma and Mt Isa. **(SII expansion: $500k p.a.)**

- Engage the SII in delivering system and service integration activities, including domestic and family violence services, youth justice, child safety, health, support for adults exiting the correctional system, multicultural services, specialist legal services, financial counselling, and education.

- Undertake a data monitoring project to better understand the need for appropriate housing and support models for people in the corrections system and youth justice settings.

2.1.3 Crisis / emergency accommodation and transitional housing

- Increase funding to facilitate greater access to the Crisis Accommodation Program and other suitable short-term housing options as a priority, with hotel accommodation considered only as a last resort.

- Provide a support guarantee to all households and individuals living in hotel accommodation, offering intensive support, safety planning, and appropriate housing solutions.

- Develop a transition plan for the Immediate Housing Response initiative in hotels and other temporary accommodation settings to align with housing targets and supply rates.

2.2 Preventing homelessness

2.2.1 Targets and data monitoring

- Establish a realistic, data-driven target to end homelessness in Queensland based on accurate needs assessments and ensure transparency in the calculation and progress of this goal.

- Use data to identify highly vulnerable individuals and households, leading to an integrated response across state agencies.

- Use service data to report on outcomes and impact, monitor progress, and make system improvements.

2.2.2 Prevention framework

---

[10] Queensland Government. (2024). *Service integration initiative guidelines*. Department of Housing and Public Works. https://www.housing.qld.gov.au/__data/assets/pdf_file/0025/73195/service-integration-initiative-guidelines.pdf

- Design a system-wide prevention framework that spans primary, secondary, and tertiary prevention. This framework might include collaboration with other system partners, government departments and agencies.

- Increase investment in upstream programs and system improvements that prevent children's exposure to adverse experiences associated with poverty, complex homelessness, anti-social behaviour and other adverse outcomes later in life.

- Ensure better system integration involving housing, health, child safety, corrections, justice, education and emergency services to more effectively respond to people engaged with multiple systems.

2.2.3 Supportive Housing

- In line with the newly adopted Supportive Housing Policy[11], invest in supportive housing in every population centre leading up to Brisbane 2032.

  - An appropriate target for supportive housing provision should be set based on the most reliable demand data. It is unlikely that permanent supportive housing, as a specific tenure type, was factored into the original social housing targets. Therefore, as a starting point, the Queensland Mental Health Commission's 'More than a roof' position statement on supportive housing suggests that upwards of 2,200 supportive housing places may be required to meet current demand in Queensland.[12]

  - The target for permanent supportive housing should also be linked to future population growth rates. It has been estimated that between 70 and 88 housing places per 100,000 population are required to provide adequate supportive accommodation for people with severe and chronic mental illness.[13]

  - As a corresponding action, increased social and affordable housing and permanent supportive housing will be required in regional areas, considering the likelihood of people experiencing homelessness being relocated from urban areas like Greater Brisbane, Gold Coast and Sunshine Coast to regional, rural, and remote areas.

2.2.4 Tenancy sustainment

- Invest in a tenancy sustainment support program in every population centre to assist people to sustain their housing and prevent future homelessness. **($30m p.a.)**

---

[11] Queensland Government. (2024). *Supportive housing policy: Guiding best practice and future investment*. https://www.housing.qld.gov.au/__data/assets/pdf_file/0025/68272/supportive-housing-policy.pdf

[12] Queensland Mental Health Commission. (2024). *More than a roof: Supportive housing position statement: An integrated and tailored approach for people with lived experience of mental ill-health and/or alcohol and other drug concerns*. https://www.qmhc.qld.gov.au/sites/default/files/more_than_a_roof_supportive_housing_position_statement.pdf

[13] Siskand, D., Harris, M., Buckingham, B., Pirkis, J & Whiteford, H. (2012), Planning estimates for the mental health community support sector, Australian and New Zealand Journal of Psychiatry, 46(6), 569-580. DOI: 10.1177/0004867412443058.

- o Develop and fund a specialised program responding to hoarding and squalor as part of a tenancy sustainment response across all tenures.

2.2.5 Continuation of existing plans and policies

- Continue with recommendations within the following sector-endorsed policies and plans:

  - o Partnering for Inclusive Housing with Queenslanders with Disability

  - o Our Place: First Nations Housing and Homelessness Roadmap

  - o Putting Queensland Kids First

  - o Towards ending homelessness for young Queenslanders.

2.3 Protect renters

2.3.1 Rental law reforms

- Ensure the successful implementation of stage two rental reforms and limit rent increases to inflation in any one year, like the model used in the Australian Capital Territory.

- Progress the establishment of a new rental sector code of conduct.

- Remove *end of a fixed term* as a reason to end a tenancy.

- Introduce minimum energy efficiency standards for private rental homes.

2.3.2 Short-term rental accommodation

- Implement the proposed registration system for short-term accommodation in Queensland as recommended by the independently commissioned report undertaken by The University of Queensland.[14]

  - o Incentivise the return of short-term accommodation to the long-term private rental market by offering tax incentives, enforcing limits on rental duration and providing rental assistance.

---

[14] Bond, S. A., Rambaldi, A., Corcoran, J., Sigler, T., & Zou, F. (2023). *A review of the impacts of short-term rental accommodation in Queensland*. The University of Queensland.

3. Amplify and embed the voices of people with lived experience and expertise

> "The closer to the point of service delivery that the information comes from, the more valuable it is likely to be for improving that service delivery."
>
> *The Hon. Sam O'Connor MP, Minister for Housing and Public Works and Minister for Youth, at Q Shelter CEO and Senior Leaders Forum, 14 November 2024.*

People with lived experience are often excluded from shaping policy, programs, and services that impact them most. The following measures aim to strengthen their involvement through legitimate participation structures and clear pathways to employment in the sector. By embedding their voices, we ensure the system better meets the needs of those it serves, fostering a more responsive and inclusive approach. This leads to improved outcomes, higher tenant satisfaction, reduced costs and better service delivery and wellbeing.

3.1 Tenant participation

Substantial evidence shows that increased tenant participation and inclusion reduce public spending and save costs in areas such as rent arrears, turnaround times, anti-social behaviour, and repair systems.[15] These improvements lead to higher tenant satisfaction, fewer complaints, and longer tenancies.

- Embed voices of people with lived experience and expertise into all government policy-making processes.

  o Expand the Advice and Monitoring Group (AMG) to include biannual engagement with key government policymakers.

- Adopt the Paid Participation Policy of the Queensland Mental Health Commission, or similar, to remunerate people with lived experience for their contributions to housing and homelessness policy development, research, and regulatory processes. **($1m p.a.)**

- Fund a recurrent Tenant Participation Program (TPP) and engage tenants in social, public, and affordable housing. **($2m)**

---

[15] National Tenants Union. (2015). *An investment, not a cost: Supplementary appendices*. Retrieved from https://nationaltenants.org/wp-content/uploads/2015/03/an-investment-not-a-cost-supplementary-appendices1.pdf

- o The TPP will involve tenants in co-designing policies, contributing to accessibility audits, and driving service improvements to ensure their input leads to meaningful system changes. For example, pilot projects using co-design methods can incentivise collaboration between CHPs and tenants.

- Strengthen tenant satisfaction surveys by involving tenants in their design, incorporating feedback, and ensuring independent platforms for delivery.

- Fund five place-based projects to engage tenants, people with lived experience of homelessness, and those with unmet housing needs. These projects will provide training and establish regional groups focused on housing system improvements, offering solutions tailored to local needs.

- Create a grants program to support tenant-led and peer-led initiatives. This will empower tenants and peers to lead projects that address their needs and improve outcomes.

3.2 Peer leadership

- Fund peer leadership training in five regional locations to empower peer leaders to provide advice and input on policy, program, and service improvements. **($250k)**

- Explore the creation of a peer-led organisation that represents the interests of people with lived experience of homelessness and housing insecurity. **($150k)**

- Develop co-designed pathways and roles to integrate lived experience into housing and homelessness decision-making.

4. Workforce

Queensland housing and homelessness sector is growing due to higher community needs, expanding funding for services, and increased capital and other funding for community housing growth. More significant investment is needed in workforce planning, training, and qualifications to attract and retain the most skilled, diverse, and sustainable workforce.

4..1 Contract renewal and notification

- Resolve funding contracts by February 2025 to ensure optimal staff retention across the housing and homelessness sector.

4..2 Workforce development

- Develop an overall workforce strategy spanning community housing, homelessness and broader housing system requirements, including funding for traineeships, cadetships and graduate programs to attract and retain a strong workforce.

- Develop training and employment pathways into housing and homelessness services for people with lived experience, including micro-credentials, cadetships, traineeships, and mentoring programs.

- Fund a Certificate IV in Social Housing and Homelessness Support Work.

- Expand investment in accredited and non-accredited training and professional development for the housing and homelessness workforce.

- Continue the work of Q Shelter and Homelessness Queensland's HomeNow and WellNow initiatives, initially funded by the Queensland Department of Trade, Employment and Training as part of the Workforce Connect program, to support the ongoing implementation of sector workforce development and wellbeing activities.[16] **($150k p.a.)**

---

[16] Home Now. https://www.homenow.org.au/ and WellNow. https://wellnow.org.au/

Appendix

1. **Q Shelter 2024 State Election Platform**

2. **Progress on Policy and Investment recommendations since the 2022 Queensland Housing Summit**