

Q Shelter Regional Representatives Session

Department of Housing & Public Works



Programs Redesign

Progress to date

- Case for a more strategic approach to investment and commissioning socialised through regional roadshow (late 2025)
- Internal workshops to understand current state, mapped current state investment across HHS programs
- Nous Group engaged to help develop a strategic investment and commissioning framework (June 2026)



Programs Redesign

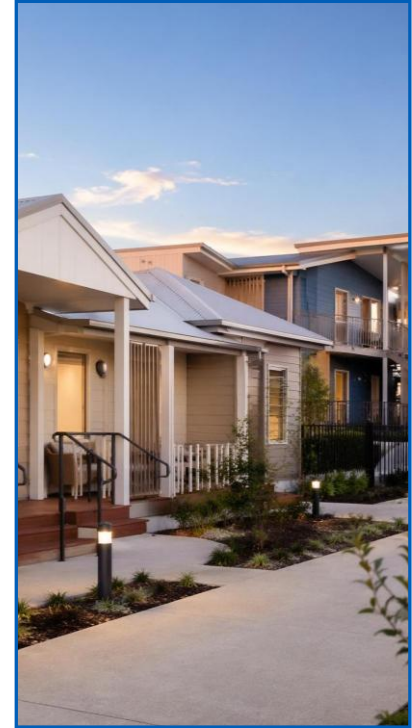
In Progress

- Sector engagement April-June 2026 to inform system-level investment and understand the changing nature of demand
- Research and evaluation to build evidence base
- System and process mapping within the current service system
- Researching sector use of customer, referral and case management systems
- Frameworks for evaluation, compliance, quality assurance, continuous improvement
- New strategic investment and commissioning framework



Immediate Housing Response (IHR)

- DHPW is investing heavily in new supply of housing and temporary accommodation and IHR continues to provide a crisis response while more supply comes online
- IHR households have **declined by 259** between 1 July 2025 (**1,537**) and 1 June 2026 (**1,278**)
- **Reduction in IHR long-stays** (>12 months) from **118** households down to **64** households since 1 July 2025
- IHR households have stabilised between **1,200 – 1,300** since late 2025
- **1,687 IHR housing outcomes** (public, private or community housing) since 1 July 2025
- The IHR also provides non-accommodation support to prevent homelessness, including assistance to establish or sustain private market rentals, where no other option exists

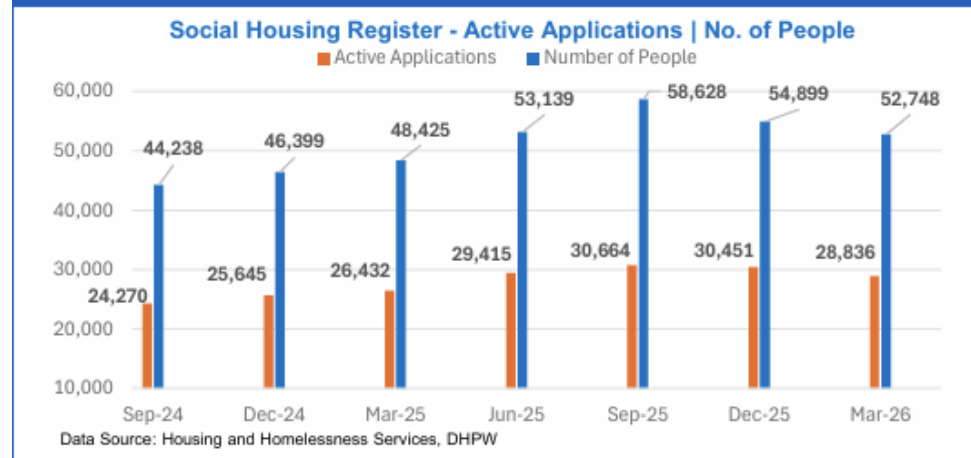


Social Housing Register update



- March 2026 active applications were **28,836**, compared with **26,432** in March 2025, increase of **2,404** applications (**9.1%**)
- People on the register increased from **48,425** to **52,748** over the same period (**4,323** people, **8.9%**)
- The number of people on the register also eased significantly, down **3.9%** from December 2025.
- This decrease aligns with ongoing efforts to ensure the register reflects a more accurate picture of housing demand, through the application of policy and improved process management.

3.4 - Number of people and households on social housing register



Master Agreement

The Master Agreement was released to the sector on 12 June 2026

- Long-term agreement between the Department and Registered Community Housing Providers
- Aims to reduce red tape, unlock equity, and support sector growth and sustainability
- Has potential to **reduce contracts** from **2,000+** to just over **100** when fully implemented
- Developed through consultation with the sector and peak bodies
- Implementation will continue in partnership with the sector
- Several pilot participants have started transition activities

