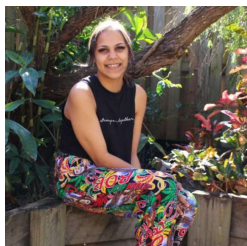




If this successful model of Supportive Housing was scaled across Queensland, we could...



Provide significantly more housing for the ~20,000¹ people in Queensland who are homelessness, or at risk of homelessness

Deliver cost savings to Government of \$17,500³ per tenant in the first year housed in supportive housing through:



Health – reduced mental health episodes, days in hospital and emergency department visits



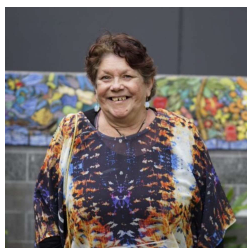
Criminal Justice – reduced police occurrences, appearances in court and nights in custody



Homelessness Services – reduced use of alternative homeless accommodation and services



Provide health benefits to each formerly homeless tenant through improved life expectancy and quality of life, avoided pain, suffering, and reduced social loneliness



Reduce social housing register waitlist times from the current waiting period of over 2 years²

We acknowledge the **Turrbal** and **Jagera People**, the traditional custodians of the land on which we work. We recognise their continuing connection to land, waters and culture and pay our respects to the elders both past and present.

Source: (1) Homelessness prevention, Queensland Government, 2024; (2) Supportive Housing Case for Change Paper, Deloitte Access Economics, 2024 (3) Ending homelessness through permanent supportive housing: a cost offset update, Parsell, C. Sharman, N. & Kuskoff, E., 2023;



Common Ground Queensland's Supportive Housing Model

This brochure outlines the 10 core elements that underpin Common Ground Queensland's Supportive Housing Model.

Common Ground Queensland has a successful Supportive Housing Model, with opportunity to scale.

Common Ground Queensland (CGQ) is a non-Government, not for profit organisation that provides Supportive Housing. CGQ was established in 2008 to operate Queensland's first purpose built supportive housing initiative.

Supportive housing provides permanent, affordable and safe housing intentionally linked to tailored support services designed to meet people's needs. Supportive housing is a proven approach for people who experience a range of complex issues including chronic homelessness, poverty, trauma, disability, mental health issues and problematic substance use.



Brisbane Common Ground (BCG) is a case study that exemplifies the CGQ Supportive Housing Model. BCG, a 14-storey apartment building in South Brisbane, has been operated by CGQ for over 10 years. BCG provides 146 units of affordable studio and one-bedroom apartments with social support services for people who have experienced chronic homelessness and people on low incomes.

The CGQ Supportive Housing Model can be flexibly applied to provide supportive housing for families and other individuals with varying needs. For example, CGQ provides supportive housing across Brisbane in scattered site models to 20 families with young children who have experienced or are at risk of experiencing homelessness and engagement with the child protection system, and refugee and asylum-seeking individuals and families.



1 **Housing stability:** A Housing First approach to provide, safe, social housing, with minimum exclusion criteria, as long as needed, to offer stability for individuals to help them to rebuild their lives

The model supports tenants to **stay housed**, by:

- **Providing affordable housing**, relative to tenant incomes, to support tenants to maintain tenancy
- **Supporting incoming tenants to gain and maintain tenancy by minimising exclusion criteria** beyond that set by Government and supporting tenants without discrimination or requirements for behavioural change
- **Encouraging tenants to stay as long as they need**, and should they choose to leave, continuous support is provided throughout the exit process

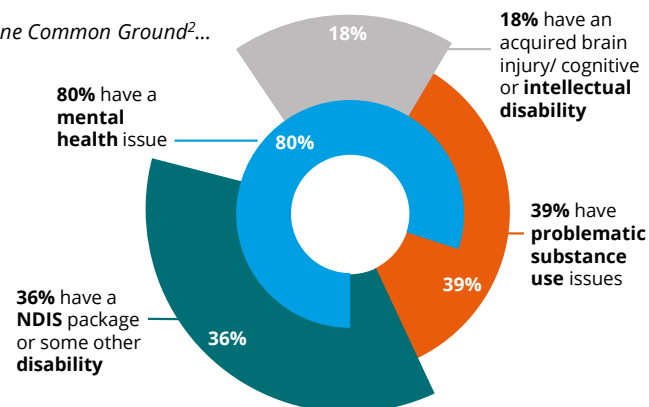
Of the tenants that exited BCG in 2022-23, **none returned to homelessness¹**

2 **Targeted support for the chronically homeless:** Designed for those who are unable to sustain tenancy through other housing models with diversity in tenants to support a vibrant and diverse community

Target tenants are those who, without housing and support services, would likely continue to be homeless, at-risk of homelessness, or in the institutional circuit (hospitals and jails), including:

- **Chronically homeless** individuals (rough sleepers), who have experiences of long-term (>1 year) or repeated homelessness
- **Low-income individuals**, who are working or studying and have no or low to moderate needs. A tenant mix of 50% chronically homeless and 50% low-income earners is recommended to create a balanced community where those with complex needs are not segregated from the wider community

At Brisbane Common Ground²...



3 **Tenant-informed building design:** Incorporates flexible, placed-based building design informed by tenant-lived experience to create homes

The CGQ model is customised to local need. Smart design choices include:

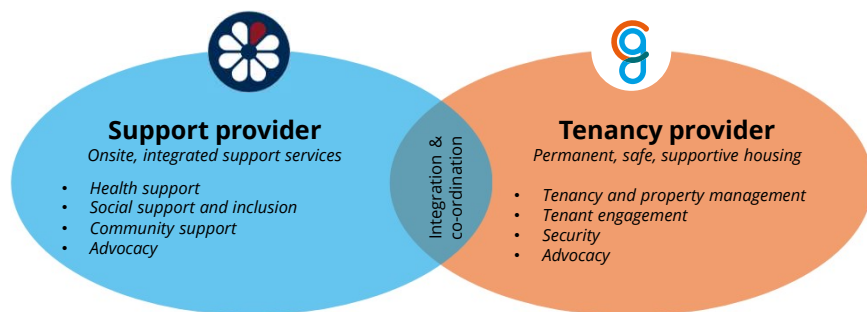
1. **Location in high-density areas** where need is high, and individuals can remain in their local communities
2. **Trauma-informed design** that minimises environmental stressors to increase feelings of safety¹
3. **Co-location with community assets**, such as a wellness clinic that provides tenants and broader community with local access to health services²
4. **Concierge desk** to oversee visitor access with single access for **efficient security resourcing**
5. **Individual, self-contained units** to support independent living
6. **Common areas and multi-purpose spaces** for tenants to meet and engage in activities
7. **Accessible design** with 33 units at BCG designed for wheelchair access³
8. **Location close to public transport**

80% of BCG tenant survey responses said that BCG feels like home⁵

4 **Independence of service provision:** Separates tenancy management from support service provision, to ensure safeguarding and individual advocacy for tenants as well as choice and independence

Using BCG as a case study, CGQ (tenancy provider) and Micah Projects (CGQ's support service provider partner) are independent organisations who work closely together to provide integrated services and unbiased, unwavering tenant advocacy.

From a tenant perspective, the integration of the 2 providers is seamless. CGQ and Micah meet informally and formally on a daily, weekly and monthly basis to discuss tenant issues – this rigorous support assists tenants to maintain their tenancies.



5 **Intensive tenancy management:** Intensive tenancy management allows CGQ to work with tenants in a partnership using a trauma-informed, person-centered approach to assist tenants to sustain tenancies

Intensive tenancy management builds relationships with tenants to support them in retaining tenancy and preventing returns to homelessness. It entails:

- **Frequent informal tenant engagement** to prevent escalation of challenges that could put tenancy at risk
- **Genuine commitment to eviction as a last resort** and use of Tenancy Sustainability Plans to avert evictions and help tenants sustain their tenancies
- Expert staff who **are trauma-informed** and take a **person-centred approach**
- **Rigorous collaboration** with the support provider

73 Tenancy Sustainability Plans were **successfully resolved** in 2022-23 preventing evictions¹

6 **Onsite community services:** Provides flexible and tailored, onsite community services improving tenants' quality of life, independence and addressing challenges that may have impacted their ability to maintain former tenancies

Availability of on-site, easy-to-access support services that are independent from tenancy management encourage tenants to engage with support services and address contributing factors that may impact their ability to remain housed. These services can include:

- **24-hr onsite support** through the concierge desk
- **Skills building and self-sufficiency training** to assist tenants to maintain tenancy
- **Physical and mental health services** provided through the Health & Wellness Hub and BCG's on-site nurse
- **Community building** and co-ordination of community activities including weekly community meals and food available



Source: (1) BCG Analyses of Tenancy Sustainability and Exists, Cameron Parsell et al, March 2023

Source: (1) Trauma-Informed Design of Supported Housing, Ceridwen Owen and James Crane, 2022; (2) Housing First Factsheet, Micah Projects, 2023; (3) Supportive Housing Fact Sheet, CGQ, 2024

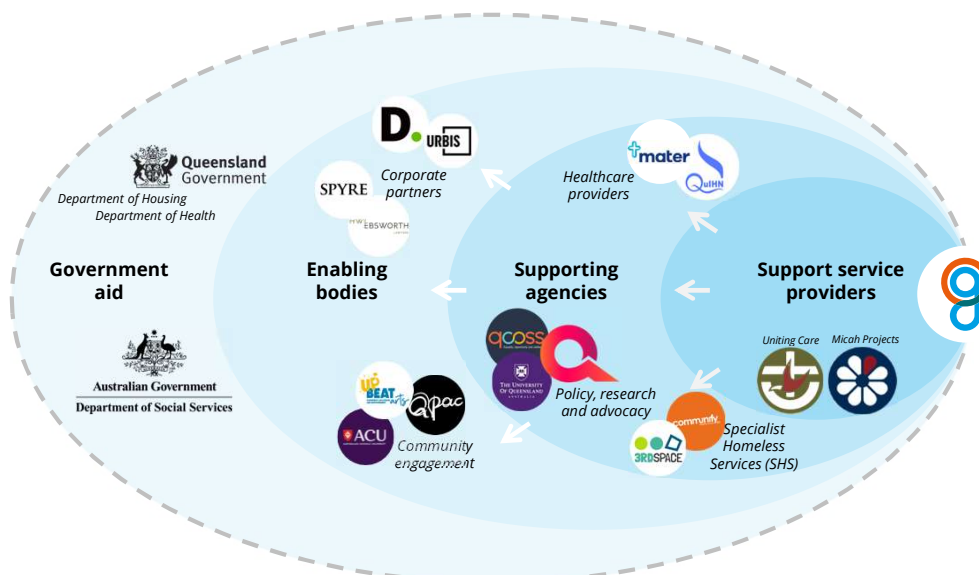
7 Onsite safety: Maintains 24/7 onsite, concierge including appropriate security to create a safe environment for tenants with complex needs, enabling early intervention of incidences and mitigating reliance on external services like hospitals and police

In FY24, the concierge team provided **838** responses to tenant requests for assistance

- Many tenants are vulnerable individuals who have experienced trauma and benefit from **24/7 on-site presence**
- The **concierge desk** has a CGQ **security** person and a **support service** person to recognise and address concerns early, and prevent escalations that could result in injury or loss of tenancy
- Programmed **swipe cards** control access throughout the building, allowing tenants to feel safe in their home
- **CCTV** is used in common areas for passive surveillance to improve on-site safety beyond regular building patrols
- The **visitor entrance** is facilitated through the concierge desk to provide tenants with **agency in choosing who visits them and when**

8 Tailored / responsive support: Provides comprehensive, tailored, and flexible tenant support leveraging a coordinated network of providers

With 12 years of experience, CGQ has developed a diverse, interconnected network of partnerships who support the operations and enhance tenant life through healthcare, community building, and advocacy.



9 Community-focused environment: Engages with tenants and the broader community, prior and during operations, to build community support and create a sense of home

Tenant engagement gives tenants a voice in decision-making and identifies opportunities to improve tenant experiences – this can be achieved through:

- ✓ Regular Tenant Forums
- ✓ Tenant Engagement Surveys
- ✓ A Tenancy Engagement Liaison
- ✓ Tenant advice to the organisation's Board

Community engagement builds awareness, support and acceptance across the broader community, and influences policy to drive change. Community engagement can include community forums, advocacy and research.

Research in 2023¹ identified an opportunity to partner with mental health and drug and alcohol service providers. This led to a flagship health/housing pilot program with Queensland Injectors Health Network (QIHN) to provide additional tailored support services to tenants to support them to address challenges that often contribute to homelessness and impact their ability to sustain their tenancy.

Over 10 months, the pilot program supported tenants via **311** brief interventions²

10 Social benefits: Addresses the root causes of chronic homelessness, reducing demand on health and criminal justice services, to lower the overall cost of homelessness to the community and improve the lives of formerly, chronically homeless people

The social benefit of supportive housing can be grouped into 2 broad categories³:

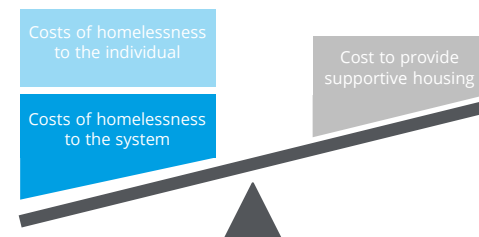
1. Avoided cost to the system (Cost of homelessness minus cost to provide supportive housing)

Cost savings to Government of \$17,500⁴ per tenant in the first year housed via:

- reduced mental health episodes, days in hospital and emergency department visits
- reduced police occurrences, appearances in court and nights in custody
- reduced use of alternative homeless accommodation and services

2. Avoided cost to the individual³

- Improved life expectancy due to improved access to medical support
- Improved quality of life from access to mental health support and stable housing
- Avoided pain, suffering and premature mortality through reduced risk of domestic violence from the security provided
- Avoided costs of loneliness from the social cohesion provided through the model



Source: (1) BCG Analyses of Tenancy Sustainment and Exits, Cameron Parsell et al., 2023; (2) Specialist Alcohol and Other Drug Services data provided by Sue Pope, CGQ, June 2024; (3) Supportive Housing Case for Change Paper, Deloitte Access Economics, 2024 (4) Ending homelessness through permanent supportive housing: a cost offset update, Parsell, C. et al., 2023