



# Co-Design for Inclusive Housing Workshop: QDN Final Report

August 2022



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## About Queenslanders with Disability Network (QDN)

**Queenslanders with Disability Network (QDN)** is an organisation of, for and by people with disability – our motto is “nothing about us without us”. QDN operates a state-wide network of members with diverse disabilities who provide information, feedback, and views from a consumer perspective to inform systemic policy feedback to government, tertiary, and community bodies. QDN has over 2,000 members across Queensland. All QDN’s voting members are people with disability.

QDeNgage is an initiative of QDN comprising a range of trained people with diverse disabilities who act as consumer consultants, assisting businesses, organisations, and government to be more inclusive and accessible for the one in five Queenslanders who have a disability.

Through our work, QDN has built a network of people with disability and staff who have demonstrated abilities and skills in the delivery of training, education and cultural change programs that deliver improved outcomes for people with disability across areas of their life.

In line with QDN’s motto, ‘nothing about us without us’, QDN’s approach is based upon one of co-design, peer leadership, and peer education. QDN believes that it is essential that people with disability are engaged in the design, delivery and evaluation of policy, programs and services. People with disability bring their lived experience of systems and can contribute to system and service level reform as well as cultural and practice change that delivers services tailored to meet the needs of individuals.

## Background

QDN and the **Department of Communities, Housing and Digital Economy (DCHDE)** brought together a diverse group of approximately 60 stakeholders including people with lived experience of disability and a range of government, private and community housing and disability sector representatives to contribute their ideas, perspectives and expertise in two workshops, one face-to-face on 24 March 2022, and the second online on 17 May 2022.

The purpose of these workshops was to co-design priorities and actions to inform a state-wide action plan; *Partnering for inclusive housing with people with disability in Queensland 2022–2025* (Partnering for Inclusive Housing).

This action plan builds upon *Queensland’s Housing and Homelessness Action Plan 2021–2025* (Housing and Homelessness Action Plan) and specifically fleshes out a more detailed framework and priorities to deliver on three key disability-specific commitments:

- Co-design housing responses with people with disability and peak and expert organisations.
- Work with the National Disability Insurance Agency (NDIA) to assist Queenslanders to access and maximise National Disability Insurance Scheme (NDIS) packages and Specialist Disability Accommodation (SDA).
- Work across government to deliver integrated responses that increase the diversity and supply of housing for people with disability.

The new plan will also contribute towards Queensland’s implementation of *Australia’s Disability Strategy 2021–2031* and the *State Disability Plan* and will be underpinned by the Housing principles for inclusive communities which align with international, national and state disability legislation, strategies and policies. The principles of **rights, choice, control** and **inclusion** ensure that people with disability are empowered and supported to make informed decisions about their housing, living arrangements and supports.

The Queensland Government has a clear vision for a housing system that meets the needs and preferences of Queenslanders with disability and enhances their inclusion and participation in sustainable communities. There is a range of work being undertaken across government agencies, in the community and housing sectors, that can inform, strengthen and provide opportunities to leverage off some of the identified recommendations in this report as well as providing opportunities for collaborative, shared actions.

## Workshop process

QDN used participatory processes and methodologies throughout the design for both workshops, including a core team of representatives from different government agencies and people with lived experience of disability and housing expertise to provide input, expertise and feedback throughout the 'co-design' workshop processes. Key housing issues and impacts for people with disability were discussed at Workshop 1 and eight key priority areas were identified and agreed upon by participants. A summary report drew together the key issues and priority areas and this was used to inform Workshop 2, where participants worked through a deep dive in eight small groups to identify tangible actions and solutions within set design criteria across the eight priority areas.

## Priority areas for partnering for inclusive housing

The eight priority areas included:

- Emergency and crisis responses
- Supply, stock and sustainability
- NDIS-funded support: Interface – disconnect and systems
- Integrated pathways from institutional and government settings
- Person-centred approaches (Co-design)
- Hard to reach people and system challenges
- Data, evidence and information
- Non-NDIS funded supports – supported accommodation.

## Overview

Housing is a fundamental need and human right and key to enabling people with disability to be included in community and family life, and to participate fully as citizens within Australian society. People with disability want a place to call home that is accessible, safe and affordable, and a shared focus on plans and actions that deliver long-term housing solutions rather than creating temporary measures.

This report is provided to the Department of Communities, Housing and Digital Economy for consideration of recommendations and engagement with the Disability Reform Housing Sub-Committee of the Disability Reform and Implementation Interdepartmental Committee to identify government priorities and actions moving forward. The workshop participants generated a range of ideas, actions and solutions with a focus on the eight key priority areas. Analysis and synthesis of these has been undertaken to inform the recommendations in line with the four housing principles – rights, choice, control and inclusion. Consideration of recommendations also needs to take note of range of projects, initiatives and work across housing and other portfolio areas that have intersectionality with these recommendations and provide an opportunity to build upon and leverage from this work to deliver integrated, effective outcomes without duplication.

There is broad diversity in our disability community, and it is important that strategies reflect this. It is also important to acknowledge that people with disability from Aboriginal and Torres Strait Islander backgrounds and people from culturally and linguistically diverse backgrounds experience additional barriers and

challenges across all eight areas. Workshop participants highlighted the importance of the plan including strategies and actions that address these barriers and deliver culturally appropriate and integrated services and steps including land tenure, cultural obligations, discrimination by landlords and neighbours, and cultural respect and responsiveness, including flexibility for families, connection to land and appropriate design.

This work occurs within a broader context of housing policy and reforms at both State and Commonwealth levels. The Queensland Government has developed a range of initiatives which align with key areas, for example legislative reforms: Stage 1 Rental Law Reforms; and national minimum accessibility standards for new housing in the National Construction Code. Through the Queensland Housing and Homelessness Action Plan, enhancements will be made to the regulatory system to build protections and generate better outcomes for Queenslanders to ensure a fair and sustainable residential sector.

#### System level recommendations for action:

Having the right legislative, policy and governance frameworks in place will be critical to delivering on key recommendations and actions. QDN provides the following as high-level actions to support the implementation of key recommendations:

- within the established mechanism of the Disability Reform Housing Sub-Committee:
  - establish an expert disability advisory panel that consists of 50% people with disability and key disability sector peak organisations. Terms of reference for the panel to be developed with key functions and roles reporting to the sub-committee to include advice on implementation of actions, measurement of outcomes, monitoring and evaluation
  - work with sector representatives and representatives from across government agencies to identify and scope existing initiatives within government and community peaks that can be points of leverage and intersect with elements of these recommendations
- home modifications:
  - progress Stage 2 Rental Law Reforms to design a workable solution to support renters and property owners or managers to reach agreement about installing accessibility measures in a rental property
  - establish clear levels of responsibility and accountability across the Queensland Government, National Disability Insurance Agency and other key agencies
- prioritise the review of the *Residential Services (Accreditation) Act 2002* to commence within the next year
- through the Queensland Housing Investment Growth Initiative, continue to encourage housing providers to include specialist disability accommodation (SDA) in their development proposals to be delivered alongside social housing, noting the SDA component is fully funded by registered SDA providers
- include people with disability from the beginning, in the planning, design, implementation and evaluation of the strategies and recommendations
- the **Housing principles for inclusive communities** to underpin actions and plans which align with international, national and state disability legislation, strategies and policies and will identify the extent to which people with disability can exercise their rights, choice, control and inclusion and some of the barriers they experience in exercising these
- women and children with disability experiencing domestic and family violence was a key issue discussed and particularly around access to crisis, short-term and long-term safe, accessible and affordable housing. It is recommended that a multi-stakeholder deep-dive to further explore

recommendations and co-design solutions to progress this work including drawing on existing cross-government work that has or is currently being undertaken.

## Key recommendations

From the eight key issues areas, in the second workshop, participants were asked to prioritise key potential solutions for action to address issues. Workshop participants agreed that Partnering for Inclusive Housing is an important opportunity to work together to deliver real change for Queenslanders with disability and identified recommendations and areas that are higher priority and short and longer term.

These have been integrated into key recommendations and linked to the key issue outcome areas.

Each recommendation is identified as a short-term, medium-term or long-term action.

- Short-term – Year 1 of action plan
- Medium-term – Years 1 and 2 of action plan
- Long-term – Years 2 and 3 of action plan.

| Priority | Recommendation   | Details   | Priority areas  |
|----------|--|---|---|
| Year 1   | 1. <b>Develop a Housing Co-design Framework.</b>   | The Framework is to inform the future development and implementation of disability policies, programs, services and products, with an immediate focus upon actions in the Queensland Government Housing and Homelessness and Partnering for Inclusive Housing Action Plans.   | <ul style="list-style-type: none"> <li>• Co-design and person-centred practice</li> <li>• Emergency and crisis responses</li> <li>• Integrated pathways from institutional and government settings</li> <li>• Hard to reach people and system challenges</li> </ul> |
| Year 1   | 2. <b>Establish pilot action research to better understand the ‘journey’ and experiences of people with disability accommodated in residential services facilities (e.g., hostels and boarding houses)</b> | The pilot project will use both qualitative and quantitative methodologies to gather information and data from people with disability living in, or who have lived in, residential services facilities including how many people with disability, where they have come from, gauge their confidence in engaging with available safeguards and complaints mechanisms, and identify gaps in oversight mechanisms. | <ul style="list-style-type: none"> <li>• Integrated pathways from institutional and government settings</li> <li>• Data, evidence and information</li> <li>• Hard to reach people and system challenges</li> </ul>  |
| Year 1   | 3. <b>Co-design with people with disability an individual person-centred housing planning tool – My housing matters</b>  | The tool will be used by people with disability, government and community/disability workers to support and empower people to identify their housing needs. The tool will enable individuals supported by workers to develop their own individual plan that identifies their needs and long-term housing options across the spectrum of public, community, private, shared and                                  | <ul style="list-style-type: none"> <li>• Co-design and person-centred practice</li> <li>• Emergency and crisis responses</li> <li>• Integrated pathways from institutional and government settings</li> </ul>   |

|             |  |  |  |
|-------------|--|--|--|
|             |  | NDIS funded options. This ‘My Housing Matters Plan’ can be trialled and incorporated as part of first steps when discharge/exit is identified from institutional and government settings and hard to reach populations to assist in planning and transition to improved housing outcomes.  | <ul style="list-style-type: none"> <li>• Hard to reach people and system challenges</li> </ul>   |
| Years 1 & 2 | 4. <b>Initiate a cross agency data collection project about the housing needs and preferences of Queenslanders with disability</b>   | The data collection project will focus on gathering robust evidence of the housing needs and preferences of people with disability at various stages along their housing journey to better inform the development of policy and program responses and housing solutions.   | <ul style="list-style-type: none"> <li>• Data, evidence and information</li> <li>• Residential services</li> <li>• Hard to reach people and system challenges</li> <li>• Integrated pathways from institutional and government settings</li> </ul> |
| Years 1 & 2 | 5. <b>Establish two customer journey mapping pilots in Townsville and Brisbane region for people with disability exiting institutional government settings into housing in the community</b> | The journey mapping pilots will: <ul style="list-style-type: none"> <li>(a) identify touchpoints, build suitable referral and information sharing pathways, build individual capacity of, and empower, people with disability to plan and make informed decisions</li> <li>(b) design and implement a service integration pathway framework within a housing systems navigation role(s) that includes commencing housing conversations with people with disability early.</li> </ul>   | <ul style="list-style-type: none"> <li>• Integrated pathways from institutional and government settings</li> <li>• Data, evidence, and information</li> <li>• Co-design</li> <li>• Hard to reach people and system challenges</li> </ul>           |
| Years 1 & 2 | 6. <b>Develop a pilot project to deliver disability accessibility information about properties for sale and rent</b>   | Scope and design a pilot project using existing real estate web-based platforms to deliver information about accessibility of private rental properties and properties for sale.<br><br>The initiative, in partnership with people with disability, peak bodies (REIQ, QDN) and the private sector would explore how the inclusion of an Accessibility Disclosure Scheme to deliver property listings that align with accessible housing features and/or align with Livable Housing Design requirements enable people with disability to find properties that meet their disability needs. | <ul style="list-style-type: none"> <li>• Data, evidence and information</li> <li>• Supply, stock and sustainability</li> </ul>   |
| Year 2      | 7. <b>Co-design and co-deliver training with people with disability on “My</b>   | The training will focus on developing skills, knowledge and capacity of staff in key government departments including housing and can be shared with   | <ul style="list-style-type: none"> <li>• Co-design and person-centred practice</li> </ul>  |

|               |   |  |   |
|---------------|---|--|---|
|               | <p><b>Housing Matters Individual Planning” tool and Person-Centred Practice</b></p>   | <p>community/disability workers. The two modules of training will help workers understand:</p> <p>(a) how to support people with disability to make their “My Housing Matters Individual Plan” (reference to Recommendation 3)</p> <p>(b) person-centred practice in a disability context for frontline staff and the broader sector.</p>  | <ul style="list-style-type: none"> <li>• Emergency and crisis responses</li> <li>• Integrated pathways from institutional and government settings</li> </ul>  |
| Years 2 and 3 | <p><b>8. Establish a community-based tenancy connection service for people with disability</b></p> <p><b>This service also to be enacted specifically during and after times of natural disasters</b></p> | <p>The Tenancy Connection Service will link people with disability with others who are seeking a housemate or alternative living arrangements. This will have a focus on:</p> <ul style="list-style-type: none"> <li>• General short- and long-term housing arrangements through private rental and other options</li> <li>• During times of disaster and emergency</li> </ul> <p>As part of the service, deliver an online Housing Hub (administered by a community-based organisation that includes web-based information and access to phone support).</p> <p><i>Disaster and Emergency – Tenancy connection Service:</i></p> <p>Undertake a pilot mapping project to inform pathways, process and protocols for disaster management and tenancy connection services in one high-risk disaster location. Work across agencies to identify this model that links in with Queensland State Disaster Management Plan and local level plans around emergency and crisis accommodation. This will build upon the work of the <a href="#">Disability Inclusive and Disaster Resilient Queensland Project and framework</a>, Homeless Inclusive Disaster Risk Reduction Project and <a href="#">AAA Digital - Digital Inclusion</a>.</p> | <ul style="list-style-type: none"> <li>• Data, evidence and information</li> <li>• Supply, stock and sustainability</li> <li>• NDIS-funded support: interface – disconnect and systems</li> <li>• Emergency and crisis</li> </ul> |
| Years 2 and 3 | <p><b>9. Investigate options for increasing housing supply through planning and building measures.</b></p>  | <p>Identify opportunities for improving housing outcomes for people with disability through the investigation of planning and building measures.</p>   | <ul style="list-style-type: none"> <li>• Supply, stock and sustainability</li> <li>• NDIS-funded support: interface – disconnect and systems</li> </ul>   |

## Summary of key findings

The following outlines a summary of the key findings from each of the eight priority areas across the workshops.

### Co-design and person-centred approaches

#### Findings

Co-design is a key commitment under the Housing and Homelessness Action Plan and feedback across the two workshops supported this as a positive initiative. A strong message woven throughout the two workshops was the need for the voices of people with disability to be central to developing any housing policies, legislative amendments, programs, services and products impacting upon them, going forward. Co-design is more than consultation or bringing people together in a meeting to get feedback or endorsement, and its adoption will involve a cultural shift across government and the housing and disability services sectors. Person-centred practice is fundamental to the work of the Queensland Government and its delivery of integrated services and supports.

From the workshops, it was identified that a shared understanding and commitment to co-design for people with disability is needed across services and systems.

As such, the implementation of co-design as an engagement approach and person-centred practice needs to be supported through information and training. This will ensure co-design as an engagement approach and person-centred practice is understood. It will develop a shared understanding of ways it can be applied in the development of policies and initiatives, including how to implement it in practice. Both of these areas will require some upskilling across government agencies and the sector, so that people with disability can be included not just at an individual level, but also at a policy, program, practice and planning level.

### Integrated pathways from institutional and government settings

#### Findings

People with disability are living in a range of institutional and government settings, described as 'inappropriate or unsustainable settings' where they are medically able for discharge, ready for release or at risk of, or experiencing violence, abuse, neglect or exploitation<sup>1</sup>. These settings include: health facilities; residential aged care and aged under 65 years old; corrective services and youth justice facilities; child safety systems and voluntary out of home care; residential services (privately owned hostels and boarding houses); and crisis and short-term homeless accommodation or sleeping rough. For a significant number of people with disability living in these environments, they have a range of support needs and experience challenges navigating across complex systems and have often been labelled as complex people instead of acknowledging the complexity of the systems they are interacting with.

Through the workshops, participants identified that the lack of integration, systems operating as silos and lack of coordinated approaches with the individual at the centre means that people with disability experience barriers and lack housing and disability support outcomes that meet their individual needs. It was also suggested that housing conversations are happening far too late and too close to discharge, resulting in insufficient time for a person with disability to properly consider their housing options and support arrangements, resulting in them either continuing to be 'stuck' in that setting or moved into a transitional, temporary, or long-term solution that is not the best outcome for them.

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<sup>1</sup> Queensland Government, "Partnering for inclusive housing with people with disability in Queensland Action Plan 2022-2026" Information Paper to support the co-design workshops, 12 November 2021.

NDIS-funded Support Coordinators, Local Area Coordinators, Hospital Liaison Officers and Justice Liaison Officers need specialist skills, knowledge and training to enable participants to articulate their housing needs and preferences and consider housing options, both mainstream and SDA, or to assist participants to move from inappropriate settings.

The priority focus of workshop two included the need for better understanding and support for the person's journey from entry to exit, ensuring timely, safe, secure accessible housing in the community that meets their needs. Feedback from workshop participants focused on the lack of clarity regarding the end-to-end service journey for a person with disability moving from an institutional or government setting into appropriate housing in the community, intersection points across multiple services and agencies, roles and responsibilities and early focus on coordinated and targeted planning with people with disability about housing from the beginning. Enhanced coordination between sectors and having housing conversations with people with disability early is essential in reducing the risks of housing insecurity for individuals leaving institutional settings and preventing them cycling back through the system.

## Hard to reach people and system challenges

### Findings

People with disability living in group homes, residential services, crisis accommodation, corrective services and youth justice facilities are often described as 'hard to reach'. There are still many people falling through the gaps in systems and services because of the complexity of navigating systems, a lack of access to assessments and support, and experiencing multiple levels of disadvantage. This is often related to people exiting institutions and government settings (see Integrated pathways from institutional and government settings), however, there are many people experiencing homelessness, living in residential services, as well as those in social housing that do not have adequate support, with the responsibility often falling back onto the individual to navigate the complexity. Often people will accept housing that does not meet their needs because of fear of missing out, which has ongoing impacts for a person, including risk of losing their housing or becoming homeless.

Many people with disability living in inappropriate and unsustainable settings have been disempowered through years of marginalisation, struggle and disappointment. For some people it can be difficult to imagine anything beyond their current living arrangement without getting information and understanding what viable alternative housing options look like. People with disability can face greater challenges in engaging with government services due to negative experiences. It may be small steps, for example encouraging people with disability to access some supports in the first place, such as community access, then over time they may feel ready to consider alternative living arrangements.

It is critical that a better safety net for people with complex circumstances is developed to prevent people falling through the gaps, and we design a system that supports complexity. The current gaps in the system include front line services not identifying that individuals have a disability, lack of process and knowledge to assess disability needs, and a lack of knowledge within the housing and homelessness workforce about disability and how to support people. This is accompanied by a lack of options of specialist disability support across the NDIS market and mainstream services to support people with disability to find and maintain their housing and tenancy. However, it is important to note that while people with disability should be encouraged to share information that they have disability, it is their choice to do so, and it therefore needs to be clear why. This requires a flexible, agile system that can work together in an integrated way, with adequate resourcing to support the needs of a person with disability, particularly if they are not eligible for NDIS. It requires early and dedicated supports to empower individuals to plan for a successful housing solution, which also includes timely person-centred supports.

## Residential services

### Findings

Residential services include private hostels and boarding houses that provide a range of housing for vulnerable people with varying levels of support. This sector has become a vital link in the prevention of primary homelessness in Queensland due to the increasing gaps in the housing market, however, the legislation related to this sector is over 20 years old and requires urgent revision and reform to ensure it meets contemporary community standards and safeguards.

Residential services have become the ‘end of the road’ for many people exiting from institutions, because of a lack of early planning for housing, resulting in them being ‘forgotten’ or cycling back through the system again. Research and findings, including through the Royal Commission into the Violence, Abuse and Neglect of People with Disability (DRC) identify that people living in residential services are at higher risk of violence, abuse, neglect and exploitation. In workshop one, participants highlighted different types of gatekeeping practices occurring across these service systems that prevent people from accessing appropriate supports, exercising their choice and control over their living arrangements and engaging with the community.

It is also acknowledged that this risk is further compounded by instances where tenancy/housing and the disability supports are provided by the same provider/owner/service. There are additional complexities that exist when the landlord is also the NDIS provider, and the pathways for people to access safeguards and access to supports to navigate challenging situations, complaints and advocacy. Clearer separation of tenancy and NDIS-funded supports is important so that people with disability can have information and understanding about tenancy accountability, rights and what it means when services have dual responsibilities.

There is a lack of accurate data on the numbers of people with disability living in residential services and their pathway to entering this setting, for example through choice or a last resort. It was acknowledged that people with disability are often referred to residential services by hospitals, emergency services, youth justice, corrective services or due to homelessness. Further, there is a need to better understand a person’s confidence in engaging with available safeguards and complaints mechanisms and to identify the gaps in oversight mechanisms.

It is critical that this data and information is available to increase safeguards for people with disability and inform more contemporary legislation to ensure that people living in residential services are safe and supported to activate choice and control in relation to long-term, sustainable and affordable housing that meets their needs. A key part of this understanding is ensuring that those eligible for the NDIS have access, and that those who are not eligible have access to the supports they need.

## Data, evidence and information

### Findings

#### Data

Across the eight priority areas, workshop participants identified that there is a lack of clear, timely, shared data available on the housing needs of people with disability. There is data collected by different agencies, services and community organisations, however there are no current mechanisms for sharing this information across government systems or community services. Improved data collection and data sharing would enable needs-based information to plan and deliver housing and design service responses that meet population and individual needs. Mapping what data agencies have and where there are gaps is essential to this issue and developing a framework for appropriate sharing of information will enhance better housing outcomes for people with disability and ensure that planning for long-term housing and the support needed is actioned.

## Information

The housing system is complex to navigate, and information relating to different programs, pathways and support for people with disability is disjointed and hard to find. It is important that people can get good information to make informed decisions for themselves, and for the system to deliver plans reflective of what is needed by people with disability and their families, and more broadly for providers and the market to invest with confidence. People with disability also need to be able to understand what housing is available, a way to understand who is out there to share accommodation with, and a safe and supported way to engage with people and options in the market. Often people are left to attempt to navigate the system by themselves and are not aware of the different options available, and if they are aware, struggle to find information and access supports. There is a clear need for information that is central, a way to connect with people, and for this to be adequately supported and easily accessed by people with disability and their families/supporters. This need for information extends beyond NDIS supports and includes the full spectrum of housing possibilities for people, including the private rental market and home ownership. A central hub for information could also be utilised in times of disaster, to identify available accessible properties for people needing to be relocated and matching need with housing provision and supports. We know that many people with disability do not have access to online information or need support to access it, therefore there is a need for people to have access to some face-to-face support. Involving people with disability in the provision of support through a peer-based model, enables people to share their experiences, learn from their peers and, while providing support around accessing information, also decreases people's vulnerability and isolation.

## Emergency and crisis response

### Findings

There is an identified need for better system responses for people with disability in relation to crisis and emergency accommodation, both for natural disaster responses, and people experiencing family and domestic violence. There is a current lack of (and absence) of suitable, accessible accommodation with timely access to appropriate disability supports when accessing these systems.

### Natural disaster responses

It is essential that people with disability are supported in their preparation for an impacting event, but also that system responses have considered the diverse needs of people with disability in their implementation. Solutions and services need to be co-designed with people with disability and other key stakeholders to ensure a holistic approach that considers the diversity of disability and supports required. Learnings from the flooding events in South East Queensland in early 2022, demonstrated the difficulty of matching available accessible accommodation with identified needs of people displaced by the event as well as those that were offered by members of the community. The tight rental market has made it even more difficult for many parts of the community to find appropriate housing after an event. Housing responses also need to consider that the support needs of people with disability are also in place, so that they are safe and not further isolated or at risk.

We need to ensure that Queenslanders with disability are included and represented across all levels of policy, practice and research in terms of disaster planning, response and recovery. It is time to invest in building individual, sector and community capacity; co-designed with people with disability. It is critical that this happens in partnership with industry, emergency and disaster management, and three levels of government – councils, State and Commonwealth. Collaborative and inclusive research must be used to guide decisions and actions to ensure safety, health and wellbeing for people with disability when disasters strike.

## Family and domestic violence

People with disability experiencing family and domestic violence (DFV) have unique risks in relation to abuse, exploitation and control perpetrated by their intimate partners (often a primary carer). The current service system lacks capacity and supply of housing including accessible housing options, often resulting in women and children with disability becoming homeless or at risk of homelessness. There is also an important need within the family and domestic violence system to build awareness and capacity around encouraging people to identify as having disability, their support needs and resourcing, to provide adequate disability support that meets people's needs. The crisis funding model does not focus on identifying and planning for long-term housing needs which can have ongoing impacts not only for the individual but on the other services and systems. People with disability experiencing family and domestic violence need targeted, accessible information so that they can access the service and supports they need. While a range of work has occurred in the development of these resources, there is an ongoing need for capacity building and direct engagement with women with disability about family and domestic violence – recognising it, where to go for help, safety planning and their rights within the systems.

While the design process for all new construction projects has included consideration of design features, for people with disability for many years, not all assets used as crisis accommodation for people who are homeless or at risk of homelessness, have the level of accessibility of the Queensland Government's newly constructed projects. This can be the case for older properties or for properties where non-government organisations, community housing providers and local government entities headlease properties from the private market for use as crisis accommodation. In 2020–21, the Department of Communities, Housing and Digital Economy commenced a program of works to improve the accessibility, security and pet-friendliness of assets used as crisis accommodation for women and children experiencing DFV, in response to recommendations made in *Not Now, Not Ever*. Through this program, the department can provide upgrades to properties to improve their accessibility.

QDN is a member of the Housing and Domestic Violence Roundtable chaired by the Honourable Shannon Fentiman MP, Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence and the Honourable Leeanne Enoch MP, Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts. The issues and experiences of women and children with disability have been raised through this forum. This Roundtable will continue to be an important mechanism to identify issues and solutions through the multi-stakeholder forum to deliver improved outcomes for women with disability escaping domestic and family violence and having long-term housing that means they have safe, accessible and affordable accommodation.

Participants identified that there is a lack of understanding and a need for adequate support to enable providers across both disaster responses and in the emergency/crisis sector to change policy and practices. It is important that any change processes includes effective and dedicated support and resourcing to the sectors to build capacity, capability and knowledge across the sector. It is acknowledged that some organisations and services lack capacity to respond to the needs of people with disability (for example, capacity to assess risk factors and provide trauma-informed responses). Building upon resources and frameworks that have been developed, hands on work in local communities to build capacity of people with disability, service providers and emergency services to work together to undertake individual, service and community-level disability-inclusive disaster planning across metropolitan, regional, rural and remote areas of Queensland, and virtual models can be used to deliver this learning and development.

## Supply, stock and sustainability

### Findings

Limited housing availability across Queensland has impacted people with disability, making it more difficult to find appropriate accommodation that meets their needs. These challenges are faced across the continuum of housing supply, including the private rental and ownership markets, public and community housing. People with disability experience a lack of choice and control around where they live and with whom, along with options for different types of living arrangements. This is compounded by a lack of policy incentives to increase supply of accessible housing that not only benefits people with disability but older persons and our population as they age. There is a strong need for increased collaboration and partnerships across all types of housing and appropriate resourcing to support.

From the workshops, the feedback and ideas put forward throughout the co-design process are foundations to build sustainability for people with disability in maintaining tenancies and securing affordable home ownership. The commitments and actions that have been taken by the Queensland Government to build new social housing to Gold and Platinum standard accessibility are an important step forward, however alongside this, there is an urgent need to increase supply and a range of key actions across private rental and owner-occupied sectors. Workshop participants identified that it is important that legislation and policy, planning and development including decision-making around zoning and residential dwelling diversity, needs to be underpinned by an inclusion lens and framework — not just in relation to individual dwellings but to broader infrastructure needs and development opportunities.

The context of the current housing environment which sees all Australians experiencing impacts of housing crisis, housing affordability, rising costs of building materials, interest rates and inflation was acknowledged. Over the last few years there has been a growing interest in the community and through social media regarding factory-built systems, such as modular homes, that are delivered to a site already built. There would be merit in exploring the suitability of factory-built systems as an affordable and accessible housing option or SDA solution for people with disability. This could be useful in rural and remote areas where 'build costs' are much higher.

People with disability need to understand what private rental and ownership opportunities are available, including shared tenancy arrangements in private rental market, along with community and disability housing markets. Forum participants identified that it is important that people with disability understand what available properties for sale or rent have access features when they are using search platforms. Where shared arrangements are required, people want to understand who and where potential co-tenants are and whether they would be a suitable match to live together. There is a range of stakeholders involved including the Real Estate Institute of Queensland, real estate agents, property owners and landlords, and there is also a range of existing resources and platforms that can be explored and leveraged to design ways to help people with disability and their families access this much-needed information.

Home modifications are a key part of making a property and home environment accessible, safe and liveable for many people with disability. This sits across state and Commonwealth responsibilities and programs, and can be a challenging for people with disability to access and get good outcomes, including NDIS-funded supports and approvals to make minor modifications within the private rental market. The Queensland Government has identified that private rental minor modification legislation will be considered in the next stage of rental reforms – stage 2, however timeframes have not been determined for this. There is a lack of clarity for people in accessing information and funding for home modifications, and a lack of available information in relation to the accessibility of housing in the private market (rental and ownership). Providing

a platform for the identification of accessible properties and extending this to include the possibility of shared housing as a choice for people.

## **NDIS funded support: interface-disconnect and systems**

### **Findings**

While acknowledging that responsibility for the implementation of the NDIS sits outside the Queensland Government, as a key partner and investor at a state level, there is a role to ensure the system is delivering good outcomes for Queenslanders with disability. The intersection between state and federal housing responsibilities needs clarity and coordination so that there is connectivity of services that play a role in a person's life to maintain and sustain their housing. Partnering for Inclusive Housing also provides an opportunity for the Queensland Government and the NDIA to strengthen collaboration around the funding and provision of home modifications. There is a disconnect between market, built stock and eligible NDIS participants for SDA and SILs options, with long delays for plan approvals while housing options are available for people to move to. People with disability and their families continue to find it difficult to navigate the system, the providers and understand their options and do not have the right supports in place to access positive housing outcomes. There is an ongoing need for the Queensland Government in their stewardship role to better understand data about housing needs of Queenslanders with disability to then negotiate and facilitate system improvements and enable people's access to positive housing outcomes through the NDIS.