

## **Question on Notice**

**No. 1327**

**Asked on Wednesday, 25 October 2023**

**MS S BOLTON ASKED THE MINISTER FOR HOUSING (HON M SCANLON)—**

### **QUESTION:**

With reference to emergency accommodation providers and supports often unavailable from 4pm on Friday, until Monday morning—

Will the Minister advise if the government will commit to making available funding streams for localised volunteer organisations to provide night and weekend services to address this gap for communities who are experiencing high demand at these times?

### **ANSWER:**

The Palaszczuk Government acknowledges the housing pressures being faced by Queenslanders. Through strong partnerships and investment in Specialist Homelessness Services (SHS) and other sector partners, we are helping Queenslanders who are experiencing or at risk of homelessness to find or maintain housing.

As at 1 October 2023, we have committed over \$189 million in 2023-24 for 90 non-government organisations (NGOs) to deliver 201 SHS across the state. This funding assists the delivery of a range of services, including after-hours services, expanded outreach for rough sleepers, bolstering mobile support services, and securing more temporary accommodation.

As at 1 October 2023, over \$8 million has been allocated to five NGOs on the Sunshine Coast to deliver 13 SHS in 2023-24. These SHS are required to ensure the availability and accessibility of services when people need them, including after hours. In 2022-23, 1,170 clients were assisted by department funded SHS in the Sunshine Coast LGA.

SHS providers deliver services in accordance with the Homelessness Program Guidelines, Specifications and Requirements (the Guidelines) and are funded to employ suitably qualified staff to deliver case management support. SHS ensure people's housing and other needs are met, with a focus on sustainable housing outcomes through this case management approach.

The government does not provide funding to organisations that rely solely on volunteers. These organisations cannot guarantee the availability of volunteers to deliver services and are unable to ensure volunteers have the requisite skill sets required for engaging with vulnerable cohorts.

The Homelessness Hotline service is available 24 hours a day, seven days a week to provide information and referrals for people at risk of and experiencing homelessness.