

# Our co-design journey: what 'home' means to people with disability



A companion document to  
*Partnering for inclusive housing with  
Queenslanders with disability 2024-2027*



**Queensland**  
Government

# Contents

|   |           |
|---|-----------|
| Acknowledgement   | 3         |
| Purpose of this document  | 6         |
| Our guiding principles  | 6         |
| Our co-design journey does not stop here  | 8         |
| Five Pillars of Partnering for inclusive housing                                      | 9         |
| <b>Pillar 1: Integrated pathways into suitable housing</b>                            | <b>10</b> |
| <b>Pillar 2: Maximised accessible and sustainable housing options</b>                 | <b>14</b> |
| <b>Pillar 3: Better access into the private housing market</b>                        | <b>19</b> |
| <b>Pillar 4: Strong safeguards for people with disability in residential services</b> | <b>22</b> |
| <b>Pillar 5: Enhanced crisis and emergency accommodation responses</b>                | <b>25</b> |
| Appendices  | 28        |
| References  | 31        |

## Acknowledgement

The Queensland Government respectfully acknowledges the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work and the continuation of the diverse cultural practices and knowledge systems of Aboriginal and Torres Strait Islander peoples.

We acknowledge that Aboriginal and Torres Strait Islander self-determination is a human right enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples*. Queensland's *Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.

There is a broad diversity of people in the disability community – people with disability are not all the same. We acknowledge that not all disability is visible or obvious. We recognise that many people's experiences as a person with disability are intersectional and can be shaped by their age, sex, culture, nationality, religion, sexual orientation or gender identity.

It is important to respect individual preferences, acknowledging that some people prefer to be referred to as a 'person with disability' and others prefer 'disabled person'. There is no single form of words which captures the broad spectrum of the community, and our approach will always be informed by how the individual person prefers to identify.

We understand that there is often no word for 'disability' in First Nations languages and that differences in language and understanding of 'disability' can create barriers for First Nations peoples with disability in accessing and receiving the supports and housing assistance they need. This plan does not intend to exclude anyone with the language used.

## With thanks

We thank every individual and organisation who contributed their experience and knowledge to the co-design process to inform the new disability housing action plan, *Partnering for inclusive housing with Queenslanders with disability 2024-2027* (Partnering for inclusive housing). We acknowledge people with lived experience of disability, housing, disability and community sector representatives and supporters, and private and community housing providers who provided time and insights to create Partnering for inclusive housing.

In particular, we thank Queenslanders with Disability Network (QDN) and its housing champions for their continued advocacy and intensive work to support people with disability to share their views and experiences.

We have been on this all-important co-design journey together. You have told us what is needed and we have listened. Rest assured, it does not end there. This is the beginning of our work together and lays a strong foundation for the future.



# Background

## Partnering for inclusive housing with Queenslanders with disability 2024-2027

In 2022, the Queensland Government engaged QDN to bring together a diverse range of stakeholders to co-design priorities and actions to inform a new state-wide disability housing action plan, Partnering for inclusive housing.

Through co-design, we identified the plan vision and key priorities to achieve good housing outcomes for people with disability.

QDN's final co-design report is available on their website: [qdn.org.au](https://qdn.org.au)

### Co-design matters

People matter and are at the heart of what we do. We are committed to co-creating inclusive housing responses that reflect the voices and lived experiences of people with disability. Co-design is essential so people with disability have a voice on matters that impact on their homes and lives.

The co-design journey was an inclusive collaboration process. More than 60 people with relevant skills, experience, and interests came together to share their knowledge, expertise, and insights regarding housing for people with disability.

**Appendix 1** sets out the co-design process that informed Partnering for inclusive housing.

## Our co-design partners

- People with disability
- Private and community housing providers
- Disability, housing and community sector peak bodies and interest groups
- First Nations representative organisations
- Offices of the Public Advocate and Public Guardian
- Real Estate Institute of Queensland
- Supported Accommodation Providers Association (SAPA)
- National Disability Insurance Agency (NDIA) Home and Living division
- NDIS Safeguards Commission
- Government departments


## Purpose of this document

*Our co-design journey: what 'home' means to people with disability* (Our co-design journey) shares the evidence collected from people with disability and key stakeholders regarding housing for people with disability. Our co-design journey demonstrates the voice of people with disability were heard and how the feedback influenced the five pillars of Partnering for inclusive housing.

Our co-design journey is a companion document to Partnering for inclusive housing. The two plans are intrinsically linked and benefit from being read together.

## Our guiding principles

The *Housing principles for inclusive communities* of rights, choice, control and inclusion set the foundation for the co-design process and underpin Partnering for inclusive housing.



Developed in collaboration with QDN, Griffith University and National Shelter, the four principles ensure people with disability are empowered and supported to make informed decisions about their housing, living arrangements and supports. They are based on the lived experience and aspirations of people with disability, informed by the *United Nations Convention on the Rights of Persons with Disabilities* (CRPD) and are compatible with the rights protected by the *Human Rights Act 2019* (Qld).

Find the *Housing principles for inclusive communities* at:  
[www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities](http://www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities)

---

**What control means for me, as a person with disability, by Karin**

“Control means I have autonomy in my housing and disability support. My housing and disability support are provided by separate entities and have nothing to do with each other and I have a tenancy agreement with my landlord that sets out my rights and responsibilities as a tenant.

Although I have a separate room for a support worker to sleep over, this room is not an office and looks no different to other bedrooms in the house. Apart from the disability equipment stored in one of the rooms, my home is very much my home and there is nothing to indicate it is a workplace of paid support staff.”

---

## Our co-design journey does not stop here

People with disability provided strong feedback on the need for their voices to be central to considering and developing the housing and homelessness responses. Through the co-design process, people with disability said they want to be consulted on policy, changes to legislation, programs, services and products that impact their rights, choice, control and inclusion.

A key outcome from co-design was to establish an Expert Disability Housing Advisory Panel as part of Partnering for inclusive housing. The expert panel will be chaired and entirely led by people with lived experience of disability, including First Nations peoples with disability.

By applying co-design principles, the expert panel will advise the Queensland Government on Partnering for inclusive housing and how best to respond to complex and changing reform agendas that relate to housing for people with disability.

### Useful co-design resources

The Queensland Government engaged QDN to develop resources and fact sheets to support agencies and other stakeholders to undertake inclusive co-design processes. The co-design work led by QDN to develop Partnering for inclusive housing is an exemplar of best practice. Co-design resources are located on the website:

[dcssds.qld.gov.au/campaign/queenslands-disability-plan/resources/training-resources](https://dcssds.qld.gov.au/campaign/queenslands-disability-plan/resources/training-resources)



# Bringing the priority pillars to life

As part of the co-design journey, the Queensland Government worked with QDN to unpack, build upon and refine the priorities identified through co-design workshops. Eight priorities emerged from the co-design process – these are summarised in **Appendix 1**.

The eight priorities became five key pillars, that did not lose the intent of the original eight priorities.

The five pillars of Partnering for inclusive housing demonstrate the value of co-design and extensive consultation with people with disability and their supporters.

## Five Pillars of Partnering for inclusive housing



1. Integrated pathways into suitable housing

---



2. Maximised accessible and sustainable housing options

---



3. Better access into the private housing market

---



4. Strong safeguards for people with disability in residential services

---



5. Enhanced crisis and emergency accommodation responses



## Pillar 1: Integrated pathways into suitable housing

---

### People with disability need access to timely, suitable housing

- Preventing unnecessary stays in, or exits into homelessness from government settings, including:
  - health facilities
  - residential aged care (young people with disability)
  - corrective services and youth justice facilities
  - child safety system
  - specialist homelessness services and crisis accommodation, including domestic and family violence shelters
  - forensic disability system.
- As well as the social impact, there are significant costs for the Queensland Government when people with disability who can live in the community continue to occupy government settings.

People with disability are more likely to stay in these types of settings for longer due to a lack of suitable housing options or delays in accessing timely support.

## Improving complex systems

- Many people with disability in government settings have multiple and high support needs and are best supported through integrated service responses, joint assessments, and referral pathways to human services.
- There is a need to improve the pathway from when a person with disability enters an institutional or government setting to when they leave, and where the journey intersects multiple government and community agencies.
- Government and community agencies often do not know about other supports and services that a person with disability may need or how services can work together to provide the best housing outcome.

Many people with disability living in institutional or government settings have a range of support needs and need to access multiple complex support systems. People who experience challenges navigating these systems are often labelled 'complex people'. This labelling is an example of the medical model of disability, where the 'problem' is attributed to the person rather than the systems that create the challenges they face.

Adopting the social model of disability recognises that it is the way society is organised that causes disability. Improving and integrating service delivery across government and community services will remove barriers for many people with disability, ensuring they can be independent and equal in society, with choice and control over their own lives.

## Start housing conversations earlier

- Conducting conversations on housing options with people with disability should happen in advance of people leaving institutional and government settings. Without critical transition planning and early consideration of long-term housing solutions, people can end up remaining in the system with limited exit pathways, or alternatively be moved into a transitional, temporary, or unsuitable housing solution.
- People with disability can often find themselves ‘stuck’ in a government setting or moved into a transitional, temporary, or long-term solution that is not the best outcome for them.

While short-term or transitional housing can provide immediate relief to the individual person, it does not guarantee long-term, sustained housing for people with disability. In practice, people who access transitional housing often remain there for the long term.

Disability advocates are concerned that many Queenslanders with an intellectual or psycho-social disability are being referred to residential services, placing them at risk. There can be a lack of privacy, independence and security of tenure in this type of accommodation, as well as an increased risk of violence, abuse, neglect and exploitation, as found by the Royal Commission into the Violence, Abuse, Neglect and Exploitation of people with disability.



## Support should be available to sustain tenancies

- Planning early to support people's ability to maintain their accommodation or housing provides a range of benefits to the individual, government, and community.
- Early intervention reduces the risk of tenancy failure and prevents homelessness. We need to prevent people with disability cycling back through the various systems or becoming homeless.

Failure to adequately plan for and support safe transitions from institutional settings into secure and affordable housing can have catastrophic consequences for individuals leaving these settings, with strong impacts on their housing security, health and wellbeing, and economic and social participation in the community.<sup>1</sup>





## Pillar 2: Maximised accessible and sustainable housing options

---

### Ordinary homes in ordinary places

- All Queenslanders should have a safe place to live.
- Queenslanders with disability told us they want to live in ordinary homes in regular communities with the people they choose.
- For many people, ‘an ordinary life’ means leaving their parents’ family home as a young adult and living on their own, or in a shared house with their friends, or partner of their choice.
- Most people are offered the freedom to choose who they live with but people with disability are not always given choice when deciding their housing options. People with disability can find themselves in housing where they have limited control over their lives compared with people without disability.
- Despite their preferences, people with disability may be living with people they don’t get along with because they share the same supports.



## We asked Queenslanders with disability what 'home' means to them

"Where I choose where to live, how to live and with whom to live."

"Where I can have a cat, even if support staff don't like them."

"Where I can trust others and experience intimacy and friendship."

"Being able to 'open the door' to people I want in my home."

"Shutting the door' when I want privacy and time on my own."

"A place in the community where I am known, visible and valued."

"It is my home, not a workplace for paid staff."

"Having dinner when I'm hungry and going to bed when I'm tired."

---

### Accessible social housing

- Social housing (public and community housing) continues to be an important affordable accommodation solution for many people with disability.
- Social housing and information about social housing must be designed with disability in mind.
- There is a need to strengthen collaboration between the Queensland Government and the National Disability Insurance Agency (NDIA) where home modifications in social housing are funded by the National Disability Insurance Scheme (NDIS).
- Need to stop people with disability waiting too long before their house is modified because providers can't agree on who is responsible.

People grow older, families change and children come and go, the home environment should be designed to be able to respond to the changing needs of people and households over time.

Accessibility does not stop at the front door. People with disability need to be able to reach public transport and access their community, otherwise they end up shut in and isolated from their community.

## A move away from outdated group homes

- A group home provides 24/7 services and supports to its residents through a support provider. Each resident has their own bedroom and shared communal spaces. There is a need to move away from outdated group homes that can limit people's rights, choice, control and safeguards.
- While group homes are often seen as convenient and cost-effective for providers, a person may not have the right to choose where they live, who provides their support, who lives with them and how they live.
- Choices around activities of daily living and access to the community can also be restricted for people with disability living in group homes.
- In some group homes, the housing provider can also be the support provider. Housing and support for a person must be delivered separately to avoid potential conflicts of interest. Separation of these services makes it easier for people with disability to change or remove their supports or services without the fear of having to move from their accommodation or vice versa.

---

## No more group homes

Very few people living in group homes would choose to live in such a setting if they had the choice. It is a compromise brought about by necessity, nothing else.

---

## Restoring dignity

There are instances where housing providers and landlords are helping a person with disability to shower, get dressed and arrange what they eat for dinner. We heard that this is what happens for many people with disability where there is no separation of housing and support provision.





## Modular solutions

- People with disability in regional, rural and remote areas face significant market gaps, including a lack of suitable housing. High construction costs and fewer builders in these areas create an additional barrier to delivering affordable housing that meets the needs of people with disability.
- Service gaps can also be heightened by the lack of housing options for crucial workers, for example, disability workers and allied health professionals who provide essential services for people with disability.
- Over the last few years there has been a growing interest in factory-built systems, such as modular homes that are almost entirely built in a factory before modules are joined together on site. These modular designs can create fast and affordable housing solutions.
- Modular homes can also be a solution in areas where build costs are high, or where it is difficult to find a local builder. For example, in remote areas like the Torres Strait Islands.

All communities are different. Place-based solutions with a variety of stakeholders within a community are vital to delivering housing and support solutions and responding to market gaps in housing for people with disability.

## Specialist Disability Accommodation (SDA)

- Housing providers should be encouraged to include SDA in their housing development proposals submitted to the Queensland Government, to be delivered alongside social and affordable housing. The provider would need to fully fund the SDA portion.
- SDA could be an additional funding stream for community housing providers where providers ensure it is viable and what people with disability want.
- The NDIA said they anticipated that as the supply of new build SDA increased, existing legacy SDA stock would be redeveloped or repurposed. The change has been slower than expected.
- NDIS participants in existing legacy SDA need to be aware of their NDIS assessed Home and Living options and be supported to move to a more suitable housing or living arrangement if that is their choice.

More innovative housing solutions based on the principles of rights, choice, control and inclusion are needed so people with disability have options.





## Pillar 3: Better access into the private housing market

### Increasing pathways into the private housing market

- Home purchase prices have increased, putting home ownership out of reach for many Queenslanders, including people with disability.
- In many areas of the state, the private market has tightened even more with the rental sector experiencing low vacancy rates and high demand.
- People with disability do not own their homes at nearly the same rate as people without disability. They often have lower incomes and therefore struggle to save toward a deposit for a home.
- People with disability need to be a priority group for government to provide additional support to help people to buy their own home.

Many people with disability have low household incomes, for example living on the Disability Support Pension, making it difficult to buy or rent housing in the private market. This is often coupled with higher than average living expenses, such as increased medical, transport, aids and equipment costs.

## Getting home modifications for safety and removing barriers

- Renters have the right to pay for and install modifications in their rental property under the *Disability Discrimination Act (1992)* (Cth) and the *Anti-Discrimination Act 1991* (Qld) and have an obligation to pay for the cost to remove them at the end of their tenancy.
- When people with disability apply to modify their private rental home through rental property owners and body corporate committees it can end up resulting in a burdensome process to resolve problems and result in a rejection.
- Renters can be reluctant to make a financial commitment to modify their home due to the insecurity of tenure that the private rental market brings or because it is too hard to negotiate with their rental property owner.

Many rental property owners do not allow people with disability to undertake modifications to make their home more suitable, even though they are not obliged to pay for their installation or removal.

---

## New ways to find accessible housing

- People with disability continue to face difficulties in finding suitable and accessible housing for sale or rent in the private market through search engines and rental classifications.
- There is no easy way to identify which properties in the private market have accessible features, meet Livable Housing Design Standards, or could be modified to make minor or major alterations to meet people's needs.

## Shared housing – it's my choice

- People with disability told us that when seeking a shared living arrangement, they want to know how and where to find a suitable match with another person and what to do if it does not work out.
- People with disability who need companionship, assistance with daily living tasks in their home and/or help accessing the community may be willing to share with someone who could offer that practical help at a reduced rent.
- Shared living can enable people to live more independently, share costs and build friendships.

People with disability want to be in control of who they share with and don't want a support provider or landlord deciding for them.

---

## The importance of peer support

- Peer-based models are a great way for people with disability to share their experiences, learn from their peers, and access information and people's stories.
- It can also decrease people's feelings of vulnerability, isolation and loneliness in the community.

Peer support connects people with disability to talk about things that matter to them.



## Pillar 4: Strong safeguards for people with disability in residential services

### We need a modern residential services industry

- The legislation regulating the residential services<sup>4</sup> industry is more than 20 years old. The sector has experienced significant change and issues over this period, making a review timely.
- We need to ensure that accommodation is safe, fit-for-purpose, and that people with disability are supported to pursue alternative housing options if that is their choice.
- Many residential services residents have disability, psycho-social disability or mental ill-health. However, the actual numbers of people with disability and how they came to enter these settings is largely undocumented.

People with disability living in residential services are often disadvantaged and can face issues such as low income, drug and alcohol problems, or social isolation, which can be further exacerbated by living there.



## Increased risk of abuse and neglect

- People with disability in residential services are at increased risk of human rights abuses if there is not sufficient safeguarding and oversight by family, friends, supporters, advocates and community visitors. Concerns were raised about the appropriateness, affordability and risks this type of accommodation may have for people with disability.
- On 1 December 2018, changes to the *Residential Services (Accreditation) Regulation 2018* came into effect, including a provision to ensure residents have full access to external service providers.
- However, we heard that some residential services are still preventing people with disability from accessing external supports, exercising choice and control over their support, and engaging with their community.

Residents in residential services can pay around 85 per cent (sometimes as much as 95 per cent) of their pension and full amount of Commonwealth Rent Assistance payments on accommodation and support.

Many people with disability living in residential services have been disempowered through years of marginalisation, struggle and disappointment. People with disability can face greater challenges in engaging with government services due to negative experiences. By taking small steps, for example, encouraging people with disability to access some supports in the first place, such as community access; over time they may feel ready to consider alternative living arrangements.

## A right to complain

- Access to complaints processes can be difficult in group homes, boarding houses and short-term accommodation.
- Complaints processes can lack privacy or confidentiality, therefore discouraging people with disability from raising a concern or making a complaint.

People with disability may not understand their rights or what complaints mechanisms are available to them to pursue their concerns, or they may be fearful or reluctant to exercise their rights to use them.

---

## Increased transparency in what people pay for

- Some residential service providers are also NDIS registered to provide funded disability support to residents.
- When a resident receives NDIS funded disability supports, they may no longer have a need for personal services provided as part of their rent in the residential services accommodation.
- This reduction in service should be reflected in a reduction in the rent they pay. However, some residents may be unaware of this and could still be paying for services they are no longer receiving.
- There needs to be greater transparency relating to providing accommodation and support for people who are living in residential services but whose supports are funded through the NDIS. This includes providing guidance and information for residents and providers on the benefits of separating housing and support and implementing accessible complaints mechanisms.

Where a person chooses to self-manage or appoint a plan manager to oversee their NDIS plan, the residential service provider does not need to register as a NDIS provider, meaning some of the quality and safeguarding requirements under the NDIS do not apply potentially resulting in a reduction in the quality of service being received.





## Pillar 5: Enhanced crisis and emergency accommodation responses

### In times of personal crisis

- Access to immediate temporary supported accommodation (crisis accommodation) for people with disability who are homeless, at risk of homelessness, or experiencing domestic and family violence can be challenging.
- While the design process for new crisis accommodation construction projects includes design features for people with disability, not all assets used as crisis accommodation have the level of accessibility of the Queensland Government's newly constructed projects. This is often the case for older crisis accommodation or where non-government organisations, community housing providers and councils lease properties from the private sector for use as crisis accommodation. This lack of accessibility creates safety risks and a barrier for many people with disability.
- There is a need to better understand the level of accessibility and usability of crisis accommodation and ensure, where possible, people with disability have equal access to the building and surrounding environment.

There is a shortage of suitable housing options for people with disability, including people with multiple support needs in crisis situations.

There have been cases where a person with disability and their children had no choice but to access crisis accommodation away from their family, friends, support networks, schools or community.

## Preventing people falling through the service gaps

- Many people accessing specialist homelessness services have an intellectual or psycho-social disability (often undiagnosed) which requires a coordinated multi-agency response.
- There have been instances where people with disability have been excluded from a service (including crisis accommodation), because they presented with concerning behaviours that could potentially put themselves and/or others in the service at risk.
- People may need access to NDIS-funded behaviour management supports, which can be difficult to arrange in a crisis situation.
- For people who are homeless, accessing disability supports and equipment can be challenging, particularly if they do not have a fixed address.
- We heard about the importance of specialist homelessness services and domestic and family violence services working with the NDIS and other organisations in a more coordinated way.

Enhancing cultural capability of specialist homelessness services for First Nations peoples is vital to ensure better housing outcomes and decrease the over-representation of Aboriginal and Torres Strait Islander peoples with disability experiencing homelessness or housing insecurity.

For people with disability who are homeless, arranging and attending the appointments and assessments needed to access the NDIS can be stressful, time consuming and costly. This can also put additional pressure on specialist homelessness services.

## In times of natural disasters

- During declared natural disasters, the Queensland Government operates Community Recovery hubs where affected people can get help with housing, counselling, disaster relief payments and other support.
- There is a need for better connection between available and suitable accommodation and people with disability who need accessible accommodation during natural disaster events.
- To manage risks, it is crucial people with disability are supported to prepare for a disaster and that housing and support system responses have considered the diverse needs of people with disability in their planning and implementation.
- The Queensland Government partnered with QDN, Community Services Industry Alliance (CSIA) and the University of Sydney to develop the Homeless Inclusive Disaster Risk Reduction Project to help people with disability, their family and carers, and people working in the community sector to build people's resilience during natural disasters.
- No state can ever be too prepared. We need to continue building on existing work to implement place-based, individual, service and community-level disability-inclusive disaster management planning. This includes increased uptake of person-centered emergency planning tools.

People with disability are twice as likely to be socially isolated or injured during a natural disaster.

The South East Queensland flooding event in early 2022 highlighted difficulties in connecting people with disability to appropriate housing in the community. This was largely due to a limited supply of suitable and accessible short, medium and long-term accommodation and was further exacerbated in rural and remote areas.

# Appendix 1 – Co-design process

## There were three main phases of co-design:

- 1. partnership formation**, where participants were engaged and mutual expectations regarding outcomes from co-design were defined
- 2. engagement, feedback and development**, where two workshops with continuous feedback loops were delivered where participants shared their feedback
- 3. outcome of co-design**, where participants received an overview of how their insights, views and feedback were to be considered to create the new Partnering for inclusive housing.

## Partnership formation

QDN and the former Department of Communities, Housing and Digital Economy (DCHDE) formed the Core Planning Team to guide the co-design process from start to finish. The team comprised representatives from QDN, QDN Housing Champions, the former DCHDE, and government member departments on the Disability Reform Housing Sub Committee (an internal government working group).

## Engagement, feedback and development

The Core Planning Team worked together to support QDN to lead the engagement and feedback process.


- An information paper detailing the current context and issues was distributed to participants before the first workshop. The information paper was also available in Easy English.
- In March 2022, QDN led the first face-to-face co-design workshop, which focused on developing a shared understanding of the issues and collating them into eight key priority areas for further work. The workshop had about 60 participants.

- In May 2022, QDN led the second co-design workshop, held online, and worked through a deep dive in eight small groups to further identify and refine tangible actions and solutions.
- As part of the evaluation, participants were given the QDN final report, *Co-Design for Inclusive Housing Workshop: QDN Final Report*, providing feedback on the final results of the two co-design workshops.
- In August 2022, QDN published the final report on their website.

## Outcomes of the co-design process

Below is a summary of the eight key themes discussed through co-design:

- 1. Co-design and person-centred approaches** – the need for the voices of people with disability to be central to developing any housing, policies, legislative amendments, programs, services and products impacting them.
- 2. Integrated pathways from institutional and government settings** – the need to support people with disability living in institutional and government settings to navigate complex systems, fix service systems operating as silos and provide better integrated, person-centred solutions.
- 3. Hard-to-reach people and system challenges** – the need to reach out to people with disability living in unsustainable settings who have been disempowered through years of marginalisation and are reluctant to engage with government services. A call for more contemporary legislation to ensure people with disability living in residential services are safe and supported to activate choice and control.
- 4. Data, evidence and information** – the need to map existing data, identify data gaps and improve data collection and sharing to improve housing outcomes for people with disability.
- 5. Emergency and crisis responses** – the need to enable the preparedness of people with disability to manage risks and respond to crisis, emergency and disaster events.



**6. Family and domestic violence** – the need for targeted, accessible information so people with disability can access the services, supports and housing that they need and to prevent homelessness.

**7. Supply, stock and sustainability** – the need to move away from outdated group homes and facilitate access to a range of housing options available to people with disability across the housing system, including social housing, private rental, owner occupation and SDA.

**8. NDIS-funded support: interface-disconnect and systems** – the need to clarify roles and responsibilities between the housing, disability and the NDIS service systems to help people with disability to find, maintain and sustain their housing and prevent them falling through the gaps.

After the workshops, the Queensland Government worked with QDN to continue to refine the eight priority areas resulting in the establishment of the five pillars of Partnering for inclusive housing.

QDN's final co-design report is available on their website: [qdn.org.au](https://qdn.org.au).

## References

1. Duff, C., Randall, S., Hill, N., Martin, C., Martin, R. (2022) Enhancing the coordination of housing supports for individuals leaving institutional settings, AHURI Final Report No. 379, Australian Housing and Urban Research Institute Limited, Melbourne, [www.ahuri.edu.au/research/final-reports/379](http://www.ahuri.edu.au/research/final-reports/379)
2. Residential services are regulated under a 3-tier framework which covers: accommodation (Level 1); provision of food services (Level 2); and provision of personal care services (Level 3). <https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/residential-service/accreditation>

**Embodied design created by First Nations design agency Iscariot Media.**

'Our Place' maps the landscape, both physically and conceptually, demonstrating the paths forward for communities in Queensland. Through various symbols this design is inspired by the diverse physical environments of our communities, from densely populated urban environments to smaller remote settings where communities gather.

From the Torres Strait Islands to the North, the Eastern Coastal regions, the western communities and the built-up areas of southeast Queensland, themes of connection, strength, movement and communication thread across the whole design and become the link between all communities. When we come together to create a stronger and more vibrant environment for our communities, we not only improve the wellbeing of all Queenslanders, but we also inspire positive change that can have far-reaching implications for generations to come.





## Our co-design journey: what 'home' means to people with disability

© State of Queensland (Department of Housing, Local Government, Planning and Public Works) 2024.

Published by the Queensland Government, Department of Housing, Local Government, Planning and Public Works,  
1 William Street, Brisbane Qld 4000, Australia.

### Licence



Licence: This work is licensed under the Creative Commons CC BY 4.0 Australia Licence. In essence, you are free to copy, communicate and adapt this work, as long as you attribute the work to the State of Queensland (Department of Housing, Local Government, Planning and Public Works) 2024. You must keep intact any and all copyright notices in the works as indicated by the symbol ©.

To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

### Attribution

Content from this work should be attributed as: The State of Queensland, Department of Housing, Local Government, Planning and Public Works, 2024.

### Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you. [www.qld.gov.au/languages](http://www.qld.gov.au/languages)