



Ten key points about the NQF and national homelessness legislation

The following points have been developed as some key principle in regards to the NQF by YAA, HomelessnessNSW, Council for Homelessness Persons (Vic) and Queensland Youth Housing Coalition:

1. We want national homelessness legislation that has a consumer outcomes focus, including a right to housing, progressively realised.
2. A national quality framework that focuses on consumer participation and outcomes, including a robust complaints mechanism, will support quality service delivery.
3. A national quality framework must embed continuous quality improvement (CQI) in both standards and accountability and/or accreditation processes.
4. Experience tells us that financial investment will be needed to achieve a national quality framework at both a service and a system level.
5. Commitment and resources will be required to support sector capacity and workforce development to achieve sustained service quality.
6. While it will be challenging to achieve, we want a response to homelessness identified as a key deliverable in a range of National Partnership Agreements (NPAs), including the NPAs for Disability, Healthcare, Indigenous Reform and Education. We seek clarification for how the Federal Government will achieve this.
7. We support a principal of transparency of all parties in service accountability to consumers through consumer participation in service delivery and CQI process; and in relationships between the funded sector, government and potential external accreditation providers.
8. A continuous quality improvement process will not occur over night and will require state, territory and federal government commitment to a defined strategic process, including support to organisations to achieve the best outcome.
9. We must build on the quality systems and accreditation processes that are already established and embedded in many service funding agreements to recognise existing service quality work and reduce the regulatory burden. Accreditation under an existing specialist homelessness accreditation system should satisfy under the NQF.
10. A staged process to the development and implementation of standards needs to allow for the different capacity of services to achieve quality requirements. This will include allowing those more advanced to undertake external accreditation while other services are being supported to achieve service quality.

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