



SOCIAL SERVICES

Social Services

Strategy Period: 01 July 2026 to 30 June 2027

Category Description: The Social Services category supports Queenslanders by funding and delivering community-based programs that promote safety, health, wellbeing, and inclusion, with a focus on helping vulnerable individuals, families, and communities facing challenges like housing pressure, economic stress, and complex needs. The category also supports the role of social enterprises where they contribute to innovative, community-focused service delivery.

Category at a glance

Vision

A sustainable, outcomes focused social services system that delivers locally led support for Queenslanders, supported by stable providers, strong community partnerships and consistent commissioning.

2024/2025 Financial Year
\$2.93bn

Spend under influence
100%

Subcategory Summary

Subcategory	Spend	VRM Position	Brief description
Homelessness and housing support	-	Managed	Crisis accommodation, supported housing, tenancy sustainment services, rough sleeper outreach and related supports.
Domestic and family violence services	-	Managed	Refuges and shelters, mobile support, counselling, safety planning, court support and perpetrator interventions.
Family support and early intervention	-	Managed	Intensive family support, family wellbeing, parenting and prevention programs that reduce risk and build resilience.
Child protection care and support services	-	Managed	Outsourced child protection care and support services, including family-based care, nonfamily-based care, residential care, kinship care and related support services for children and young people in care.
Youth Services	-	Managed	Youth support, mentoring, outreach, diversion, connection to education, training and employment pathways.
Youth Justice	-	Managed	Youth Justice focuses on statutory youth justice activity, court-ordered supervision, detention, and related justice responses.
Neighbourhood centres and community connection	-	Managed	Community hubs that provide connection, emergency relief, local support and early intervention pathways.
Disability and inclusion supports (non-NDIS)	-	Managed	Inclusion and participation services for people with disability that sit outside NDIS funded supports.
Community Health Services	-	Managed	Community based, non-acute health and wellbeing services, including preventative health, mental health and psychosocial supports, alcohol and drug services, outreach and community-controlled health services.
Human and Social Recovery and Resilience	-	Managed	Services to support the emotional, social and psychological health and wellbeing of people and communities impacted by disasters.

Note 1: Spend and funding data is currently subject to validation. Figures have been temporarily withheld to ensure accuracy and will be updated following completion of the review.

Note 2: The analysis and findings in this document are based on approximate values for the 2024/25FY covering 1 July 2024 – 30 June 2025.

The data reflects the best available records at the time of preparation and will be reviewed and refreshed following the end of each complete financial year's dataset.

Data and Insights Government commitments

Number of active suppliers

2490

Contract Leakage

0%

SME Spend

47.03%

Spend with Queensland suppliers

88.76%

Aboriginal and Torres Strait Islander spend

10.23%

Regional Supplier spend

26%

Category Council
4 meetings held
15 members

Spend under Contract
100%

Delivering for Queensland QPP and Purposeful Public Procurement

Value for Queensland

Investment in social services supports safety, housing stability, social inclusion and long-term wellbeing for vulnerable Queenslanders. Commissioning is informed by evidence-based service models, data and outcomes reporting to ensure services deliver measurable community benefit. Effective early intervention and crisis responses reduce downstream costs in health system, justice and housing systems.

Local opportunities

Regional packaging and place-based commissioning enable local organisations, including Aboriginal and Torres Strait Islander organisations, to deliver services that reflect community priorities, support local jobs and strengthen local economies. This includes targeted measures aligned to Closing the Gap priorities, alongside broader supplier diversity and local participation outcomes across the category.

Easy to do business

Simplified templates, reduced reporting burdens, longer contract terms and clearer forward planning make it easier for providers to work with government. This supports sustainability and workforce stability.

Open to new ideas

Place based pilots, integrated service models and cross-agency commissioning provide space to test new approaches, improve outcomes and adapt to changing needs.

Practical economic, environmental and social impact

Social services generate social and economic benefits through increased safety, employment participation, educational engagement and community cohesion. Environmental benefits are realised through more efficient use of infrastructure and services in local communities.

DELIVERING FOR QUEENSLAND



Queensland Government

Category objectives and achievements

Objectives

1. Simplify and streamline contracting processes to reduce administrative burden for social services providers.
2. Enhance outcomes for service users through evidence-based commissioning and improved performance monitoring.
3. Promote consistent and coordinated commissioning across partner agencies and regions to improve service alignment and impact.
4. Strengthen Aboriginal and Torres Strait Islander leadership capability and participation in social services delivery.
5. Improve service integration across housing, homelessness, youth, family support, domestic violence, and community recovery services.

Key achievements

(preceding 12 months)

1. Strengthened alignment of social services commissioning approaches with evidence-based service models and outcomes focused frameworks.
2. Improved use of data and reporting to inform commissioning decisions and demonstrate value for Queenslanders.
3. Progressed greater consistency in commissioning approaches across agencies and regions through strengthened cross-agency collaboration and service alignment.
4. Increased use of longer term contracting to support provider sustainability and service continuity.
5. Improved visibility of Aboriginal and Torres Strait Islander providers and place-based service models.



Delivering impactful, community-focused initiatives that enhance wellbeing, promote equity, and achieve measurable outcomes for Queenslanders.

Priorities and focus areas

Short Term (next 12 months)

- Implement QPP 2026 aligned social services procurement templates and processes.
- Develop, finalise and implement the Social Services Procurement Guidelines following completion of consultation, to support consistent sourcing, contracting and performance management.
- Update and implement Social Services Standard Terms and Conditions, including requirements for cyber security, data protection and insurance.
- Improve provider data quality, including workforce, capability, diversity and service location information.
- Progress regional commissioning pilots and establish evaluation measures to assess early outcomes.

Medium Term (years 2-3)

- Strengthen cross agency commissioning across housing, homelessness, youth, family support and domestic and family violence services, including Health.
- Embed consistent outcomes reporting and use results to adjust commissioning.
- Improve workforce stability through increased use of longer-term contracts and clearer funding signals.
- Establish consistent minimum outcomes reporting requirements for support evidence-based commissioning.

Long Term (beyond 3 years)

- Mature and integrated, outcomes focused commissioning system for social services that delivers measurable improvements for Queenslanders.
- Build strong regional markets with sustained local capability and First Nations leadership.
- Deliver measurable improvements in safety, housing stability, inclusion and long-term social outcomes.