



Minister for Communities and Housing  
Minister for Digital Economy  
Minister for the Arts

Your reference: A756194  
Our reference: MN05968-2021

1 William Street  
Brisbane Queensland  
GPO Box 806 Brisbane  
Queensland 4001 Australia  
T: +617 3719 7170  
E: [communitiesandhousing@ministerial.qld.gov.au](mailto:communitiesandhousing@ministerial.qld.gov.au)

30 SEP 2021

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
[tableoffice@parliament.qld.gov.au](mailto:tableoffice@parliament.qld.gov.au)

Dear Mr Laurie

I refer to Petition No. 3524-21 titled 'Appropriate location and supervision of troubled tenants in community housing' which was tabled on 31 August 2021 in the Legislative Assembly.

The Department of Communities, Housing and Digital Economy provides homes to some of the most vulnerable people in Queensland. While the vast majority of Queenslanders living in public housing do the right thing and are good neighbours, some require additional support to sustain a successful tenancy.

Where possible, when placing applicants, the department seeks to consider the fit of the proposed tenant into the location along with the proximity of social support services and other services like transport. Sometimes, hotels and motels are used as interim responses in emergency situations while our services work with the individuals and families towards longer-term housing solutions. On the Gold Coast, however, longer-term housing solutions have been sourced for many of those who were in temporary emergency accommodation and the use of motels at this time is limited.

The Palaszczuk Government recently released the *Queensland Housing and Homelessness Action Plan 2021–2025* (the Action Plan), which commits to the vision of the *Queensland Housing Strategy 2017–2027* – that every Queenslander has access to a safe, secure and affordable home that meets their needs and enables participation in the social and economic life of our state.

The Action Plan is supported by a record \$2.9 billion investment and provides a framework for delivering housing with support that is integrated across government and the community sector and is an important step towards ending homelessness in Queensland by increasing housing and providing better support. Under the Action Plan, the department is committed to:

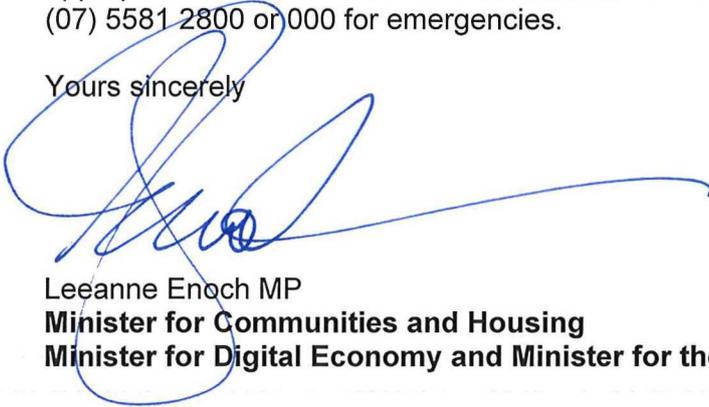
- co-designing improved housing and homelessness system responses, including integrated service delivery across government and community services, with significant focus on mental health
- increasing housing for people in crisis and assisting them to transition into longer-term housing with support
- enhancing coordinated housing and homelessness responses in priority locations
- equipping the government and community sector workforces to enhance contemporary responses to homelessness.

While most tenants meet their tenancy responsibilities under their tenancy agreement and the *Residential Tenancies and Rooming Accommodation Act 2008*, the department is committed to resolving all complaints promptly, fairly and effectively and in a manner that considers Human Rights and supports a person-centred service approach.

The department has strong behaviour management policies in place to ensure tenants meet their obligations to look after their properties and be good neighbours. These are fundamental responsibilities of any tenant in Queensland, whether in a public or private tenancy. It should be noted that the number of total disruptive behaviour complaints received by the department in 2020-21 represents a 15 per cent decrease from 2019-20 and a 38 per cent decrease from 2018-19.

If criminal activity is suspected or anti-social behaviour is witnessed, QPS advises that the appropriate course of action is to contact the Broadbeach Police Station directly on (07) 5581 2800 or 000 for emergencies.

Yours sincerely



Leeanne Enoch MP  
**Minister for Communities and Housing**  
**Minister for Digital Economy and Minister for the Arts**