



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

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Mr Neil Laurie  
The Clerk of the Parliament  
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Dear Mr Laurie

I refer to Petition No. 3691-22 titled 'Management of Boorook Street Public Housing complex' which was tabled on 22 February 2022 in the Legislative Assembly. I note the views of the petitioners and appreciate their interest in the matter.

The Department of Communities, Housing and Digital Economy takes its responsibility as a landlord very seriously, and as a human services agency, adopts a person-centred approach to public housing tenancy management.

The department provides homes to some of the most vulnerable people in Queensland. While the majority of Queenslanders residing in public housing homes do the right thing and meet their tenancy responsibilities and are good neighbours and community members, some may require additional support to sustain a successful tenancy.

The department is committed to resolving all complaints promptly, fairly and effectively and in a manner that considers Human Rights, supports a person-centred approach and where complaints received by the department are substantiated, formal action is taken under the *Residential Tenancies and Rooming Accommodation Act 2008 (Act)* and the department's Fair Expectations of Behaviour policy.

The department's Fair Expectations of Behaviour policy recognises there are social housing tenants who are among the most in need in our communities and may require additional support to sustain their tenancies, any criminal, threatening and repeated disruptive behaviour is not acceptable. The department is committed to working with tenants to modify their behaviours and link them with suitable supports so they can sustain their tenancy and live in harmony with their neighbours.

I understand that while there have been a number of concerns raised regarding tenant behaviour at the complex in the past, staff from the Maroochydore Housing Service Centre investigated each complaint, acting in line with legislation and departmental policy and where necessary, working with the customers and their supports to effectively manage and resolve substantiated concerns.

At any time criminal or suspected disruptive behaviour is witnessed, the Queensland Police Service advises that the appropriate course of action is to report this via Policelink 13 14 44 or 000 for emergencies.

The Palaszczuk Government released the *Queensland Housing and Homelessness Action Plan 2021-2025* (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 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 not only increasing housing, but towards providing better support. Under this Action Plan framework, that is supported by a record \$2.9 billion investment, the department is committed to:

- co-designing improved housing and homelessness responses and integrated service delivery across government and community services
- placing significant focus on mental health when co-designing these improvements
- increasing accommodation options for people in crisis and assisting them to transition into longer-term housing outcomes with support
- enhancing coordinated housing and homelessness responses in priority locations
- equipping the government and community sector workforces to enhance contemporary responses to homelessness and its prevention.

To support the delivery of the *Queensland Housing Strategy 2017–2027, Partnering for Growth* with the community housing sector, provides a framework for the community housing sector to work alongside Government to provide new and innovative housing support and a strong community housing sector capable of increasing housing supply.

The units at Boorook Street are intended to provide independent living for customers with lower support needs. Onsite management and support is tailored towards households who have complex needs and who are unable to live independently. Other management strategies have been implemented to address the concerns raised in the petition.

I am pleased to be advised that no complaints have been received regarding tenant behaviour at this complex since 15 October 2021.

I thank the petitioners for raising their concerns and I trust this information is of assistance.

Yours sincerely



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