

COMMUNIQUE - 4 MARCH 2022

Emergency Housing Security Stakeholders Meeting

Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, The Honourable Leeanne Enoch convened a meeting with Emergency Housing Security Stakeholders on 2 March 2022, to discuss the housing challenges created by recent Queensland rainfall and flooding.

The Housing Security Stakeholders in attendance included representatives from Q Shelter, Tenants Queensland, Real Estate Institute of Queensland, Associated Residential Parks Queensland, Residential Tenancies Authority and Queensland Council of Social Service.

Meeting participants recognised the extraordinary circumstances many Queenslanders are facing. The meeting was an important opportunity to share solutions, challenges and options available to assist people impacted by the severe weather event, including those who may require support with short term accommodation or longer-term housing needs.

Importantly, the meeting demonstrated a united housing sector that is focussed on realising the best possible outcomes for all who have been impacted. Attendees recognised the existing service and support networks that are available, the challenges the system is experiencing and displayed a commitment to continued coordination to deliver person-centred and placed-based responses.

The Minister and senior representatives of the Department of Communities, Housing and Digital Economy provided an overview of the Government's response, including access to emergency housing assistance for people impacted by these events. Anyone in need of emergency accommodation can access assistance at their local [Housing Service Centre](#) in person or by calling 13 QGOV. Referrals to Housing Service Centres are being made through existing support networks such as Specialist Homelessness Services, local governments, evacuation centres and Queensland Government Community Recovery Hubs.

The discussion acknowledged the commitment and resilience of the government and non-government frontline workers who are working with impacted households to identify and respond to individual emergent need. This includes securing accommodation, accessing grants and other supports, providing emotional support and working to understand the type and duration of accommodation required for individuals and families.

A range of products, programs and service responses support emerging need for people in the private rental or home ownership markets. Supports for people experiencing or at risk of homelessness or in housing need are available through specialist homelessness services, including immediate essential needs such as food, toiletries, school supplies and emergency counselling. The department and Community Housing Providers are supporting people in social housing who have been impacted by the floods.

Attendees acknowledged that impacts on tight local housing markets will be further challenged by these events. Currently, the Queensland Government is investigating all options for increasing access to housing supply, with a focus on ensuring people are suitably accommodated. These efforts include:

- working with local hotel and motel partners and the Queensland Government travel provider to book appropriate hotel accommodation for short term accommodation needs in affected areas.
- exploring capacity of previous quarantine accommodation and the quarantine facility at Wellcamp.
- exploring innovative ideas and collaborative communication efforts to increase the availability of properties on the private rental market, which may be currently vacant, used for holiday or short-term letting.

Given the shared responsibility of housing across the state and federal governments, Minister Enoch committed to writing to the honourable Michael Sukkar MP, Assistant Treasurer, Minister for Housing, Minister for Homelessness, Social and Community Housing to seek stronger support for Queenslanders who receive Commonwealth Rent Assistance and have been affected by the floods.

The Residential Tenancies Authority will utilise its communication networks to distribute information to support tenants and property owners of private rental properties to understand their rights and responsibilities when their housing is affected by flooding and Tenants Queensland will also continue to work with tenants to understand their rights and responsibilities and service for renters who need additional support to manage arising tenancy issues.



The Real Estate Institute of Queensland recognised the important position of agents in supporting both tenants and property owners and signalled its intention to provide up-to-date information and resources to Property Managers to support tenancy arrangements and to provide timely information through its networks.

The department will continue to work with the Emergency Housing Security Stakeholders and other partners to address ongoing housing needs and promote Queensland's continued resilience.

