



Speech by

**Hon. KEN HAYWARD**

**MEMBER FOR KALLANGUR**

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Hansard 7 November 2001

### **NEAR NORTH HOUSING SERVICE**

**Hon. K. W. HAYWARD** (Kallangur—ALP) (2.20 a.m.): It is my pleasure to rise in the parliament this morning to speak about the Near North Housing Service which has provided great service on housing and tenancy matters in our local Caboolture and Pine Rivers community since it first received a housing resource workers grant in 1989. I had the great pleasure on Saturday to chair its annual general meeting and election of office-bearers. The service originally came under the auspices of the Deception Bay-Burpengary-Narangba Welfare Council and on 20 November 1992 the Near North Housing Service was incorporated in its own right. The Near North Housing Service operates two offices—one at Burpengary and the other at Albion after relocating from Zillmere. The Albion office was recently opened by the member for Clayfield, Liddy Clark. The major focus of the service is to provide tenancy advice from the staff officers to assist tenants with their inquiries and problems. Both offices have a share accommodation register to assist people to find affordable housing. It is interesting to note that Burpengary has been operating the share register now for about 10 years.

Housing information is an important part of the service, and the Near North Housing Service has a good resource directory for housing options and services for tenants. As an example, at the annual general meeting it was revealed that the service at Burpengary for the 12 months to 30 June had 4,278 contacts for the year, with 3,983 households assisted. Some 375 of these called into the Burpengary office personally. Interestingly and importantly, 69 of the inquiries that were received at the Burpengary office actually came from lessors of properties.

Community education is an important part of the operation of the Near North Housing Service. Staff provide information and advice to community groups, government departments, members of parliament, service professionals and the general public wherever possible. The Near North Housing Service produces several brochures each year as part of community education and general service provision. As an example, the tenancy advice worker at Burpengary has made several presentations during the year to volunteers of the Pine Rivers and Deception Bay neighbourhood centres, crisis housing organisations, the Department of Housing area offices and local members of parliament.

The Near North Housing Service has always prided itself on the composition of its management committee. It endeavours to have a good cross-section of the community represented, in particular with tenants making up at least two of the positions available. To ensure input from a broad cross-section of the housing sector, a public housing tenant as well as a private tenant are encouraged to join the committee. I take the opportunity tonight to congratulate the Near North Housing Service on its activities. I encourage all local members in the northern suburbs and the outer northern areas to contact their local offices.

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