




Speech By
Hon. Leeanne Enoch

MEMBER FOR ALGESTER

Record of Proceedings, 3 June 2015

MINISTERIAL STATEMENT

Tenants Advisory Service

 **Hon. LM ENOCH** (Algerster—ALP) (Minister for Housing and Public Works and Minister for Science and Innovation) (2.38 pm): I can advise the House that this government is delivering on another election commitment. Today an interim tenants advisory phone service has gone live, providing Queensland tenants with help and advice. After the last government cut funding to the previous Tenant Advice and Advocacy Service, tenants were left without an independent body to provide advice and support services in an area where disputes can be complex, confusing and intimidating.

By re-establishing this service we will be able to help thousands of Queensland tenants in both the public and private sectors navigate their way through the tenancy market to ensure that they know their rights and obligations. I want tenants to have access to help as soon as possible which is why the Department of Housing and Public Works has worked with Tenants Queensland and Enhanced Care to develop a telephone advisory service.

These organisations were chosen as they have the necessary experience, skills and existing infrastructure to become operational quickly. This service will be a temporary measure while work continues on designing a broader tenant advice service. This government has committed to reinstating an advisory service to ensure information is available to all Queensland tenants, and we will deliver it. My department is currently investigating the design and implementation of a new service that will address the broad range of tenants' needs. We will conduct an open market procurement process to secure innovative proposals on how to achieve that.

The previous government failed to understand the true value of TAASQ, who assisted nearly 70,000 clients in the 2011-12 financial year. It was a front-line regionally based program that helped many Queenslanders remain in their homes and in many circumstances helped save the government from further costs in supporting these tenants. I note Queensland tenants have felt frustrated and neglected since the previous service was cut, but I can reassure them that this new service is now up and running. If any tenants need advice, I encourage them to contact the service on 1300744263. I look forward to updating the House on further action in this important area.