

Question on Notice

No. 940

Asked on Thursday, 7 June 2007

MR HAYWARD MP asked the Minister for Communities, Minister for Disability Services Queensland, Minister for Aboriginal and Torres Strait Islander Partnerships, Minister for Seniors and Youth (**MR PITT**) –

With reference to the Homeless Persons Information Queensland Service—

Will he advise how many calls for assistance the service has had since opening and, if possible, how many of these calls have been from the Kallangur Electorate?

ANSWER:

I sincerely thank the Member for his question as it allows me to give a further update on this exciting new service.

As you would recall from my statement on Thursday 22 February 2007, this government has made a substantial commitment to dealing with the issues of homelessness. Last financial year, more than \$235 million was allocated as part of the responding to homelessness package. Of this funding, \$4 million was committed to establish and operate a call centre for homeless people.

Homeless Persons Information Queensland now offers help to homeless people as well as vulnerable people at high risk of becoming homeless 24 hours a day, 7 days per week.

As at the end of April 2007, over 8 600 callers have received help and advice. Of these, 533 calls (7 per cent) that resulted in a client record being created were identified as originating in the Sunshine Coast Region. Of these calls 37 were from the Kallangur Electorate.

The majority of callers require accommodation (73 per cent), however other common reasons for calling are accommodation related matters, such as tenancy issues, financial difficulties and a range of personal issues that may require support services, such as counselling.

As the service continues to develop, I would expect the data it collects will begin to play a significant part in better understanding homelessness in Queensland.

As I have said before, having this central point of contact has many benefits for homeless people and those at risk of homelessness, in particular, the fact that they no longer have to ring different organisations time and time again to find a bed or a meal. This not only helps callers but also frees up service providers who can spend more time with clients.