Question on Notice

No. 646

Asked on Wednesday 30 April 2008

MR HAYWARD MP asked the Minister for Communities, Minister for Disability Services, Minister for Aboriginal and Torres Strait Islander Partnerships, Minister for Multicultural Affairs, Seniors and Youth (**MS NELSON-CARR**)–

With reference to the Homeless Persons Information Queensland service-

1. How much funding was provided to the service last financial year?
2. How many calls did the service handle?
3. Do staff of the service make contact on behalf of callers with agencies providing emergency accommodation to alleviate any additional financial burden placed on already stressed people?

ANSWER:

This government has made a substantial commitment to dealing with the issues of homelessness.

1. In 2006-07, the Homeless Persons Information Queensland telephone service had an allocated budget of $1 million. The service offers help to homeless people as well as vulnerable people at high risk of becoming homeless, 24 hours a day, 7 days a week.

2. In 2006-07, 11,300 calls were answered. The majority of callers (approximately 70%) required accommodation. The next most common reasons for calling were accommodation related matters, such as tenancy issues; financial difficulties; and a range of personal issues that required support services, such as counselling.

3. Homeless Persons Information Queensland facilitates streamlined access to appropriate services by identifying the accommodation and support needs of callers. Depending upon the circumstances, Homeless Persons Information Queensland then contacts a range of service providers on behalf of callers, including:
   - emergency overnight accommodation services,
   - services that provide practical assistance such as showers and meals, and
   - services that can assist people to maintain their current accommodation.