

Question on Notice
No. 1095
Asked on Tuesday 27 October 2015

MRS GILBERT ASKED THE MINISTER FOR HOUSING AND PUBLIC WORKS AND MINISTER FOR SCIENCE AND INNOVATION (HON L ENOCH) —

Will the Minister provide the House with an update on the implementation of the Statewide Tenants Advice and Referral Service in my electorate?

ANSWER

The Palaszczuk Government is delivering on our election commitment to re-establish a tenants' advisory service to provide Queensland tenants with independent advice and assistance to help manage their tenancies.

I am pleased to advise that the Statewide Tenants' Advice and Referral Service (STARS) began operation on 1 October 2015. Tenants from all over Queensland can now access free and independent information, advice and support to resolve tenancy disputes by calling the statewide advice line on 1300 744 263.

Tenants who require more intensive support may be referred to a regional STARS provider or a STARS Community Access Point, where outreach services are offered.

I am pleased to advise that tenants in the Mackay electorate can access STARS through the Mackay Regional Community Legal Centre, which has been subcontracted by Tenants Queensland to deliver STARS services in the Mackay region.

In the weeks since Tenants Queensland was awarded the contract to deliver the STARS service in mid-September, Tenants Queensland and its six partner organisations have already assembled an extensive service delivery network, with regional offices operating in Brisbane, Moreton, Toowoomba, Ipswich, Southport, Mackay, Hervey Bay and Cairns, and outreach services being provided from over 60 Community Access Points around the State.

Tenants Queensland will expand the STARS network to include 14 regional offices and will be working hard in the next few months to recruit and train staff for the program and bring all regional offices up to full operating capacity by early 2016.