

Question on Notice

No. 957

Asked on Wednesday, 23 August 2023

DR A MACMAHON ASKED THE MINISTER HOUSING (HON M SCANLON)—

QUESTION:

Will the Minister advise what educational qualifications are needed for staff to work in Queensland Government Housing Service Centres?

ANSWER:

The Department of Housing plays a critical role in ensuring vulnerable Queenslanders have access to safe, secure, and affordable places to call home.

Frontline service delivery staff across the state are responsible for the property and tenancy management of over 55,000 public housing households, and for providing housing assistance to Queensland households or individuals, including emergency housing, private market assistance and homelessness services.

Mandatory educational qualifications for staff working in Queensland Government Housing Service Centres in specialist roles include:

- For Occupational Therapists, a requirement to hold a degree or diploma in Occupational Therapy from a recognised tertiary institution and be registered or eligible for registration with the Occupational Therapy Board of Australia,
- For Support Services Officers, a requirement to hold a bachelor's degree from an accredited Australian tertiary institution or a comparable overseas qualification in either Social Work, Human Services or Social Welfare, or Psychology or Behavioural Science.

All other Frontline staff not in specialist roles have their capability continuously supported and uplifted through the delivery of targeted training and workshops by registered training and specialist organisations, subject matter experts and persons with lived experience, including:

- A series of mandatory trauma-informed learning and development packages have been introduced to service delivery staff state-wide since 2020 to support person-centred practice and build the capability of staff to become trauma informed. Trauma informed care acknowledges that many people have experienced trauma in their lives and that trauma can affect how they receive or respond to services.
- Working with Difference – Domestic and Family Violence training has been delivered to frontline housing staff, Aboriginal and Torres Strait Islander Housing staff, and regional and service delivery teams. This training was co-designed with First Nations women with lived experience; and culturally and linguistically diverse (CALD) and disability specialist organisations. This has resulted in staff reporting increased understanding of the experiences and barriers faced by First Nations women, women with disability and CALD and refugee women.
- Frontline service delivery staff participate in the Enhancing Integrated Service Responses for Customers Experiencing Domestic, Family and Sexual Violence training.

- Targeted training regarding the *Human Rights Act 2019* is provided to frontline service delivery staff to ensure human rights are at the centre of decision making.
- De-escalation and Personal Safety training is provided to frontline service delivery staff via face-to-face workshops to assist staff working in customer facing roles in complex or challenging situations.
- In June 2023, the department partnered with QShelter and Flourish Therapy Services to co-design and co-deliver eight virtual workshops focused on enhancing responses to tenants with hoarding and squalor behaviours. These workshops were designed to inform better ways to identify and engage with tenants with hoarding and squalor issues and provide assistance in coordination with key supports and services, specifically mental health supports, to help sustain tenancies.
- Most recently, the department partnered with Queenslanders with Disability Network and people with disabilities to co-design and jointly deliver mandatory training for all Service Delivery staff on challenging conscious and unconscious biases to enhance the service response for people with disability. Workshops are being held throughout September 2023.