

# **2020 – 21 Budget Estimates Volume of Additional Information**

**Community Support and Services Committee**  
**February 2021**

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**Questions on notice and responses – *Minister for  
Communities and Housing, Minister for Digital Economy  
and Minister for the Arts***

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## COMMUNITY SUPPORT AND SERVICE COMMITTEE

### Estimates Question on Notice

#### No. 1

Asked on 7 December 2020

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE** ASKED MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH) —

### QUESTION

Will the Minister advise how the Department of Communities, Housing and Digital Economy is supporting communities to address public intoxication and alcohol-fuelled violence?

### ANSWER

The Palaszczuk Government is committed to creating a safer night-time environment, with initiatives that reduce alcohol related violence and harm in the entertainment precincts, drive cultural change around drinking behaviours and balance a reduction in harm with the interest of patrons and the hospitality industry.

In 2020-21, the Government will invest \$3.4 million in Safe Night Precinct Support Services as a component of the broader *Tackling Alcohol-fuelled Violence Policy* and Safe Night Precincts initiative. The Department of Communities, Housing and Digital Economy works closely with the Department of Justice and Attorney-General in the delivery of these services as part of a coordinated cross-government approach to tackling alcohol fuelled violence. The services support vulnerable people and those at risk of harm due to the influence of alcohol, within the 15 designated entertainment precincts across Queensland – Airlie Beach, Brisbane CBD, Brisbane Inner West, Broadbeach, Bundaberg, Cairns, Fortitude Valley, Gladstone, Ipswich, Mackay, Rockhampton, Sunshine Coast, Surfers Paradise, Toowoomba and Townsville.

During peak late-night entertainment hours, services provide an immediate response and practical assistance that ensures the safety and wellbeing of vulnerable people at risk of harm and violence in the entertainment precincts.

Safe Night Precinct Support Services have mobile teams to monitor public spaces and provide practical ‘on-the-spot’ assistance, such as first aid, calming down patrons in distress and helping organise a safe journey home or connection with friends and family to get home.

Safe Night Precinct Support Services also have a designated Rest and Recovery area nearby to provide a safe place for intoxicated patrons to sober-up and receive support if they are not feeling well or have been affected by alcohol fuelled violence within the entertainment precinct. Patrons may also be referred to other appropriate services that can assist them, such as Queensland Ambulance Services or Queensland Police Services.



The Queensland Government undertook an extensive evaluation of *Tackling Alcohol fuelled Violence Policy* and in July 2019, the Queensland Alcohol-related violence and Night-Time Economy Monitoring final evaluation report (QUANTEM report) was publicly released.

Led by the Attorney-General, the Queensland Government has responded to the report and is taking actions to progress recommendations made to reduce alcohol related violence and harm.

My department has worked with Safe Night Precinct Support Service providers to progress program improvements to address relevant recommendations from the report.

The Queensland Government is also committed to assisting people who are at risk of harm or at risk of being taken into police custody for intoxication in public spaces, or who are already in custody for related offences.

In 2020-21, we will invest \$17.46 million in Public Intoxication services that provide targeted and tailored support to individuals in line with recommendations from the Royal Commission into Aboriginal Deaths in Custody (1987-1991).

Public Intoxication program services were established in 1995 in response to recommendations from the Royal Commission into Aboriginal Deaths in Custody (1991).

Services are provided across eight locations in Queensland – Brisbane, Caboolture, Cairns, Mackay, Mount Isa, Palm Island, Rockhampton and Townsville. Services are delivered by predominantly Indigenous organisations or organisations that employ a majority Indigenous staff who provide a culturally appropriate service response to support people while they recover from the impacts of alcohol.

Public Intoxication services differ based on the need of each community, including:

- Cell Visitor services - provides support to people while in custody
- Community Patrols - provides outreach services to people at risk of incarceration from public drinking or related offences
- Diversion Centres - provides a culturally safe place for people to sober up and get support
- Managing Public Intoxication services - provides case management to support people change harmful drinking behaviours and reduce the recurrence of incarceration
- Reducing Demand services - provides culturally appropriate activities and support for people to change behaviour, build skills and reduce harmful consumption of alcohol.

Often the people who require these services experience complex and underlying issues including chronic health conditions, mental health conditions, drug and/or alcohol substance abuse, displacement, at-risk tenancies and/or chronic homelessness.

My department continues to actively engage with key government and non-government stakeholders to support people who are at risk in public spaces.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 2**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

Will the Minister advise how the Department of Communities, Housing and Digital Technology is working to address the added financial pressure on families due to the impacts of the COVID-19 pandemic?

#### **ANSWER**

The Queensland Government understands the pressures families have been experiencing and continue to face due to the COVID-19 pandemic.

This is why in 2019-20 \$1.1 million in one-off funding was provided to Emergency Relief providers and GIVIT (a goods and donations service) to respond to the increase in demand as a result of COVID-19, namely:

- the Salvation Army, St Vincent de Paul and GIVIT who were provided with \$200,000 each to assist people impacted by COVID-19 with emergency relief – through food parcels, vouchers, assistance with utility bills and support for families with additional costs from home schooling.
- 83 local emergency relief service providers who were provided an additional \$250,000 in total to respond to people in need impacted by COVID-19.
- the Salvation Army, Wesley Mission, St Vincent de Paul, OzHarvest and the Rapid Relief Team, who were provided an additional \$250,000 in total to ensure a regionalised distribution of emergency relief.

On 25 March 2020, the Queensland Government announced a \$24.7 million Housing and Homelessness COVID-19 Immediate Response Fund (IRF), including \$2.5 million (GST exclusive) to deliver Dignity First Fund COVID-19 Response Round 2020-21.

The COVID-19 Response Round was targeted to services that met the immediate needs of vulnerable people impacted by the pandemic and deliver essential services such as food preparation and distribution, complementing Emergency Relief funding.

The COVID-19 Round in April 2020 was funded by bringing forward the \$2.5 million budget earmarked for the 2020-21 financial year. In April 2020, 24 organisations received a total of \$2.498 million (GST exclusive).

The IRF also enhanced existing service offerings across the housing and homelessness continuum, and delivered additional brokerage, emergency accommodation and outreach services so that vulnerable Queenslanders could access the services they required.

Home Assist Secure providers conducted welfare checks and provided essential supplies to assist older people and people with disability to remain safely in their homes, particularly during home confinement restrictions.

We also enacted an Emergency Housing Assistance response across the State - and provided motel or hotel accommodation to individuals and families who needed to self-isolate or otherwise needed temporary accommodation.

There are a number of circumstances that can lead people to seek emergency relief, such as losing a job, unexpected bills, personal crisis or getting back on your feet after a natural disaster.

As part of its ongoing support for Queenslanders in need of emergency relief services, department funding is provided to 87 organisations across the state, including Neighbourhood and Community Centres, Church groups, Emergency accommodation providers, Women's Centres, Aboriginal and Torres Strait Islander services and state-wide organisations Wesley Mission and St Vincent de Paul.

Organisations who deliver emergency relief services cover the costs of administering the program from within their own resources therefore enabling 100 per cent of emergency relief funds to go directly to people in need.

Funds help support people with food, food vouchers and third-party payments such as utility bills. In 2019-2020 we invested \$2.1 million in emergency relief services:

- \$1.8 million to Emergency Relief providers
- \$291,066 to Financial Counsellors and Resilience Workers under the Financial Resilience Program.

In 2020-21, the Queensland Government continues to invest in emergency relief at a total of \$3.2 million comprised of:

- \$1.8 million to Emergency Relief providers
- \$299,562 to Financial Counsellors and Resilience Workers under the Financial Resilience Program
- \$1.1 million as part of the Government's election commitment to support individuals and families impacted by COVID-19.

Under the Queensland Housing Strategy 2017-2020 Action Plan the Government invests \$2.5 million per annum to fund one-off projects of up to 12 months duration to prevent and reduce homelessness and assist people experiencing homelessness to live with dignity and improve their quality of life.

Pre-COVID rounds have focused on projects that meet an immediate need through to longer term outcomes that help people sustain tenancies. The range of projects have included:

- meal preparation and distribution (including capital upgrades e.g. new commercial kitchen)
- provision of furniture and white good packs to move into new accommodation
- hoarding and squalor counselling

- mental health support
- financial literacy and maintaining tenancy sessions.

In 2019-20, the Queensland Government invested \$229.8 million on homelessness responses and invested a further \$36.3 million on COVID-19 housing and homelessness responses to 31 October 2020. In 2020-2021, the Queensland Government has budgeted \$244.5 million to continue homelessness responses across Government.

Emergency Relief provides immediate assistance and is also a powerful tool to help connect people with other support services – while people often come in for immediate assistance, it often leads to connection with other services including budgeting support, counselling and housing services.

Financial pressure can unfortunately sometimes lead people to turn to high interest pay-day lenders. The repayment cost plus interest can amount to paying for the product purchased many times over.

That is why the Queensland Government offers pathways for people to be offered safe, fair and affordable financial products and services and to build their capacity to increase their resilience to respond to future pressures.

In 2019-20, funding of \$4.8 million for financial literacy and resilience services were provided:

- \$3.5 million to deliver Financial Literacy and Resilience services employing 28.7 financial counsellors and resilience workers in 26 locations to deliver:
  - budgeting and financial literacy skills
  - financial counselling support and a pathway to the No Interest Loans Scheme (NILS) and other microfinance products where appropriate
  - Advocacy – talking to creditors to negotiate waiver of bills or repayment plans
  - case management – time-limited support to address financial crisis.
- \$1.1 million to operate the Good Money Stores at Cairns and Southport
- \$147,061 statewide coordination of No Interest Loans Scheme (NILS) network by Good Shepherd.

From July 2019 to June 2020, 35,209 hours of service have been provided to 13,847 clients.

Good Money Stores provide safe alternatives to pay day lenders and offer no interest and low interest loans to vulnerable Queenslanders on low incomes who cannot get credit from mainstream financial services.

StepUp loans, which offer low interest loans for people on low income for up to \$3,000 with three years to repay, are also provided.

From July 2019 to June 2020 Good Money Stores have provided 1269 no interest and low interest loans valued at \$1,408,204 and 137 StepUp low interest loans valued at \$407,000 supporting vulnerable Queenslanders to build financial resilience.

In 2020-21, the total investment for financial literacy and resilience will increase to \$7 million due to the injection of additional \$2 million per annum for two years for an expansion of the financial resilience services being delivered from currently 26 to a total of 46 locations:

- \$3.7 million to deliver Financial Literacy and Resilience services
- \$1.2 million to operate the Good Money Stores at Cairns and Southport
- \$150,561 Statewide coordination of NILS network by Good Shepherd
- \$2 million as part of the Government's election commitment to provide financial counselling support and a pathway to the NILS and other microfinance products where appropriate.

The Department works closely with the Federal Government (which funds approximately 300 financial counselling services across Queensland) and participates in a National Financial Counselling Strategy that will help coordinate service provision effectively to ensure those most in need are able to access support from a financial counsellor.

## **COMMUNITY SUPPORT AND SERVICE COMMITTEE**

### **Estimates Question on Notice**

**No. 3**

**Asked on 7 December 2020**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE** ASKED MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH) —

### **QUESTION**

Will the Minister advise how the Palaszczuk Government is supporting thriving communities through investment in neighbourhood community centres?

### **ANSWER**

In 2020-21, the Palaszczuk Government is investing \$19.9 million in 125 Neighbourhood and Community Centres across the state in locations of high social need. This will soon increase to 127 centres with the opening of new centres at Kallangur and Thursday Island in early 2021.

Neighbourhood and Community Centres often form the fundamental base of social services infrastructure in communities across Queensland and are a key contributor to building and sustaining thriving Queensland communities. Neighbourhood and Community Centres work to enhance community effort to respond to local priorities, and harness and leverage resources and supports available in the community, including the support of local volunteers.

Neighbourhood and Community Centres provide a universal point of access for individuals and families to obtain social supports and advocacy services. They can also serve as an entry point to targeted or crisis services such as financial counselling or parenting support. This is why when determining the location for a Neighbourhood Community centre the decision is informed by socio-economic indicators for each community together with demographic information and projections to cater for current and future needs. This will help ensure vulnerable individuals, families and groups have access to the services and the connectivity to community that Neighbourhood Community Centres provide. Neighbourhood and Community Centres operate in a localised way to respond to a range of issues and opportunities and have the capacity, flexibility and responsiveness to shift priorities and resources as new needs emerge.

As a dedicated resource, the Department funds Community Connect workers who are co-located in 12 Neighbourhood and Community Centres in high need communities at – Emerald, Monto, Manoora (Cairns), Mossman, Bowen, Upper Ross (Townsville), Gympie, Eagleby, Nerang, Chinchilla, Laidley and Darra.

In 2019-20, the Queensland Government invested \$5.74M for new builds, replacement or refurbishment of Neighbourhood and Community Centres, supporting 19 jobs.

The Department continues to fund and work with the Queensland Families and Communities Association as the peak organisation for Neighbourhood and Community Centres.

Recognising the critical role connected communities have to the social and economic recovery of the State, the Palaszczuk Government has committed to invest \$1.7 million in 2020-2021 to fund 15 workers to connect Care Army volunteers with community through Neighbourhood and Community centres. These workers will ensure that vulnerable Queenslanders stay connected with their communities and overcome social isolation, building on the work of the Care Army.



## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 4**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

Will the Minister advise how the Palaszczuk Government has supported Queenslanders who rent to sustain their tenancy and remain safe during the COVID-19 pandemic?

#### **ANSWER**

Many Queenslanders were impacted by the COVID-19 pandemic and some have experienced substantial income loss through no fault of their own.

The Queensland Government moved quickly to implement financial and regulatory measures to support Queenslanders to stay in their homes and keep safe during the COVID-19 emergency.

The Queensland Government provided \$5.2M in COVID-19 Rental Grants to 3,202 eligible Queensland households as part of the \$36.3 million spent on the Housing and Homelessness COVID-19 Response. This essential immediate assistance helped Queenslanders sustain their tenancy while temporary regulatory measures were developed.

On 24 April 2020, the Queensland Government implemented temporary regulatory measures to mitigate COVID-19 impacts on residential leases, including a 6-month eviction moratorium between 29 March and 29 September 2020 to protect tenants who couldn't pay their rent due to COVID-19.

The time-limited COVID-19 regulatory response kept tenants in their homes while ensuring rental income continued to flow for lessors and property managers and supported stability in Queensland's rental market.

The COVID-19 Housing Security Sub-Committee of the Ministerial Housing Council was established to oversee implementation of the COVID-19 response and provide real time insights about what was happening in the sector to inform government decision making about any adjustments required to the response. This Sub-Committee is made up of key sector stakeholders, including Tenants Queensland, Queensland Council of Social Service, Real Estate Institute of Queensland, Queensland Shelter and the Residential Tenancies Authority. The Sub-Committee monitors private market indicators, such as call volumes, conciliation information and bond data.

The Queensland Government's strong health response to the COVID-19 global pandemic and the absence of community spread, unlike New South Wales and Victoria, provided the ability for Queensland to begin transitioning back to normal residential tenancy arrangements. Monitoring data was indicating Queensland's rental market was stable and there were no health-related restrictions or requirements in place that impacted tenants' or lessors' ability to enter or leave residential leases. Supported by these market conditions the Queensland Government announced on 16 September 2020 that the eviction moratorium would not be extended beyond 29 September 2020 to balance the interests and needs of all parties in the rental market.

However, several important tenancy protections remain in place until 30 April 2021, including:

- tenants experiencing domestic and family violence can end their interest in a tenancy agreement quickly
- tenants cannot be listed in a tenancy database for COVID-19 rent arrears
- limited reletting costs for eligible tenants who need to end their fixed term lease early
- entry restrictions and requirements and relaxed repair and maintenance obligations to support social distancing in the rental sector while ensuring tenant safety is maintained.

The Queensland Government continues to closely monitor the private rental market and seek advice from the COVID-19 Housing Security Sub-Committee about significant change in trends for tenancy sustainment and affordability that may indicate further intervention is required. The recent extension of the COVID-19 emergency response legislation ensures that the Queensland Government is positioned to act quickly to implement any measures necessary if COVID-19 risks and restrictions change in Queensland.

The Residential Tenancies Authority continues to provide free advice and dispute resolution services for Queensland tenants, lessors and property managers to help them manage issues or disputes about their tenancy arrangements.

The Queensland Government response has been enhanced by measures established for social housing tenants due to their vulnerability.

In March 2020, the department implemented hardship measures to support social housing tenants through the COVID-19 pandemic to support their financial and housing stability, including implementing the evictions moratorium and supporting households to manage financial concerns regarding rent arrears recovery and debt management activity. The department kept tenants informed about:

- changes to service delivery and alternative service channels as changes were made to adhere to public health directions and requirements
- Queensland Health advice and information, including social distancing practices.

To support the Queensland Government Care Army initiative to care for Queenslanders during the COVID-19 outbreak, especially those most at risk, outbound calls were undertaken to housing tenants who were over the age of 70, Aboriginal or Torres Strait Islander tenants over the age of 50, and tenants over the age of 65 with a medical condition. The department worked closely with Community Housing Providers which similarly provided hardship measures, welfare checks and additional support to community housing tenants.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 5

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

Will the Minister outline how the Palaszczuk Government is supporting Queenslanders to find and maintain long term sustainable housing through private market assistance products?

#### **ANSWER**

The *Queensland Housing Strategy 2017-2027* outlines the government's commitment to improving housing outcomes for Queenslanders to ensure those most in need are supported by a safety net of targeted interventions, flexible packages of support, supportive social housing and genuine wraparound services - delivering more responsive, person-centred services that proactively assist customers to access the right assistance at the right time.

The department works with all customers to connect them with services that address their immediate housing needs, including supporting them into the private rental market with products such as bond loans, rental grants and RentConnect services.

We have implemented Pathway Planning for customers which achieves tailored solutions through a holistic understanding of their needs, matching products that align to the customer's pathway and delivering integrated servicing.

The coordination of housing assistance for customers with high and complex needs is delivered with a strong focus on partnerships, referral pathways, support to access services and a multi-agency response.

During 2019-20, Queensland households or individuals received 220,547 instances of housing assistance including emergency housing, social housing, private market assistance and homelessness services.

The department facilitates the delivery of or directly delivers a range of programs, services and products to assist people to access or maintain housing in the private rental or ownership markets.

The private market products and services provided include:

**Bond Loans** – interest-free loans for the rental bond on properties to a maximum of four weeks rent. The term of each Bond Loan is negotiated with each client and is based on their individual circumstances. The maximum term is 30 months. A total of 25,307 households were assisted with bond loans in 2019-20 and to 30 September 2020.

**Bond Loan Plus** – provides the ability to borrow up to six weeks rent, interest and fee-free, repaid over 18 months. A total of 2043 households were assisted with bond loan plus in 2019-20 and to 30 September 2020.

**Rental Grants** – once-only, non-repayable grants equivalent to the amount of two weeks rent to help people move into a new rental home. A total of 10,964 households were assisted with rental grants in 2019-20 and to 30 September 2020.

**RentConnect Advisory Service** – assists Queenslanders to find, secure, and sustain a home to rent in the private market, including advisory services, tenancy assistance and tenancy guarantees. A total of 14,801 households were assisted with rent connect services in 2019-20 and to 30 September 2020.

**Helping Hand Head Lease** – supports tenants who wish to move into the private rental market but cannot access a tenancy on their own, due to non-financial barriers such as poor tenancy history. A total of 130 households were assisted with helping hand head leases in 2019-20 and to 30 September 2020.

**Rental Security Subsidy** – financial support to overcome unexpected, short-term life events (illness, relationship breakdown) to maintain a private tenancy. A total of 213 households were assisted with rental security subsidies in 2019-20 and to 30 September 2020.

**No Interest Loan Scheme** – set-up and sustainment loans providing an interest and fee free loan to cover the costs of removalists, key deposits, essential home furnishings, rent arrears and other expenses associated with obtaining or maintaining a private tenancy. Currently delivered by Good Shepherd Microfinance in Cairns, Gold Coast, Inala and Buranda. A total of 98 households were assisted with no interest loans in 2019-20 and to 30 September 2020.

**Skillsets for Successful Tenancies – Dollars and Sense** – Competency based, tenancy skills training course to equip people to access and sustain private tenancies (recognised by REIQ). A total of 1,196 households were assisted with this course in 2019-20 and to 30 September 2020.

**Queensland Statewide Tenancy Advice and Referral Service** – delivered by Tenants Queensland, provides advice and referral services to all Queensland tenants, including people living in social housing. A total of 154,430 households were assisted through this service in 2019-20 and to 30 September 2020.

**Housing and Employment Program** – housing subsidy and support for people undertaking education and training to improve their circumstances. A total of 119 households were assisted with this program in 2019-20 and to 30 September 2020.

**Better Together Housing** – links older women who are interested in sharing housing and cost of living expenses in Sunshine Coast and Mackay.

**Home Assist Secure (HAS) – 41 services across Qld** - supports older people and people with disability to age in place with advice and referral for low cost maintenance and repair services. A total of 55,236 households were assisted with this service in 2019-20 and to 30 September 2020.

**Building Consumer Confidence – Queensland Retirement Village and Park Advice Service** – Specialist advice and information to manufactured home and retirement village residents to understand and exercise their rights under the contracts and legislation governing their living arrangements. A total of 482 households were assisted with this service in 2019-20 and to 30 September 2020.

The private home ownership lending products provided by the department include:

**Queensland Housing Finance Loan** – lending assistance for Queenslanders experiencing difficulty in obtaining finance from a bank or building society to buy or build their own home. A total of 21 loans were provided in 2019-20 and to 30 September 2020.

**Mortgage Relief Loan** – for existing Queensland homeowners with a mortgage experiencing difficulties with their home loan repayments as a result of an unforeseen change in their circumstances (unemployment, accident, illness, etc), the interest free Mortgage Relief loan, of up \$20,000, is available to eligible Queenslanders. A total of two loans were provided in 2019-20 and to 30 September 2020.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 6

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION

Will the Minister outline how the Palaszczuk Government is investing to increase the supply of social and affordable housing for vulnerable Queensland and supporting Queensland construction jobs?

#### ANSWER

We have continued to deliver under the *Queensland Housing Strategy 2017-2027* new social and affordable housing and support for Queensland jobs. Through the \$1.6 billion *Housing Construction Jobs Program* we are on track to deliver over 5,500 new social and affordable housing dwellings through to 2027.

In 2020-21, our capital funding commitment for social housing is \$526.2 million which includes the *Housing Construction Jobs Program* and Aboriginal and Torres Strait Islander housing.

In 2020-21 we will deliver 452 new social housing dwellings and commence construction of a further 832 dwellings – the capital investment alone will support more than 1,540 full-time jobs in the construction sector.

This includes \$70 million in 2020-21 of the \$100 million housing construction – Works for Tradies program which will see the commencement of 215 new social homes in 2020-21 and will extend through to 2021-22. This will drive economic activity and support approximately 240 jobs in the construction sector. The department has already tendered 90 dwellings with contracts in place for 30 dwellings so far.

We are also building Queensland's social housing supply through Partnering for Growth with the community housing sector which is delivering new supply in a way that supports the growth and sustainability of the sector.

Since the launch of the Partnering for Growth initiative on 21 November 2018 through to 5 October 2020 – 1,121 new social and affordable dwellings have been approved to the value of \$203.1 million, supported by \$136.9 million of government investment.

The department is also collaborating with Queensland Treasury on the Build-to-Rent Pilot project to ensure key inner-city workers, such as health workers, have a new source of affordable housing close to their employment.

The Queensland Government has approved two Brisbane-based affordable housing projects by developers including:

- Frasers Property at 210 Brunswick Street Fortitude Valley
- Mirvac at 60 Skyring Terrace, Newstead.

These properties combined will offer almost 750 apartments in total with up to 240 dwellings to be provided at a discounted rent. It is anticipated construction will commence mid-2021 following the finalisation of designs for the projects, with operations expected to commence in 2023.

Through the 10-year Housing Strategy, we are not just building social housing supply, but providing a range of products and support services to meet individual needs.

The Queensland Government is delivering a comprehensive range of assistance to people across the housing continuum, including head-leasing properties from the private market to respond quickly to customer need, and new products and services to assist people with less complex needs to access or sustain private housing.



## **Community Support and Services Committee**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 7**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

Will the Minister outline how the Palaszczuk Government is providing protections for Queenslanders living in regulated accommodation?

#### **ANSWER**

The Palaszczuk Government supports and protects Queenslanders living in regulated accommodation sectors of residential (manufactured home) parks, residential services and retirement villages. It does this by maintaining a regulatory framework that includes legislation, registration and accreditation services, information and advice, and ensuring compliance with the legislative schemes.

The department works to protect consumers through a compliance and communication approach that strongly emphasises prevention and seeks voluntary compliance. Proactive engagement occurs with consumers, providers and operators to inform them of their rights and responsibilities and provide guidance about how to comply.

In response to the COVID-19 pandemic, the department made 958 outbound welfare calls to providers across all sectors, including community housing providers, and took 120 COVID-19-related inbound phone calls. The department ensured that all sectors were informed about the Chief Health Officer's directions and that they understood how they should be applied in their settings by providing clarification, interpretation or further guidance.

To meet the challenges presented by the COVID-19 pandemic, we have worked actively across the regulated accommodation industries. Relationships with peak consumer, industry and community stakeholder groups have been vital to staying abreast of emerging issues and have enabled us to co-design solutions where required.

The Palaszczuk Government has also put in place a number of reforms aimed at further strengthening protections for those living in regulated accommodation.

### Residential (manufactured homes) parks

In September 2019, implementation of changes made by the *Housing Legislation (Building Better Futures) Amendment Act 2017* (HLA Act) was concluded with amendment of the Manufactured Homes (Residential Park) Regulation 2017. Amendments made by the HLA Act included:

- new behavioural standards for home owners, park owners and staff
- improved fairness of site rent increase processes and utility charging
- a new, staged dispute resolution process
- improved precontractual disclosure and clearer cooling-off provisions
- emergency park access requirements
- new requirements to create and maintain emergency plans in residential parks.

In September 2020, the Manufactured Homes (Residential Parks) (COVID-19 Emergency Response) Regulation 2020 was made to address concerns from home owner and industry stakeholders that processes for undertaking market rent reviews in residential parks were adversely impacted by COVID-19 restrictions.

This emergency regulation included:

- enhanced dispute resolution provisions for market reviews of site rent that occurred in the period 19 March 2020 to 31 December 2020
- a moratorium on market reviews which occurred in the period 25 May 2020 to 31 December 2020 (with an allowance for market reviews to be replaced by a CPI increase or continue where certain criteria were met)
- clarification that meetings can be held remotely using technology to ensure meeting requirements in the MHRP Act can take place with appropriate social distancing.

### Residential services

In November 2017, the HLA Act amended the *Residential Services Accreditation Act 2002* so that the address of a service accommodating women and children fleeing domestic and family violence does not have to go on to the searchable register. Amendments also ensured Level 3 residential services, which are those providing a personal care service, must notify the department of the death of a resident in the service.

In July 2018, the Residential Services (Accreditation) Regulation 2018 was made. This regulation clarified accreditation standards and how these can be met to improve compliance and ensure resident choice about access to external service providers is respected.

### Retirement villages

In November 2017, the HLA Act amended the *Retirement Villages Act 1999* (RV Act) with the implementation of reforms occurring in stages. All RV Act amendments made by the HLA Act have now commenced, including powers to require more standardised residence contracts and standardised village budgets and financial statements. A new Retirement Villages Regulation 2018 was made and sets out detailed requirements under particular HLA Act improvements.

The amendments brought about significant reforms increasing transparency and fairness in the relationship between village operators and residents. Key reforms include:

- new behavioural standards for operators, staff and residents
- requirements that operators must pay exit entitlements to former residents 18 months after permanent departure unless this would cause the operator financial hardship. This protection was extended by the *Health and Other Legislation Amendment Act 2019* to require operator purchase of unsold units held by former residents under freehold title
- improved two-stage 21-day precontractual disclosure process prior to signing the residence contract including a new Village Comparison Document and Prospective Costs Document
- clarification of requirements for resident reinstatement of a unit to the condition it was in when the resident moved in, minus fair wear and tear
- improved access for residents and prospective residents to prescribed operational documents of the retirement village, to improve transparency of village operations
- improved processes for agreement on resale value of a unit and requirements for valuation of a unit by a registered valuer
- new processes for operators seeking to close or wind down a village, redevelop or transfer control of the village to another operator, including the requirement for operators to prepare plans and consult with residents.

In November 2019, a review of exit payment and freehold unit mandatory purchase laws started with approved terms of reference. During 2020, an independent review panel consulted stakeholders, delivering an Interim Report in September 2020 and a Final Report in November 2020. The Government is considering the review findings and recommendations of the Interim and Final Reports and will engage with stakeholders on the implementation of the recommendations.

Consultation on more standardised village budgets and financial statements to increase transparency and accountability for residents' funds, and more standardised residence contracts to make them fairer and clearer, has been undertaken and further consultation will take place before any changes to the regulation are made.

Consultation has also commenced on options to improve dispute resolution in residential parks and retirement villages.

A number of free practical support measures are provided for manufactured home owners in residential parks, retirement village residents and resident operated retirement villages:

- since February 2018, the Building Consumer Confidence program has funded resident and manufactured home owner peak groups to support consumers with implementation of the changes in the HLA Act
- since October 2019, the Queensland Resident Operated Retirement Village Support Service has assisted resident-operators of freehold villages to comply with legislation including unit buyback requirements or consider alternative operating models
- on-going legal information and advice is available to consumers from the Queensland Retirement Village and Park Advice Service which is conducted by the Caxton Legal Centre.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 8**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

Will the Minister provide an update on the continued work of the Palaszczuk Government on providing digitally enabled, easy access to integrated, person centric and responsive Government services to Queenslanders?

#### **ANSWER**

The Queensland Government understands that Queenslanders expect their experiences with government services to be convenient, integrated and personalised, in line with expectations set by the private sector.

During the COVID-19 pandemic, Queenslanders have been more reliant on government support with increasing expectations that services are easy to access no matter where you are or how you access it. Our commitment is to make Queensland the number one state in customer service delivery, by providing a world-class customer experience for Queenslanders.

In person, over the phone or on the internet, the Queensland Government puts Queenslanders front and centre and is making it easy to do business with the government – whether it's finding a concession, seeking relief from COVID-19 impacts, renewing your driver's licence, getting a camping permit, a building licence or finding out what you need to do to start a small business.

All Queensland Government departments have been working to improve the customer experience for their services to citizens and businesses. There is an initial bundle of services that have already been re-engineered by sitting down with citizens and completely mapping their service journey to make it better and where possible, put it online.

A few examples include Vehicle registration and renewal, Driver licence application/renewal, Prep L Learners Licensing Online Course, Community Recovery Grants Portal, Application for Blue Card, Change of Address, Application for Birth, Death, Marriage Certificate, Bond Loan and Rental Grant Application lodgement, Seniors Card applications, Application for a Camping Permit, Fuel Price Reporting aggregator and the Tenant Assist App.

During the pandemic services were rapidly designed and re-designed. The *COVID19.qld.gov.au* website was developed as the single authoritative source of state government information for citizens and businesses. In addition, the *COVID19 Rental Hub* was delivered as to provide clear up to date information on rental changes and protections put in place. The *Care Army* was launched, and members of the community could register as volunteers or those needing support. Finally, government quickly and efficiently delivered multiple online forms for Border movements and Hotel Quarantine as new Health Directives were issued.

The Queensland Government Regional Network (QGRN) has been initiated. From a pilot in Roma in 2016 to its commencement in 2017 providing better connectivity to support regional service delivery.

QGRN supports enhanced performance of regional data connectivity. Better government telecommunications support staff productivity and performance and make it easier for Queenslanders to interact with government services.

We are also working nationally to transform the moments that matter for people. We are collaborating an initiative known as “Birth of a Child” which is looking at the feasibility of a seamless, digital end-to end pathway for new parents to remove the burden of form-filling, leveraging information that the Government already holds and sharing that information across the necessary parties (Hospitals, Birth Deaths and Marriages, Medicare, Centrelink).

Since May 2020, we have also been working at a national level to address the life event of “*Experiencing a natural disaster*”. Significant bushfires and weather events in 2019 highlighted the need for an integrated response to disasters across all jurisdictions of government. The work aims to coordinate efforts across jurisdictions to make service improvements to ensure that citizens can adequately prepare, respond and recover from these events.

Finally, the “Looking for Work” life event is another important national initiative that we are collaborating on which aims to help Australians whose employment was impacted by COVID19. Work is focussed on identifying opportunities to consolidate the myriad of information with the view of providing proactive, tailored and clear solutions for people needing government support.

The Queensland Government is committed to delivering digitally enabled, easily accessible, integrated and responsive government services that meet the needs of Queenslanders.

## **COMMUNITY SUPPORT AND SERVICE COMMITTEE**

### **Estimates Question on Notice**

**No. 9**

**Asked on Monday, 7 December 2020**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

### **QUESTION**

Will the Minister provide an update on the construction of the New Performing Arts Venue?

### **ANSWER**

The New Performing Arts Venue is transformational for the Queensland arts and culture sector. It is the largest investment in our arts and cultural infrastructure since the Gallery of Modern Art, and a signifier of the maturity of Queensland's the sector. The new venue will make QPAC the nation's largest performing arts centre with the potential to welcome an additional 300,000 visitors per year.

The Queensland Government is proudly continuing its strong track record of investment in arts infrastructure. The 1500 seat capacity New Performing Arts Venue is on track to be completed in late 2022. Considerable progress has been made; preliminary site works and demolition works have been completed, and now major excavation and construction activities are underway.

The New Performing Arts Venue will support more than 134 full time equivalent design and construction jobs for Queenslanders, with more ongoing employment opportunities for artists and arts workers when open. So far, the project has inducted 356 workers on-site, who have worked more than 63,000 hours to date.

The project is also providing opportunities to skill the construction workforce for the future with over 22 apprentices working on the project to date. This project has delivered a \$30 million boost to the Queensland economy through contracts, utilising local consultancies, local sub-contractors and Queensland products to build the new theatre.

The theatre's design will deliver a performing arts venue of national significance that is supported by state-of-the-art digital and back-of-house technology.

The 1500 seat capacity is an ideal size to support the growth of Queensland's performing arts companies and will allow the Queensland Performing Arts Centre to secure more large touring shows that deliver significant cultural tourism outcomes for Queenslanders.

Almost half of audiences to QPAC's world-class musical theatre productions visit from outside the region. The New Performing Arts Venue will enable QPAC to program more of these productions, which support over 63,000 event-related nights in Brisbane per production, directly supporting cafes, restaurants and accommodation providers and adding approximately \$29 million to the local economy.

The response of performing artists and audiences during COVID-19 has made it clear that the new theatre needs to reach audiences beyond its auditorium and be able to tell Queensland stories to larger audiences state-wide, nationally, and globally. As such, the new theatre will have an increased focus on cutting edge digital capabilities to meet the future needs of the arts sector and audiences.

The new venue will also employ significant contemporary technological advancements back-of-house, to enable the efficient movement of set and scenery, and support a safer workplace for production employees.

We have one chance to get it right. The Government is proud to ensure the investment needed to deliver Queenslanders, our visitors and the performing arts sector a truly world class performing arts venue.



## COMMUNITY SUPPORT AND SERVICE COMMITTEE

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 10

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION

Will the Minister outline the programs under the Arts and Cultural Recovery Package aimed at supporting the live music sector to unite and recover from the impacts of COVID-19?

#### ANSWER

The live music sector is a crucial part of Queensland's arts and cultural ecosystem and makes an important economic, social and cultural contribution across the State.

The Queensland Government's \$22.5 million Arts and Cultural Recovery Package includes a number of targeted programs to support live music venues to re-open and continue to program artists and engage audiences across Queensland.

This includes the Live Music Venue Support program, which opened for applications in July 2020, and has provided much-needed cash grants to live music venues that have been significantly impacted by COVID-19. Grants of up to \$25,000 are available, depending on venue capacity.

As at 31 October, a total of \$458,862 has been provided across 24 music venues to support re-opening and recovery from the impacts of COVID-19. Grant recipients include iconic Brisbane venue, *The Zoo*, *Sol Bar* on the Sunshine Coast, the *Kuranda Amphitheatre* and many more across Queensland.

The Play Local program, which provided funding to Queensland's live music and performance venues to program Queensland artists and arts organisations during COVID-19 and the recovery phase, funded a total of \$429,272 towards 26 successful grants for live music projects.

Queensland Music Festival was awarded \$250,000 through the Spaces and Places program for the *Outback Music Trail*. This funding will deliver an innovative new music pilgrimage, including a range of performances and events, at locations along the Warrego Highway in June 2021.

These are some of the initiatives that have assisted the live music sector to progressively reopen under the Queensland Government's Roadmap to easing restrictions.

The Government consulted extensively with the arts and cultural sector, including live music sector representatives, in the development of the \$22.5 million Arts and Cultural Recovery Package and will continue to consult with the sector as we emerge from the COVID-19 pandemic.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 11**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

With reference to page 107 of SDS Volume 1, which relates to improving the wellbeing of individuals and communities through quality responsive services—

Will the Minister advise, between 2017/18 and 2020/21 to date, (a) the total amount provided to Queenslanders under the Commonwealth-State Disaster Funding Arrangements to Queenslanders, (b) the total number who received funding, (c) a list of what funding was provided for i.e. bushfire relief and (d) of the total amount provided, how much was provided by the State Government?

#### **ANSWER**

Under the Commonwealth-State Disaster Funding Arrangements between 2017-18 and 7 December 2020 the department has supported individuals and communities impacted by the following disasters:

- Central Coast Severe Weather and Flooding, October 2017
- North Queensland Flooding and Tropical Cyclone Nora, March 2018
- Mareeba Tablelands Bushfire, September 2018
- Central Queensland Bushfires, November 2018
- North and Far North Queensland Monsoon Trough, January – February 2019
- Severe Tropical Cyclone Trevor and associated low pressure system, March 2019
- Queensland Bushfires, September – December 2019
- South East Queensland Hailstorm, 31 October 2020.

Under these arrangements 155,773 Queenslanders benefitted from funding totalling \$42,065,988 which includes a contribution from the State Government of \$10,516,497.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 12**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

With reference to page 110 of SDS Volume 1, which relates to administering grants programs that support a range of community projects and initiatives—

Will the Minister advise, between 2018/19 to 2020/21 to date (reported separately) (a) the total number of grants programs delivered to support community projects and initiatives, (b) detail of what the programs were and (c) the total cost (reported separately per grant program)?

#### **ANSWER**

- (a) Six grants programs have been delivered to support community projects and initiatives.
- (b) Refer to the below table for the detail of the program
- (c) The total cost is \$16,327,067. Refer to the below table for the cost per program.

Note this does not include grants made under the Commonwealth-State Disaster Relief Funding Arrangements.

<b>Name of Program</b>	<b>Details of Program</b>	<b>2018-19 \$</b>	<b>2019-20 \$</b>	<b>2020-21 YTD Nov \$</b>	<b>Total Funding \$ (ex GST)</b>
Emergency Relief	The Emergency Relief grants program distributes food vouchers, food parcels and payment of essential bills e.g. utilities to families and individuals in immediate financial crisis. This program aims to prevent future financial crises by referring people to appropriate financial and social support services.	2,021,933	2,097,214	2,108,621	6,227,768
Emergency Relief - COVID	To assist people impacted by COVID-19 with emergency relief including food vouchers, food parcels and payment of essential bills e.g. utilities.	-	1,056,984	-	1,056,984
Community Drought Support Program	The Community Drought Support Program aims to strengthen the resilience of drought-affected Queenslanders by building on existing community support mechanisms to increase access and participation in the community. This is done through a contribution to the delivery of community events or activities and the delivery of Flexible Financial Hardship funding.	33,800 (final payment from 2017- 18)	4,878,083	121,917	5,033,800
Regional School Breakfast Program	The Queensland Budget 2019-20 provided increased funding to expand the School Breakfast Program to additional schools across regional Queensland and paid to individual schools, via P&Cs, Chaplaincy organisations etc. The funding is administered by the department in consultation with the Department of Education.	-	260,000	267,000	527,000
Thriving Queensland Communities Grants for Neighbourhood and Community Centres	The Thriving Queensland Communities Grants for Neighbourhood and Community Centres provided three rounds of funding to support and build on existing engagement and networking with local communities that establishes a stronger platform to listen to local community priorities.	839,158 (part Round 1 & Round 2)	-	978,400 (Round 3)	1,817,558
Thriving Cohesive Communities Grants	The Thriving Cohesive Communities grants program provides funding for projects that strengthen family and community connection and support young people to take up meaningful roles in their community. Funded projects form part of the Queensland Government's social cohesion program to build cohesive and resilient Queensland communities and foster a strong sense of belonging.	-	673,888	990,069	1,663,957

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 13**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### **QUESTION**

With reference to page 115 of the SDS 2019-20 service area highlight percentage of under occupied government-owned and managed social rental housing—

Will the Minister provide details on the total number of government-owned and managed social rental housing (houses, units etc.) including by region and the percentage that are ‘under-occupied’ and un-occupied?

#### **ANSWER**

The department actively manages under-occupancy and vacancy turnaround of properties to maximise the use of housing assets within the portfolio for allocation to people in need of housing assistance. The department actively works with tenants to relocate households to more appropriately sized housing where tenant’s needs, and available stock can be aligned.

In 2020, the COVID-19 pandemic saw Queenslanders stabilising their tenancies in the private market and social housing, with a focus on safety and reducing unnecessary movement.

Under-occupancy rates are impacted by the profile of the properties in the portfolio and the change in the needs of people in social housing over time. As a model landlord, the department will always have a level of under-occupancy given the vulnerability and complex needs of the people housed. This can include an ongoing need for the specific features of a property, to support ageing in place or a need to remain in the local area to access support services. A property is considered under-occupied where a household resides in a property which has two or more unoccupied bedrooms over the bedroom entitlement.

The department works with households who are under-occupying properties to consider their ongoing needs to determine whether they have a continued need to remain in the particular property. The department will consider the individual circumstances of households including the current demand for the dwelling and the availability of suitable alternative housing when managing underoccupancy.

The department provides homes to some of the most vulnerable people in Queensland, many of whom require additional support to sustain a successful tenancy. The department manages its vacancies to ensure people in high housing need receive timely assistance and to minimise financial costs through loss of rent.

The department commences managing the allocation of vacant properties at the point when the property becomes vacant, while the maintenance work is underway; identifying households from the housing register whose needs match the vacant property.

There is a 1.5% vacancy rate for the portfolio of public housing units across Queensland. Vacancy rates reflects a point in time capture of tenancy movement across the portfolio as at 30 September 2020 and is consistent with the average vacancy rate for the private rental market which ranged from 1.2% to 3.1% across Local Government Areas for 2019-20.

## Under-Occupancy

Government owned and managed social housing	As at 30 September 2020		
	Current tenancies (number)	Under-occupied	Percent (%) under-occupied
<b>Queensland</b>	<b>54,299</b>	<b>8,545</b>	<b>15.7%</b>
Brisbane Region	14,790	1,715	11.6%
South West Region	16,305	2,965	18.2%
Central and North Coast Region	12,925	2,333	18.1%
Northern Region	9,960	1,479	14.8%
Aboriginal and Torres Strait Islander Housing Delivery (Thursday Island)	319	53	16.6%

## Vacant Dwellings

Government owned and managed social housing	As at 30 September 2020			
	Dwellings under vacant maintenance (number)	Dwellings being allocated (number)	All dwellings (number)	Percent (%) Vacant dwellings
<b>Queensland</b>	<b>518</b>	<b>310</b>	<b>828</b>	<b>1.5%</b>
Brisbane Region	113	49	162	1.1%
South West Region	174	111	285	1.8%
Central and North Coast Region	114	90	204	1.6%
Northern Region	114	58	172	1.7%
Aboriginal and Torres Strait Islander Housing Delivery (Thursday Island)	3	2	5	0.7%

## Community Support and Services Committee

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 14

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**THE COMMITTEE** ASKED MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION

With reference to page 114 of the SDS, will the Minister advise (in table format) (a) how many complaints about tenants in government housing relating to illegal activity were received by the Department in 2019-20, (b) how many of these led to eviction/removal from their Departmental property, (c) how many of those were subsequently given any other form of public housing assistance and (d) how many properties required decontamination work after the eviction and what was the cost involved?

#### ANSWER

There is zero tolerance for criminal behaviour and illegal activity and there are strong behaviour management policies in place to ensure that tenants meet their obligations to pay rent, look after their properties and be good neighbours.

These are fundamental responsibilities of any tenant in Queensland, whether in a public or private tenancy.

The department does not discriminate against vulnerable people; public housing tenants have the same rights to natural justice as private market tenants.

<b>Complaints about Illegal activity (including drug labs and drug supply) in public housing – 2019-20 FY</b>	
Complaints received <sup>1</sup>	<b>391</b>
Eviction due to illegal activity from public housing	<b>6</b>
Other public housing assistance provided to households evicted for illegal activity	<b>0</b>
Remediation work number of properties	<b>2</b>
Remediation work associated costs	<b>\$25,472</b>

Note: 1. The 391 complaints relates to 319 tenancies



## Community Support and Services Committee

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 15

**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE** ASKED MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH) —

#### QUESTION

With reference to page 114 of the SDS, will the Minister advise how many applications were on the social housing register for each month from April 2019 to the present (reported in table format, from low to very high, by housing need)?

#### ANSWER

Social Housing is an important part of the options on offer to meet housing needs of Queenslanders; but it's not the only type of housing that can resolve a household's housing need. Eligible households can apply for social housing and will appear on the housing register while the department works with them actively to meet their housing needs.

The department actively works with households taking the time to have deeper conversations to better understand their needs and circumstances more holistically to make it as easy as possible to access housing products and services, and coordinated referrals to support services, that address their immediate and longer-term housing and support needs.

In 2019-20 the department provided over 220,500 housing assistance responses to households or individuals including those on the register, including emergency housing, social housing, private market assistance and homelessness services.

Households can remain on the register even if they are housed through the variety of departmental products, if that is their preference.

Number of applications by segment of need				
Month	Very high	High	Moderate	Lower
Apr-19	8,924	6,184	4,603	629
May-19	9,202	6,334	4,590	629
Jun-19	9,457	6,378	4,600	605
Jul-19	9,883	6,584	4,596	619
Aug-19	10,184	6,757	4,631	630
Sep-19	10,784	7,221	4,915	664
Oct-19	11,517	7,729	5,124	684
Nov-19	11,871	7,503	5,041	676
Dec-19	12,136	7,315	4,984	671
Jan-20	12,433	7,112	4,894	664
Feb-20	12,753	6,885	4,810	653
Mar-20	13,312	6,726	4,727	637

<b>Apr-20</b>	13,704	6,498	4,606	624
<b>May-20</b>	14,182	6,289	4,522	620
<b>Jun-20</b>	14,698	6,116	4,438	601
<b>Jul-20</b>	15,200	5,919	4,346	583
<b>Aug-20</b>	15,651	5,712	4,230	574
<b>Sep-20</b>	16,270	5,443	4,130	554

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

**Estimates Question on Notice  
Asked on Monday, 7 December 2020  
No. 16**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

### **QUESTION**

Will the Minister provide the specific page and line item reference in the budget papers for the \$3.5 million commitment to a Queensland Holocaust Museum announced as an election commitment?

### **ANSWER**

This matter falls under the Minister for Children and Youth Justice and Minister for Multicultural Affairs' portfolio. I refer the Committee to the relevant Minister.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 17

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

#### QUESTION

With reference to bonds held and discharged by the Residential Tenancies Authority—

Will the Minister advise how many bonds were released 100 per cent to the owner in the following periods (a) January-June 2019, (b) July-December 2019, (c) January-June 2020 and (d) July 2020 onwards?

#### ANSWER

Tenancies where a full refund was paid to the managing party:

Period	No. of tenancies
January – June 2019	25,046
July – December 2019	23,122
January – June 2020	23,292
July 2020 to 8 December 2020 ^	16,268

^ recent figures exclude refunds currently being disputed through the RTA or the Queensland Civil and Administrative Tribunal and are subject to change.

^The RTA does not have knowledge of ownership of a rental property, the information provided has utilised the managing party as a proxy of the owner.

## **Community Support and Services Committee**

### **Estimates Question on Notice Asked on Monday, 7 December 2020 No. 18**

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**THE COMMUNITY SUPPORT AND SERVICES COMMITTEE** ASKED  
MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL  
ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH) —

#### **QUESTION**

With reference to support for renters during the COVID-19 recession –

Will the Minister advise how many applications were made (a) to RentConnect for support finding a tenancy in March-September 2020 versus March-September 2019 and (b) for bond loans and rental grants in March-September 2020 versus March-September 2019?

#### **ANSWER**

- a) The RentConnect service is not delivered through an application process. The RentConnect service is delivered by department staff through discussion and one-on-one practical assistance and general advice to people.

Through RentConnect services, Queenslanders access assistance to explore all options to find, apply for and/or maintain a place to rent. This service also helps people who may have non-financial barriers to also access the private rental market.

- b) The department works with all customers to connect them with services that address their immediate housing needs based on their circumstances, needs and eligibility, including supporting them into the private rental market with products such as Bond Loans, Bond Loans Plus and Rental Grants.

From March to September 2019 there were a total of 16,460 approved applications for Rental Grants, Bond Loans and Bond Loan Plus; compared to 19,097 approved applications for the March to September 2020 period.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

**Estimates Question on Notice  
Asked on Monday, 7 December 2020  
No. 19**

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**THE COMMITTEE** ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

### **QUESTION**

With reference to mandatory conciliation by the Residential Tenancies Authority (RTA) under COVID-19 emergency provisions –

Will the Minister advise how many mandatory conciliations (a) have been completed by the RTA under these provisions and (b) under these provisions are outstanding?

### **ANSWER**

- a) During the mandatory conciliation period, 2,646 disputes were conciliated by the RTA.
- b) No mandatory conciliations under these provisions are outstanding.

## Community Support and Services Committee

### Estimates Question on Notice Asked on Monday, 7 December 2020 No. 20

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**THE COMMITTEE** ASKED MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH) —

#### QUESTION

Will the Minister provide the amount of taxpayers funding spent on rectifying damage caused in public housing properties in 2017/18, 2018/19, 2019/20 and the budget for 2020/21?

#### ANSWER

The department aims to optimise social housing assets and provides safe and secure homes through regular upgrade and maintenance works with focus on tenant's safety and extending the remaining useful life of the social housing portfolio.

Planned maintenance and upgrade programs ensure social housing properties provide contemporary amenity, are safe and secure and where possible provides accessibility features.

The department funds the cost of maintenance and repairs through the planned and responsive social housing maintenance budget. In 2020/21, a budget of \$252.8M is allocated for planned and responsive social rental housing maintenance activities, excluding Indigenous communities.

Expenditure for planned and responsive social housing maintenance for 2017/18, 2018/19, 2019/20 is outlined below.

Maintenance (including planned and responsive)	2017/18	2018/19	2019/20
Total Actual Expenditure	\$235.6M	\$248.9M	\$247.1M

Costs for damage that is over \$10,000 are referred to the Queensland Government Insurance Fund as an insurance claim.

**Questions on notice and responses – *Minister for Seniors  
and Disability Services and Minister for Aboriginal and  
Torres Strait Islander Partnerships***

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**Hon Craig Crawford MP**  
**MINISTER FOR SENIORS AND DISABILITY SERVICES AND**  
**MINISTER FOR ABORIGINAL AND TORRES STRAIT**  
**ISLANDER PARTNERSHIPS**

**ESTIMATES PRE-HEARING**  
**QUESTION ON NOTICE**

**Question 1**

With reference to Volume 2, page 119 of the Service Delivery Statement, following the full implementation of the National Disability Insurance Scheme (NDIS) in Queensland –

Will the Minister advise (a) how many Queenslanders with a disability continue to receive departmental delivered and/or funded specialist disability support services due to ineligibility for the NDIS, (b) if the department is continuing to process new applicants and recipients of departmental delivered and/or funded specialist disability support services, in circumstances where Queenslanders with a disability do not meet the NDIS eligibility criteria and (c) if the department is aware of any instances or circumstances in which departmental delivered and/or funded specialist disability support services or facilities are no longer available to Queenslanders with a disability, and equivalent funding or support services are not available through the NDIS?

**ANSWER:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships provides ongoing disability supports for clients aged under 65 years, who previously relied on state funded disability supports, but do not meet National Disability Insurance Scheme (NDIS) access requirements. These supports are provided through the Queensland Government's Continuity of Support (CoS) program.

(a) There are currently 32 clients funded through the CoS program.

CoS provisions aim to:

- ensure that people are able to achieve similar outcomes to the outcomes they were achieving prior to the introduction of the NDIS
- support clients to access other support systems to meet disability needs
- support people to build their capacity towards reducing the need for supports
- ensure supports are provided to people with significant ongoing disability needs to prevent hardship and enhance wellbeing
- adapt to the changing needs of people over time.

The Queensland Government Continuity of Support is a grandfathering arrangement and is limited to people who:

- receiving funded disability supports from the former Disability Services prior to Queensland's transition to the NDIS (before 30 June 2019)
- found ineligible for the NDIS
- determined as having a significant and ongoing need for disability supports that cannot be met by other services and systems
- whose services were attributed to a program or service that ceased when the NDIS was introduced, and
- who require ongoing funded specialist disability supports to maintain wellbeing and prevent hardship.

- (b) On 1 July 2019, the Queensland Government commenced the Queensland Community Support Scheme (QCSS), to support individuals who experience chronic illness, disability, mental health or other conditions at some point in their lifetime that impacts on their functional capacity to undertake regular day-to-day living activities and participate in the community.

The QCSS fits within the framework of care and support options available to Queenslanders, including the NDIS, My Aged Care, Queensland Health, Housing and Homeless Services, as well as other formal and informal support networks, and is available to provide supports to applicants who are not eligible for the Commonwealth Government's NDIS.

Due to the recent Machinery of Government changes, the Department of Communities, Housing and Digital Economy now processes applications for the QCSS in circumstances where Queenslanders who are experiencing impacts on their functional capacity to undertake regular day-to-day living activities do not meet the NDIS eligibility criteria.

- (c) The department's specialist disability services transitioned to the NDIS in a phased way across 2016-2020. The department is not currently aware of any instances where individuals eligible for specialist disability services have been denied those services. If this were to occur, the department will and can:
- accept complaints and conduct internal reviews of eligibility
  - provide intensive case management and clinical support to access the NDIS through the department's Assessment and Referral Team
  - escalate and resolve complaints about access/entry to the NDIS with the NDIA
  - refer people to the Queensland Community Support Scheme
  - refer people to other Queensland Government agencies for appropriate mainstream supports.

## Question 2

With reference to Volume 2, page 119 of the Service Delivery Statement – Will the Minister advise what steps Queensland has taken in 2019-20 to transition Disability Services clients to the NDIS?

### ANSWER:

In 2019-2020, Queensland Government took the following steps to assist Disability Services clients to transition the NDIS:

- Provided client data to the National Disability Insurance Agency (NDIA), where required or requested.
- Provided assessment reports and other documents available on department files to the NDIA to support former clients' NDIS access requests, where requested.
- Assisted approximately 113 former clients to access the NDIS through the Disability Connect and Outreach Program (DCOP).
- Contacted former Disability Services clients who had not entered the NDIS in the initial NDIS rollout locations to offer assistance to make an access request.
  - This was completed by the Assessment and Referral Teams (ART) as part of DCOP.
  - ART initial rollout locations included the NDIS regions of Caboolture/Strathpine, Sunshine Coast, Gympie, Maryborough, Toowoomba, Bundaberg, Rockhampton, and the Townsville LGA.
  - ART has also assisted approximately 35 people who have been referred from the Minister's Office and/or the Complaints and Investigations Unit. This would include some former Disability Services clients.
- Continued to fund disability advocacy organisations \$9.2M over two years (2019-21) to ensure people with disability across the state continue to have access to disability advocacy, including advocacy to enter the NDIS.
- Provided funding of \$10.8M over four years (2019-23) for Queensland Health's Specialist Mental Health Intellectual Disability Service, which operates clinics with the NDIA in Indigenous communities to help people (including former disability services clients) access the NDIS or other supports.

### Question 3

With reference to Volume 2, page 119 of the Service Delivery Statement – Will the Minister advise how many clients have accessed the 11 centre-based respite services (separated by centre)?

ANSWER:

In 2019-20, 351 clients have accessed the 11 departmental centre-based respite centres state-wide.

The number of clients per centre is as follows:

Service Area	Centre Name	Number of Clients
Northern	Ashgrove Respite Centre	40
	Deception Bay Respite Centre	34
	Ka'wan Respite Centre	30
	Nangare Respite Centre	31
	Yandina Respite Centre	37
South East	Gold Coast Yalburu Respite Centre	39
	Loganholme Respite Centre	35
South West	Respite Centre (Adult) - 98B Thorn St	50
	Respite Centre (Childrens) - 98A Thorn St	29
	Respite Centre Robertson Rd	2
	Toowoomba Respite Centre	24
Total Clients		351

As part of a combined response to COVID by the department and Queensland Health, the Robertson Road Respite Centre was leased to a Non-Government Organisation on 9 April 2020, to assist a person with disability to transition to long-term accommodation. This arrangement continues while the NDIS identify Specialised Disability Accommodation for the person.

#### Question 4

With reference to Volume 2, page 118 of the Service Delivery Statement regarding seniors –

Will the Minister advise the social characteristics and profile of the Queensland Seniors cohort regarding social engagement, health, longevity and physical activity?

#### ANSWER:

Analysis by the Queensland Government Statistician's Office shows that the number of older Queenslanders has increased significantly over the last 45 years, reaching an estimated 800,000 persons.

Over the past two decades, population ageing, driven by sustained low fertility and increasing life expectancy has contributed to larger increases in older Queenslanders. By 2049, the number of older Queenslanders aged 65 years and over is projected to more than double, reaching around 1.7 million or one in five (21.9%).

#### Social engagement

Social connection and engagement with others is vital, particularly for older people. Loneliness and isolation can be detrimental to health and wellbeing, especially during a global pandemic.

- In May this year, the Australian Bureau of Statistics identified loneliness as the most common stressor during the COVID-19 pandemic.
- Recent international research shows that older people are adversely impacted by forced lockdowns, fear of the virus and how to safely re-integrate into their communities.
- Research by Council on the Ageing this year highlights isolation as a key challenge for older people.

In contrast, the 2018 Australian Bureau of Statistics *Survey of Disability, Ageing and Carers* showed that most older Queenslanders living in households had participated in social activities at home (97%) or outside their home (93%) in the previous three months.

Common activities included:

- telephone calls (91%) or visits (88%) from family or friends
- visiting (83%) or going out (73%) with family or friends
- sport or recreation with others (31%) and holidaying with others (27%).

The *Queensland: an age-friendly community* Strategic Direction Statement and Action Plan supports older Queenslanders to be engaged and active in their communities through a range of initiatives including:

- Funding programs and services to support social connection and reduce social isolation of older Queenslanders.

- Celebrating seniors through activities and events each year during Seniors Week, in collaboration with Council on the Ageing Queensland. This year, despite the COVID-19 pandemic, approximately 25,000 seniors participated in events across Queensland, including virtual events.
- Funding projects in local communities through the Advancing Queensland: an age friendly community grants program in 2019-20 to support seniors to be active in their communities.
- Funding the Seniors Enquiry Line to provide and link seniors with community information across Queensland.
- Delivering the Seniors Card, Seniors Card+go and Seniors Business Discount Card schemes to enable older people to participate in community. Nearly 90% of all Queensland seniors aged 60 years and over have one of these Seniors Cards.

## Health and Longevity

The current *Health of Queenslanders 2020 – Report of the Chief Health Officer* acknowledges our ageing population and the ongoing challenge to the health of individuals, communities and health services.

Life expectancy for both men and women is increasing – current life expectancy for men is 80.2 years and for females 84.7 years. Given their poorer health outcomes in general, life expectancy for Aboriginal and Torres Strait Islander people is lower compared to the non-Indigenous population.

Dementia was the second leading cause of death in Australia in 2017. The number of persons living in Queensland with dementia continues to rise to 87,700 in 2020.

Frailty also leads to higher rates of unplanned hospitalisations and readmissions. Frail patients aged 80 years or older are more than twice as likely to die in hospital than their non-frail counterparts. Frailty is growing in importance as a health concern given the ageing population and people living longer with multiple morbidities.

Enabling older people to be active and participate in activities in their local communities is important to support good health and wellbeing.

Through the Queensland: an age-friendly community Action Plan, Queensland Health leads a number of key initiatives to support and improve the health of older Queenslanders, including:

- Implementing the *Healthy ageing: a strategy for older Queenslanders* to improve health services for older Queenslanders.
- Delivering consumer-centred health care and engagement with older people through Health Consumers Queensland, the state's peak organisation representing the interests of health consumers and carers, to participate in the planning, design and evaluation of health services.
- Providing \$20 million in grants over four years to non-government organisations to provide long day respite for carers that caters to the

specific needs of people with dementia and neurodegenerative conditions.

## **Physical Activity**

Research tells us that participation in sport and active recreation decreases with age.

Results from the *Adult participation in sport and recreational activities Queensland survey in 2016* showed that approximately 69% of Queenslanders aged 60 years and over participated in sport and active recreation.

The *Survey of Disability, Ageing and Carers 2018* shows that 44% of older Queenslanders participated in physical activities for exercise or recreation in the previous 12 months.

Initiatives to support and enable older Queenslanders to be active are implemented through the Queensland: an age-friendly community Action Plan, including:

- Funding programs to improve seniors connection and prevent isolation across Queensland, including the 60 and Better programs, which offer activities such as exercise classes, walking groups, dancing, photography, outdoor art classes, craft afternoons and day trips.
- Implementing the Queensland Sport and Active Recreation Strategy *Activate! Queensland 2019-29* and Three Year Action Plan, which incorporates targeted initiatives for seniors.
- Using findings from the Queensland Sport, Exercise and Recreation Survey of Adults to better understand participation by seniors in sports, exercise and recreation in Queensland for active ageing.

## Question 5

With reference to Volume 2, page 118 of the Service Delivery Statement regarding Seniors, and as Queenslanders age and retire from the workforce, living arrangements can become more complex with some even experiencing homelessness –

Will the Minister advise the options for older Queenslanders?

### ANSWER:

According to the 2016 Census, more than nine in ten (95%) or 607,600 older Queenslanders who were at home on census night were living in private dwellings.

While most older Queenslanders want to remain in their own homes and 'age-in-place', some older people move into non-private dwellings, such as an aged care facility, reflecting an increased need for medical care, including specialised care, and general assistance with daily living.

While responsibility for regulating aged care rests with the Australian Government Department of Health, and the national Aged Care Quality and Safety Commission, the Queensland Government recognises the need to ensure seniors get the support they need as their living arrangements become more complex, and avoid the risk of homelessness.

The Queensland Government also recognises that to ensure seniors are able to continue living in their own home, the scourge on our community that is elder abuse must also be tackled head on. According to the Elder Abuse Prevention Unit's (EAPU) *Year in Review*, the most commonly reported form of elder abuse is financial abuse. In regards to the family home, seniors can sometimes be placed at risk of being forced out of their own home by entering into verbal family agreements with their adult children which later turn sour.

To prevent this, the Queensland Government has delivered an investment of \$400,000 per annum to deliver the Seniors Financial Protection Service. This service provides free independent financial information tailored to seniors on complex financial issues, including aged care contracts and family agreements. Together with the EAPU and the Seniors Enquiry Line, both of which provide seniors with free advice on recognising and responding to elder abuse and scams, this service works to assist seniors in navigating complex property and family agreements that might otherwise result in them losing their home.

Under the *Queensland: an age-friendly community* Strategic Direction Statement and Action Plan, a range of initiatives are implemented under the housing domain to support access to adequate and appropriate housing for seniors, including:

- Implementing the *Queensland Housing Strategy Action Plan 2017-2020*.
- Constructing 50% of public housing dwellings to the Liveable Housing Design Guidelines Gold Level or Platinum Level standards to increase accessibility and adaptability.



- Providing social housing to eligible seniors on low incomes that is physically appropriate or adapted to their needs.
- Assisting seniors to enter the private rental market through the RentConnect program.
- Helping seniors maintain their tenancies through the HomeStay Support and Common Ground initiatives.
- Assisting seniors to remain in their own homes or private rental tenancy through the Home Assist Secure program that addresses critical home maintenance and safety issues.
- Assisting older Queenslanders who are homeless or at risk of homelessness to regain their independence through Specialist Homelessness Services.
- Delivering a Housing Chats Information Helpline to assist older Queenslanders to make the right decisions about their housing options so they maintain control over how and where they live.
- Implementing the amendments to the *Retirement Villages Act 1999* and the *Manufactured Homes (Residential Parks) Act 2003* to ensure fairness and improve consumer protection for residents and homeowners.

Examples of how older Queenslanders were assisted with their housing needs last year include:

- 37,495 households with older people and people with disability were supported to remain in their own homes or private rental tenancies through Home Assist Secure, a program that addresses critical home maintenance and safety issues.
- 2,768 older people received information and advice through RentConnect's Advisory Service to assist in securing private rentals.
- Specialist Homelessness Services assisted 2,027 older people who were homeless or at risk of homelessness.
- Queensland Retirement Villages and Parks Advisory Service assisted 243 people and has been funded to June 2023 to deliver specialist legal information and advice to people living in manufactured homes and retirement villages.
- A Housing Chats Line was established to provide seniors with planning and information in housing options, including renting, aged care and home ownership.

## Question 6

With reference to Volume 2, page 123 of the Service Delivery Statement – Will the Minister advise how the Queensland Government is working with council, local leadership and service providers to continue to implement a strategy that focuses on restoring community strength and healing on the ground in Aurukun?

### ANSWER:

The Palaszczuk Government continues to work with the Aurukun community impacted by the events of January this year, including those who are currently residing elsewhere.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships initially established a Whole of Government Coordination team in Cairns to support the Government's response. This team has now transitioned to be based in Aurukun.

The Whole of Government Coordination team continues to prioritise the sharing of information and coordination of support services to ensure displaced residents, as well as community members in Aurukun, understand the need for resolving community conflict.

The Aurukun Recovery Strategy provides for immediate, medium and long term initiatives to respond to the community unrest in Aurukun and has a focus on the key outcomes of governance and communication, local leadership, safety and alcohol management, economic engagement and education.

The response is clearly focused on the delivery of the department's Aurukun Recovery Strategy and strategies embedded in the Local Thriving Communities Reform.

The department continues to work with Mr Bruce Martin, a Wik man who grew up in Aurukun and is a former member of the Prime Minister's Indigenous Advisory Council, to develop a community-led strategy in Aurukun to build on strong and positive social norms.

The Aurukun Shire Council's Community Safety Plan consultation phase has been completed. Extensive community engagement has occurred across community members, local service delivery agencies and government departments currently working in Aurukun. The endorsed Community Safety Plan is due to the department by 31 December 2020.

The Palaszczuk Government is committed to partnering with Aboriginal and Torres Strait Islander communities to reframe the relationship between communities and Government and embracing local leadership to make community-led decisions.

## Question 7

With reference to Volume 2, page 121 of the Service Delivery Statement – Community Support and Services Committee - Estimates 2020 - Questions on Notice Page 2 of 3

Will the Minister advise how the Queensland Government is working to increase the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2022?

ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is the lead agency for increasing the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2022.

Queensland Public Service workforce statistics supplied by the Public Service Commission and published on their website, advises that as of September 2020, 2.5 percent of Queensland public sector employees identified as Aboriginal and Torres Strait Islander People.

As the state's largest employer, the Palaszczuk Government is clearly stepping up to demonstrate our commitment to creating a diverse workforce and we're already matching our intentions with actions through a range of measures, including recruitment, retention and career development.

The Moving Ahead Strategy launched in 2016 titled *Moving Ahead: A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in Queensland's economy 2016–2022* reflects an integrated, whole-of-government approach to improving economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders. The Moving Ahead strategy includes 27 actions, to be implemented by Queensland Government departments, and coordinated centrally by the Cultural Agency Leaders, to drive targeted, sustainable change.

A key strategy for *Moving Ahead* is the commitment by the Queensland Government to improve their existing practices in attracting, recruiting, retaining and developing Aboriginal and Torres Strait Islander staff, and contribute to an aggregate 3 per cent target across the Queensland Public Service on the direct employment of Aboriginal and Torres Strait Islander staff by 2022 for all departments.

In partnership with the Public Service Commission, my department has supported the sectorwide Aboriginal and Torres Strait Islander Career Pathways Service, designed and built with and around the strengths of First Nations people's leadership and networks. It is an ongoing, user-driven service that provides participants access to cross-agency and external career development opportunities, the ability to grow personal networks and an opportunity to identify mentors within a culturally safe space. By pooling development opportunities across the Queensland Government, participants

of the service are able to access a broader range of options to support their learning and progression.

An example of our commitment the Department of Transport and Main Roads has an Indigenous Employee Network in place to provide advice and input into strategies to increase the participation rate of Aboriginal and Torres Strait Islander people employed within the department. As part of their commitment, Transport and Main Roads provides Aboriginal and Torres Strait Islander Scholarships to financially assist eligible students undertaking a degree or diploma in engineering or engineering related qualifications and bring them into the workforce to help build transport infrastructure for the future.

The Palaszczuk Government continues to work with Aboriginal and Torres Strait Islander people and across Government to increase the proportion of Aboriginal peoples and Torres Strait Islander peoples working in the Queensland public sector to three per cent by 2020.

## Question 8

With reference to Volume 2, page 124 of the Service Delivery Statement – Will the Minister explain how the Queensland Government is building cultural capability across Government under the Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework?

### ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is the lead agency for cultural capability within the Queensland Government.

The Cultural Capability Framework (the Framework) is the foundation document of the Queensland public sector's cultural capability policy agenda and is a whole of government framework

The Framework has five key principles for building cultural capability:

1. Valuing Culture
2. Leadership and Accountability
3. Building Cultural Capability to Improve Economic Participation
4. Aboriginal and Torres Strait Islander Engagement and Stronger Partnerships
5. Culturally Responsive Systems and Services.

The implementation of the Framework is the responsibility of the Cultural Agency Leaders committee (the Committee). Facilitated by my department, the Committee has membership representing all Queensland Government departments, and meets on a quarterly basis.

To implement the Framework in a meaningful way and to achieve consistency across government, it is mandatory, under the *Queensland Government's Specific Purpose Planning*, for each department to maintain a current Cultural Capability Action Plan and to report on the implementation of those plans on a six-monthly basis. The Cultural Capability Action Plans must contain actions that align with the principles of the Framework.

Since the launch of the Framework, the Queensland Government's Cultural Capability agenda has expanded to include the following strategies and policies:

- Moving Ahead: A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in the Queensland economy 2016-2022
- Cultural Capability Matters, Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Training Strategy
- Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP)
- Queensland Government Reconciliation Action Plan 2018-2021
- Moving Ahead Workforce Strategy and Workforce Planning Framework

In 2020, my department launched the Aboriginal and Torres Strait Islander Workforce Planning Framework as a key initiative to drive cultural capability across the Queensland Government.

The Aboriginal and Torres Strait Islander Workforce Planning Framework will help Queensland Government departments to meet the three per cent employment target under the Moving Ahead strategy for Aboriginal and Torres Strait Islander people within the Queensland Government by 2022.

The key priorities of the Strategy and Workforce Planning Framework are:

- Attraction and recruitment
- Retention and cultural safety
- Development and progression
- Enabling and leadership.

Under this framework, each department is expected to implement actions that align with the key priorities. Reporting on the implementation of their Workforce Planning actions will form part of the six-monthly reporting starting for the period January to July 2021.

An example of a Queensland Government agency working towards achieving higher levels of cultural capability is within the former Department of Communities, Disability Services and Seniors who in early 2020 reaffirmed their commitment by updating cultural capability resources — the Respectful Language Guide and Indigenous Knowledge Lens. All staff were issued with an Acknowledgement of Traditional Owners and Elders card, to prompt them to open meetings, training and forums where appropriate, with a formal acknowledgment.

## Question 9

With reference to Volume 2, page 117 of the Service Delivery Statement – Will the Minister advise how the department provides support and services our Indigenous Queenslanders across the state?

ANSWER:

The department provides whole-of-government leadership in working with other Queensland Government departments to ensure their services are culturally informed and include input from Aboriginal and Torres Strait Islander people. The department leads the implementation of the Aboriginal and Torres Strait Islander Cultural Capability Framework and supports departments to develop Cultural Capability Action Plans which detail actions agencies are taking to increase their cultural capability.

Through the Local Thriving Communities (LTC) reform, the government has committed to improve self-determination, service delivery, productivity, governance and economic opportunities for Aboriginal and Torres Strait Islander communities. The department is currently collaborating with government agencies and communities to develop the first whole-of-government action plan that will include: embedding a co-design framework; building capacity for government to engage effectively with Local Decision Making Bodies (LDMB); and for government to enable communities that opt-in to LTC to establish an LDMB that has the capacity and authority to engage in decision-making processes, creating the enabling environment for the reform.

Long-term success will result in improved support and service delivery for Aboriginal and Torres Strait Islander Queenslanders as each Queensland Government department builds capacity to engage with cultural intelligence in a process of co-design with LDMBs when making decisions about service delivery (policy and program design, development and implementation) that impact Aboriginal and Torres Strait Islander communities. Through LTC, the Queensland Government will recognise the authority and agency of LDMBs and embed the principles of self-determination, participation, equality and culture in government decision-making practice. Legislative, policy and economic frameworks will enable efficient and effective delivery of services that meet the needs of community and economic development opportunities will facilitate communities to achieve their economic aspirations.

The Palaszczuk Government also worked closely with Aboriginal and Torres Strait Islander communities to respond to the health risk and Commonwealth and Queensland Government COVID-19 measures. The then Department of Aboriginal and Torres Strait Islander Partnerships allocated liaison officers to work with Local Disaster Management Groups across the state to ensure the needs of Aboriginal and Torres Strait Islander Queenslanders were front and centre. Regular teleconferences were held that brought together all levels of government, including Ministers the State Disaster Coordinator, the Chief Health Officer and Directors-General, to coordinate responses, share information and hear local concerns firsthand.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) has staff in seven regions across Queensland. Regional staff working directly with community leaders, funded service providers, Aboriginal and Torres Strait Islander businesses and all levels of Government – Local, State and Commonwealth to lead and contribute to key initiatives that provide appropriate, accessible and quality services for Aboriginal and Torres Strait Islander Queenslanders.

Services provided by the regions include support for Aboriginal and Torres Strait Islander businesses, family and community safety initiatives, co-designing program implementation and brokering strategic partnerships.

### ***Services delivered or supported more broadly by the department***

#### Economic Participation

DSDSATSIP has a role in maximising economic participation and works across Queensland to empower people, business and communities to define and achieve their economic aspirations. The whole-of-government *Moving Ahead 2016-2022* strategy outlines actions to improve economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders.

The department also works across government to implement the *Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy*, which aims to increase the level of government spend with Aboriginal and Torres Strait Islander businesses to three per cent of the value of the government's addressable spend by 2022, as a pathway to increasing Aboriginal and Torres Strait Islander economic participation through jobs and business ownership. Since the introduction of the Policy, DSDSATSIP has worked closely with the Office of the Chief Advisor Procurement and across Government agencies to increase understanding of and commitment to achieving the QIPP target of three per cent of addressable spend by 2022.

Whole-of-government spend is increasing in value and as a proportion of procurement spend. In 2018/19, QIPP outcomes of \$329M represented approximately 1.92 per cent in 2018/19, while last year's \$362M, from 475 suppliers, represents 2.42 per cent of spend. For the purpose of QIPP, an Indigenous business is defined as one that is at least 50 per cent owned by Aboriginal and/or Torres Strait Islander people, and may take the form of a social enterprise, registered charity or not for profit. Procurement spend with Aboriginal and Torres Strait Islander Councils is also included in the overall QIPP outcome and in 2019-20, this amounted to \$127.4M. With responsibility for achieving the target shared across Government, all agencies must maintain momentum and continue to engage more Aboriginal and Torres Strait Islander suppliers into supply chains.

Further, under the Queensland public sector workforce strategy, as at September 2020, 2.5 per cent of employees identified as Aboriginal and/or Torres Strait Islander, a significant increase on 1.98 per cent as at September 2016, at the time of the launch of *Moving Ahead*.



### Employment and training opportunities

The Youth Employment Program (YEP) brokers employment and training opportunities, especially for young people, throughout Queensland. In 2019-20, 686 job placements were facilitated by YEP officers in DSDSATSIP regions, while a further 347 job placements were secured from social housing and infrastructure projects across the National Partnership on Remote Housing communities and other capital works programs.

Additionally, DSDSATSIP leverages Queensland Government building and construction projects to create skills development, employment and business opportunities for Aboriginal and Torres Strait Islander people throughout Queensland. In addition to securing 347 job opportunities in remote and discrete communities, infrastructure projects delivered \$3.3M in procurement opportunities within these communities in 2019-20. Outside discrete communities, jobs and procurement opportunities to a combined value of \$5.9M were delivered through declared Indigenous projects under the Queensland Government Building and Construction Training Policy. A further \$19.6M in combined economic outcomes were delivered through negotiation on non-declared projects.

Engagement across government with Queensland's peak industry bodies, Indigenous businesses and community members underpins the realisation of economic opportunities from these initiatives. Due to the critical importance of economic recovery following the impact of COVID-19, this focus will remain a priority.

### Domestic and Family Violence

The department supports the work of the Department of Justice and Attorney-General as the responsible agency for domestic and family violence through implementation of the Domestic and Family Violence Prevention Strategy. Through *Queensland's Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence*, a co-designed approach for domestic and family violence responses, DSDSATSIP has eight (8) regionally based Senior Project Officers in Ipswich, Brisbane North, Cherbourg, Mount Isa, Cairns, Caboolture, Mackay and Logan who continue to act as cultural connectors providing support to the domestic and family violence High Risk Teams – a core component of Queensland's integrated service response approach.

### Cultural Heritage

DSDSATSIP is responsible for administering the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003*. The department provides assistance to land users and Indigenous Queenslanders to manage their cultural heritage responsibilities by providing information about the location of recorded sites and places, contact details for relevant parties, advice about the operation of the cultural heritage legislation and facilitating relationships between parties seeking to manage cultural heritage.

### Community and Personal Histories

DSDSATSIP continues to provide Aboriginal and Torres Strait Islander peoples with access to historical departmental records through the Community and Personal Histories Unit. The records are accessed for a variety of purposes including documenting proof of birth and tracing family removed to missions and reserves.

## Question 10

With reference to Volume 2, page 124 of the Service Delivery Statement – Will the Minister advise how the Queensland Government is meeting its targets when it comes to customer satisfaction in engaging with the cultural heritage services provided by the department?

### ANSWER:

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships maintains the Aboriginal and Torres Strait Islander Cultural Heritage Online Portal.

The Online Portal enables land users to search the Aboriginal and Torres Strait Islander cultural heritage Database and Register to assist with meeting the cultural heritage duty of care established by the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003*.

Over 25,000 searches of the Database and Register are conducted annually by land users including resource companies, residential developers, and government agencies.

Since 2016 the department has commissioned an independent market and social research agency to undertake an annual survey of registered users of the Online Portal to gauge their satisfaction with the cultural heritage services provided by the department.

In 2020, the survey reported an overall satisfaction rate of 85 per cent among users of the Online Portal, which exceeded the Service Delivery target of 75 per cent. In addition, 90 per cent of users stated that they often or always got the information they needed and 97 per cent of users agreed that departmental staff were attentive to their enquiries.

## Question 11

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister outline (a) the estimated date the NDIS transition was due to be completed, (b) the date it was completed, (c) the cost incurred as a result of any delay, (d) the factors that led to the delay, (e) the number of participants that had care delayed and (f) the measures taken by the department to ensure care was provided during the delay?

ANSWER:

(a) The Queensland and Australian governments signed the *Bilateral Agreement between Commonwealth and Queensland for the Transition to the National Disability Insurance Scheme* on 16 March 2016 (Transitional Bilateral), agreeing to transition to the National Disability Insurance Scheme in Queensland from 1 July 2016 to 30 June 2019. The transition bilateral agreement estimated 91,217 Queensland participants in the scheme by 30 June 2019.

(b) On 9 July 2019, the Queensland and Australian governments signed the Bilateral Agreement for the *National Disability Insurance Scheme* (Full Scheme Bilateral).

The Full Scheme bilateral agreement formally commenced on 1 October 2020 in recognition of the slower than expected transition of Queenslanders into the scheme by the National Disability Insurance Agency and the Commonwealth Government.

(c) There were no direct costs associated with the extended transition period. Under transition funding arrangements, Queensland paid for the actual number of Queensland participants, at 60 per cent of agreed NDIS package costs. At full scheme, Queensland pays a fixed and capped contribution of \$2.128 billion.

(d) All former State clients were supported to seek NDIS access – their data and information were provided to the National Disability Insurance Agency (NDIA) and a special pathway was created to fast-track their access.

The Commonwealth Government was responsible for transitioning former Commonwealth clients and new clients into the scheme.

Factors that contributed to the delay of Queenslanders transitioning into the scheme included:

- delays by the NDIA in establishing NDIS Community Partners, Local Area Coordination and Early Childhood Early Intervention partners in most transition locations across Queensland – these were planned to be operational six months prior to the scheduled phase-in date but this was largely not achieved

- the model of service delivery also changed, with Community Partners becoming responsible for intake and planning functions, rather than the information, linkages and capacity building function they were originally established to deliver
- the complexity and timeframes in NDIA access and planning processes
- the NDIA's application of the eligibility requirement to demonstrate a permanent disability impacting on access for people with psychosocial disability
- insufficient additional support being provided by the Commonwealth to enable people with disability with complex needs to access the NDIA, including people with psychosocial disability, people from Aboriginal and Torres Strait Islander communities and people from Culturally and Linguistically Diverse communities
- the cost and time involved in obtaining assessments, including waitlist times to access specialist paediatricians and other specialist services.

(e) The Commonwealth NDIA is responsible for delivering the NDIS and reporting on its performance, including its efforts to build NDIS participation in Queensland.

The NDIA regularly reports on performance in each jurisdiction via the NDIS website, located on line at [www.ndis.gov.au/about-us/publications/quarterly-reports](http://www.ndis.gov.au/about-us/publications/quarterly-reports).

(f) A key element of the Full Scheme Bilateral Agreement with the Commonwealth Government for the delivery of the NDIS in Queensland has been the \$20M strategic investment negotiated from the Commonwealth Government over three years (2020 - 2022) to increase NDIS participation, with a focus on new entrants. The \$20M investment was agreed in recognition of the fact that the Commonwealth had not made sufficient progress towards achieving the Transition bilateral estimate by 30 June 2019.

The investment fast tracks vulnerable Queenslanders' access to NDIS to get them the supports they need, and will help build the capacity of Aboriginal and Torres Strait Islander providers to deliver local NDIS services.

The department established the Disability Connect and Outreach Program (DCOP) to deliver four strategic projects:

- The Assessment and Referral Team (ART) to accelerate entry of new participants into the NDIS, with a focus on rural, regional and remote areas and other vulnerable or hard to reach cohorts aged 7-65 years.
- A Targeted Outreach Project, which identifies potential participants in hard to reach cohorts and provides warm referrals of clients to ART.
- A Building Market Capacity Project, which supports Aboriginal and Torres Strait Islander organisations and sole traders to become NDIS providers.
- A Research Partnership Project, which seeks to understand why participants aren't using all of the supports in their plans.

The Queensland Government also continues to operate the Queensland Community Support Scheme. During 2019-20, the scheme was available to people with a condition that restricted their ability to carry out activities of daily living, such as dressing, bathing, preparing meals, house cleaning and maintenance, and using public transport.

## Question 12

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, in relation to page 20 of the Department of Communities, Disability Services and Seniors 2019-2020 Annual Report which refers to a dedicated team that was set up, (a) the total number of issues made known to the dedicated team set up to respond to and monitor COVID-19 issues impacting people with disability, (b) what these issues were, (c) the number of issues resolved and (d) the number of outstanding issues?

### ANSWER:

(a) 252 issues were made known to the dedicated team set up to respond to and monitor COVID-19 issues impacting people with disability.

(b) The issues were categorised as follows:

- (i) Health and Safety (51 issues)
- (ii) Service Delivery (123 issues)
- (iii) Financial (35 issues)
- (iv) Workforce (33 issues)
- (v) Data (2 issues)
- (vi) Information and Communication Technology (8 issues).

(c) number of issues resolved was 252.

(d) There are no outstanding issues.

### Question 13

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services – Will the Minister advise (a) the number of former Disability Services clients who actively sought access to the NDIS and (b) of these, the total number of clients (i) that were successful and (ii) who were unsuccessful?

#### ANSWER:

The Queensland Government has supported former Disability Services clients to seek NDIS access – their data and information were provided to the National Disability Insurance Agency and a special pathway was created to fast-track their access. Contact was attempted with all clients by letter, phone and/or home visits to assist or encourage transition.

- (a) At 31 October 2020, approximately 30,000 Disability Services clients formerly funded by the department under the *Disability Services Act 2006* chose to seek access to the NDIS.
- (b) (i) Approximately 29,000 (96.5%) of the 30,000 have met NDIS access requirements and approximately another 250 are in the access pipeline.
- (ii) Approximately 750 were deemed by the National Disability Insurance Agency as not having met its requirements for access.

The majority of former Disability Services clients who did not meet NDIS access requirements were not receiving Disability Services funded supports at the time their NDIS access decision was made. Many former Disability Services clients required intermittent supports only and therefore may not have met the NDIS access requirements.

Other former Disability Services clients who did not meet access requirements continue to be eligible to receive state funded mainstream supports through the Queensland Community Support Scheme.



#### Question 14

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services – Will the Minister advise, between 2017/18 to 2020/21 to date, (a) the total number of adults with an intellectual disability or cognitive impairment detained to the Forensic Disability Service (FDS) on forensic orders (reported separately per month) and, of those, the number of detainees who have been held in secluded cells and for what period of time, (b) the total number of FTE staff, including position titles (reported separately per month), (c) the total number of times staff have called police to attend the FDS and (d) the number of investigations carried out by a statutory body such as the Queensland Ombudsman and the total number of unlawful conduct / breaches identified by the investigations?

#### ANSWER:

The FDS is a small specialist, medium-security residential rehabilitation facility for up to 10 clients.

- (a) The below table details the total number of adults with an intellectual disability or cognitive impairment detained to the Forensic Disability Service (FDS) on forensic orders (reported separately per month).

<b>Month and year</b>	<b># clients detained to FDS</b>
Jul-17	7
Aug-17	7
Sep-17	7
Oct-17	6
Nov-17	5
Dec-17	5
Jan-18	6
Feb-18	7
Mar-18	6
Apr-18	6
May-18	6
Jun-18	6
Jul-18	5
Aug-18	5
Sep-18	5
Oct-18	6
Nov-18	6
Dec-18	5
Jan-19	5
Feb-19	6
Mar-19	6

<b>Month and year</b>	<b># clients detained to FDS</b>
Apr-19	6
May-19	6
Jun-19	6
Jul-19	7
Aug-19	7
Sep-19	7
Oct-19	7
Nov-19	7
Dec-19	6
Jan-20	6
Feb-20	6
Mar-20	6
Apr-20	6
May-20	6
Jun-20	6
Jul-20	6
Aug-20	6
Sep-20	6
Oct-20	6
Nov-20	6

Of those clients listed above between 2017 and 2020, 3 clients have been subject to seclusion orders whilst detained to the FDS. There have been a total of 10,049 seclusion orders during this time. Each seclusion order is made for a period of time as deemed necessary to address the risks, noting that no one order can exceed a duration of 3 hours. Any further disaggregation could lead to the identification of individual clients which would be contrary to the *Forensic Disability Act 2011*.

- (b) The total number of FTE staff at the Forensic Disability per month is detailed in the tables below.

Total number of FTE staff: July 2017 to September 2018<sup>1</sup>

<b>Position</b>	<b>#FTE</b>
Administrator	1
Senior Service Manager	1
Principal Clinician	1
Clinical Team Leader	3
Clinician - Program Specialist	4
Business Officer	1
Senior Administration Officer	1
Administration Officers	2
Administrative Officer	1
FDW Clinician	15
FDW Clinician backfill	1
Shift Coordinator	6
Forensic Officer	18
Forensic Officer backfill	1
<b>TOTAL</b>	<b>56</b>

October 2018 to December 2020<sup>2</sup>

<b>Position</b>	<b>#FTE</b>
Administrator	1
Senior Service Manager	1
Principal Clinician	1
Principal Project Officer (NR)	1
Clinical Team Leader	3
Clinician - Program Specialist	4
Business Officer	1
Senior Administration Officer	1
Administration Officers	2
Administrative Officer	1
FDW Clinician	15
FDW Clinician backfill	1
Shift Coordinator	6
Forensic Officer	18
Forensic Officer backfill	1
<b>TOTAL</b>	<b>57</b>

<sup>1</sup> FTE were stable for months indicated and there were no permanently unfilled or vacant positions.

<sup>2</sup> FTE were stable for months indicated and there were no permanently unfilled or vacant positions.

- (c) Police have been called to attend the FDS on 12 occasions since 1 July 2017 up to and including 7 December 2020.
- (d) The Queensland Ombudsman conducted an investigation between 2018 and 2019 into the Forensic Disability Service. The final report of the Ombudsman and its findings was tabled on 22 August 2019.

## Question 15

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, with respect to the Queensland Ombudsman's "The Forensic Disability Service report: an investigation into the detention of people with a disability", published in August 2019 (a) the total number of opinions and recommendations made by the Ombudsman, (b) of those, the total accepted, accepted in principle or rejected (with reference to what they were) and (c) the total number which have been (i) implemented and (ii) not yet implemented?

ANSWER:

- (a) The Queensland Ombudsman made 49 recommendations under 15 key themes in the report.
- (b) The department accepted all 49 of the Ombudsman's recommendations, either in full (35), in part (2) or in principle (12).

The recommendations were broadly themed under the following categories:

- policies and procedures at the Forensic Disability Services (FDS)
- records and recordkeeping
- Individual Development Plan compliance
- review of programs delivered at the FDS
- Limited Community Treatment compliance
- review and implementation of a Risk Management Framework
- use of Regulated Behaviour Control
- medication record-keeping
- use of seclusion
- Queensland Police attendance at the FDS
- client transition planning from the FDS
- review of person not physically detained to the FDS
- contributing factors and indicators
- the FDS workplace and operating model
- Governance Structures.

- (c) All recommendations have been actioned and finalised.

## Question 16

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister advise, since the enactment of the *Human Rights Act 2019* to date, the total number of human rights complaints (a) made to the department, (b) investigated by the department, and of those, the total number of complaints (i) dealt with by the department, (ii) referred to the Queensland Human Rights Commission, (iii) referred to the Queensland Ombudsman and (iv) not referred to the commissioner within one year after the alleged contravention to which the complaint relates happened, and (c) investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that (i) the department failed to act or make a decision in a way that is not compatible with human rights or (ii) in making a decision, failed to give proper consideration to a human right relevant to the decision?

ANSWER:

### **Seniors and Disability Services**

#### **(a) made to the department**

From 1 January 2020 to 30 September 2020:

- 3 Human Rights complaints were received by the Complaints and Investigations Unit.

#### **(b) investigated by the department, and of those, the total number of complaints**

- i. 3 Human Rights complaints were investigated by the Complaints and Investigations Unit.
- ii. none were referred to the Queensland Human Rights Commission,
- iii. none were referred to the Queensland Ombudsman, and
- iv. none were referred to the commissioner within one year after the alleged contravention to which the complaint relates as the *Human Rights Act 2019* applies from 1 January 2020 and applies to acts and decisions made on or after that date.

#### **(c) investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that**

- i. the department failed to act or make a decision in a way that is not compatible with human rights or
  - a. one complaint was investigated by the department
- ii. in making a decision, failed to give proper consideration to a human right relevant to the decision?
  - a. none

Seniors and Disability Services also received three human rights complaints that were about other agencies. In two of these complaints, the department referred the matter to the relevant agency. In the other complaint, the department provided advice to the complainant to contact the Queensland Human Rights Commission.

Ethical Standards also assessed internal matters received for any implications regarding the *Human Rights Act 2019* to identify areas for improvement.

## **Aboriginal and Torres Strait Islander Partnerships**

### **(a) made to the department**

From 1 January 2020 to 30 September 2020:

- 1 Human Rights complaint was received by Aboriginal and Torres Strait Islander Partnerships.

### **(b) investigated by the department, and of those, the total number of complaints**

- i. 1 Human Rights complaint was investigated by Aboriginal and Torres Strait Islander Partnerships and has been finalised.
- ii. none were referred to the Queensland Human Rights Commission,
- iii. none were referred to the Queensland Ombudsman, and
- iv. none were referred to the commissioner within one year after the alleged contravention to which the complaint relates as the *Human Rights Act 2019* applies from 1 January 2020 and applies to acts and decisions made on or after that date.

### **(a) were investigated by the department and the Queensland Human Rights Commission (reported separately) where it was held that:**

- i. the department failed to act or make a decision in a way that is not compatible with human rights or
  - a. none
- ii. in making a decision, failed to give proper consideration to a human right relevant to the decision?
  - a. none

## Question 17

With reference to page 117 of the SDS Volume 2, which refers to improving the wellbeing of individuals requiring disability and senior services –

Will the Minister (a) provide an update on the progress of the Queensland: an age-friendly community strategy and action plan, (b) the total number of initiatives implemented, (c) the total number of outstanding initiatives not yet implemented and (d) an estimate of when all initiatives will be addressed?

ANSWER:

- (a) The *Queensland: an age-friendly community* Strategic Direction Statement, based upon the World Health Organisation's (WHO) framework, was launched in April 2016 by Premier Annastacia Palaszczuk, followed by the Action Plan in June 2016.

The Action Plan outlines initiatives to be implemented by relevant Queensland State Government agencies aligned to WHO's eight age-friendly domains, for example, transport, housing, and community support and health services.

Examples of completed actions by agencies since 2016 include:

- Funding of 47 age-friendly community grants projects across Queensland communities.
- Review the prevalence and characteristics of elder abuse to better understand the impacts on older people and to inform the development of integrated service response models.
- Implement all supported responses to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors.
- Respond to the recommendations of the Advisory Taskforce on the Residential Transition for Ageing Queenslanders, to support older people to maintain control over how and where they live.

- (b) The Queensland Government made a commitment to update the Action Plan as required.

While the original Action Plan released in 2016 had 79 actions, it is important to note that the Action Plan is a dynamic document and changes over time in accordance with agency work programs and priorities. It has been updated twice to incorporate contemporary agency work and any necessary changes. Over the life of the Action Plan, a total of 114 actions have been committed to by Queensland government agencies. Over time, some actions have been removed due to completion, with new actions added. To date, approximately one-third (36) of the total 114 actions have been completed.

- (c) The current Action Plan and accompanying Implementation Schedule 2019-20 and 2020-21 contains 78 actions for implementation by agencies, including six new actions, 15 amended/updated actions and 57 actions which are ongoing.

- (d) There is currently no timeframe for the Action Plan to cease – or plan to do so. Implementation of the Queensland age-friendly community Action Plan will be ongoing, and updated as required across relevant Queensland government agencies to ensure alignment of work programs to an age-friendly approach that supports our growing Seniors cohort to live with dignity in their later years.



## Question 18

With reference to the expansion of the Federal Government's cashless debit card into the Cape York region and the increase in unemployment in areas where the cashless debit card is currently in use –

Will the Minister advise (a) what particular impacts does this have on Indigenous people and communities in these areas and (b) if the Government has a plan to fund additional jobs or support services for Indigenous people and communities being forced onto the cashless debit card?

ANSWER:

Matters relating to social security, including the Cashless Debit Card (CDC) and related service supports, are within the domain of the Commonwealth Government.

Income management through the BasicsCard has operated in the Welfare Reform communities of Aurukun, Coen, Hope Vale and Mossman Gorge since 2008, and in Doomadgee since 2016.

Income Management in the Welfare Reform communities is operationalised through the Family Responsibilities Commission (FRC).

The FRC receives notices for school attendance and school enrolment, child safety, court convictions, domestic and family violence, and housing tenancy breaches. On receiving these notices, the FRC conferences with community members who are welfare recipients to encourage them to improve behaviour, refer them to community support services and where necessary, order that a proportion of their welfare payments are income managed.

The FRC can order that a person have 60, 75 or 90 per cent of their welfare payment income managed for periods of between three months and one year. Clients can also apply to the FRC to have their income management orders amended or ended during this time period.

On 10 December 2020, the Commonwealth Social Security (Administration) Amendment (Continuation of Cashless Welfare) Bill 2020 (the Bill) was passed in the Senate. The Commonwealth Government's original Bill proposed to make the cashless welfare scheme permanent, but this was not supported in the Senate. Instead, the Bill was passed with amendment to extend the trial sites of the CDC for another two years. This will see amendment to the federal sunset date for income management, as delivered by the FRC, extended to 31 December 2022.

The amended Bill secures the transition of FRC communities in Cape York and Doomadgee from the BasicsCard to CDC until 31 December 2022. This is an administrative change and all other policy settings remain the same, including the FRC's authority to place clients on welfare income management for time limited periods.

The difference between the cards means that clients will now be able to have the ability to purchase additional items not available to them under the BasicsCard, including for example tobacco.

The federal Department of Social Security is planning to support the transition of FRC clients to the CDC in March/April 2021. This will affect approximately 150 clients.

The targeted and time limited nature of income management through the FRC distinguishes it from the approach to income management for welfare recipients in other CDC sites across Australia, including in Queensland's Bundaberg and Hervey Bay region.

Through FRC referrals to support services, welfare recipients are provided with the opportunity to change their behaviour. Recipients may also apply to the FRC to have their orders that include income management amended or ended.

The Queensland Government remains committed to driving Queensland's economic strategy through the Unite and Recover: Queensland Economic Recovery Plan.

More than \$7 billion has been committed to support jobs and the economic capacity of Queensland, including for Aboriginal and Torres Strait Islander Queenslanders.

The Palaszczuk Government has a strong track record of supporting economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders that will continue moving forward.

For example, the 2020-21 Queensland State Budget is investing \$12.3M in the Indigenous Land and Sea Ranger program and \$36.7M in COVID Works for Queensland to support the delivery of job creating new infrastructure, maintenance or minor work.

In addition, my portfolio will continue to develop strong economic participation outcomes for Aboriginal and Torres Strait Islander people by supporting whole-of-government coordination/programming for infrastructure works in the remote and discrete Aboriginal and Torres Strait Islander communities to maximise local jobs and economic opportunities.

## Question 19

With reference to the Forensic Disability Service (FDS) and the Ombudsman's Forensic Disability Service report (the Ombudsman's Report) from August 2019 –

Will the Minister advise (a) how many people are currently detained at the FDS, (b) in relation to people currently detained at the FDS, (i) is a compliant transition plan in place for each person, (ii) what is the average length of detention, (iii) what is the longest time of detention at the FDS, (iv) is the detainee referred to as Adrian still being detained at the FDS, (c) how many instances of the use of regulated behaviour controls at the FDS are recorded for the 2019-20 and 2020 financial years, and what safeguards have been implemented to make sure records are kept in accordance with the Act and (d) which of the recommendations in the Ombudsman's Report, if any, have not yet been implemented?

### ANSWER:

- (a) As at 7 December 2020, there are six clients detained at the Forensic Disability Service (FDS).
- (b) (i) Each client that is detained to the FDS has a transition plan developed, which is integrated into each client's Individual Development Plan. The Individual Development Plan is reviewed on a quarterly basis with the client and their relevant stakeholders, including their Legal Guardian and Allied Person.
- (ii) The average length of lawful detention at the FDS is 4.49 years.
- (iii) One client has been detained at the FDS for nine years and four months.
- (iv) The client referred to as 'Adrian' remains detained to the FDS. The FDS and stakeholders continue to focus on Adrian's transition from the service, having regard to available safe and robust specialist disability accommodation and forensic disability support services in the community which are able to meet his complex individual needs.
- (c) During 2019-20 and up to and inclusive of 7 December 2020, there were 4,206 instances of Regulated Behaviour Control, which includes physical restraint, seclusion and mechanical restraint.

All instances of Regulated Behaviour Control are reported by the FDS to the independent statutory Director of Forensic Disability. The FDS maintains a register with regards to all instances of Regulated Behaviour Control, pursuant to section 74 of the *Forensic Disability Act 2011*. The register can be reviewed and audited by the independent statutory Director of Forensic Disability and is made available to the Community Visitor upon request.

- (d) All recommendations have been actioned and finalised.

## Question 20

With reference to a personal priority for the late Uncle Sam Watson during the last few years to address the significant number of First Nations people buried, in his words, in paupers' graves or given a pauper's funeral – Will the Minister advise what the department is doing to address this issue?

ANSWER:

The passing and grieving process of an Aboriginal person or a Torres Strait Islander person is generally known as "sorry business" or "sad news".

The Queensland Government acknowledges that sorry business is private and can be a difficult time for a deceased person's family and friends. However, if the deceased person's family, friends or estate are not able to cover the cost of a funeral an application can be made to the Department of Justice and Attorney-General for funeral assistance.

The Queensland Government's Funeral Assistance Program, provides State-funded cremations or burials in these circumstances.

The Department of Justice and Attorney-General also oversees Victim Assist Queensland, which provides access to financial assistance and support services to help victims of violent crime recover from an act of violence including domestic and family violence. Assistance (up to \$8,000) may be provided to the person responsible for paying for the funeral of someone who died as a direct result of violence.

The Patient Travel Subsidy Scheme, administered by Queensland Health, helps families of people who pass away while away from home (more than 50 kilometres (one way) from the public hospital or public health facility closest to their permanent address) to receive assistance to support them to return home. This assistance is linked to original approvals for the person's return home and is instead paid to their estate.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships has listened to Aboriginal peoples and Torres Strait Islander peoples about the need for better support for sorry business, particularly in discrete communities, and has developed a policy on how it will work to support Aboriginal and Torres Strait Islander families in need during sorry business.

This policy acknowledges that sorry business is cultural business, and impacts individuals, families and the broader Aboriginal and Torres Strait Islander community. It also encourages an approach that moves decision making closer to families and communities, consistent with the Local Thriving Communities agenda.

This policy also aims to help relieve some of that stress and pressure on Aboriginal and Torres Strait Islander families to support and enable them and their communities to focus on managing and healing, and to better equip government agencies to appropriately respond in a practical and meaningful way.

Moving forward, my department will continue to work with other government agencies to improve government responses to sorry business, including liaising with families and communities about current initiatives to ensure Aboriginal peoples and Torres Strait Islander peoples' interests, needs and aspirations continue to be heard and appropriate recognition is delivered.

The Queensland Government is committed to a reframed relationship and a new way of working, delivering real change and real outcomes through a genuine partnership approach with Aboriginal peoples and Torres Strait Islander peoples.

**Questions on notice and responses – *Minister for Children  
and Youth Justice and Minister for Multicultural Affairs***

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## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 1

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister outline the impact of child and family reforms to date on the safety and wellbeing of children and young people and what reforms the government is focusing on for the final three years of its reform agenda?

#### ANSWER

The Palaszczuk Government remains committed to ensuring vulnerable Queensland children and young people are protected and supported to reach their full potential.

We are now more than half way through implementation of the Queensland Child Protection Commission of Inquiry 10-year reform program – *Support Families, Changing Futures* – with new investment of more than \$857 million in child protection and family support services committed since the reforms commenced.

Despite this investment, the child protection and family support system is facing ongoing pressure through high demand for support services and increasing complexity amongst vulnerable Queensland families. This pressure has been compounded by the economic impacts of the COVID-19 pandemic, with many families experiencing financial hardship, leading to increased risk factors for children and young people.

Although the pandemic has presented many challenges for families, the department, our non-government partners and our child safety staff continue to deliver high quality support to some of Queensland's most vulnerable children and young people. For example, 94 per cent of investigations with a 24-hour response priority had an investigation commenced on time, the highest percentage since record keeping began in 2008.

Other positive performance improvement achieved through the *Supporting Families, Changing Futures* reform program include:

- more Queensland families are seeking the help they need earlier - since commencing in 2015, there have been 143,834 enquiries to Family and Child Connect, and 17,714 referrals to Intensive Family Support services. There have also been 13,247 referrals to Aboriginal and Torres Strait Islander Family Wellbeing Services since commencing in 2016
- family support services are helping to prevent the entry of children to the child protection system – families that complete family support services assistance and have their needs met are less likely to be subsequently investigated by the department within the following six months. Results are particularly positive for Aboriginal and Torres Strait Islander families accessing community-controlled Family Wellbeing Services where, compared to families not accessing the service, rates of subsequent investigations within six months are more than 14 per cent lower.
- there are fewer children who have experienced abuse or neglect and who are unable to be safely cared for by their parents – while this has recently increased during COVID-19, it is still lower than prior to the reforms (4.1 per 1000 children in 2012-13, the year before the reforms, compared to 3.7 per 1,000 in 2019-20)

- the proportion of children in care placed with kin has increased – from 37 per cent in 2012-13 to 45 per cent in 2019-20
- the proportion of children in care who are Aboriginal and Torres Strait Islander has remained relatively stable for the 10th consecutive quarter - a reversal of the pre-reform trend of growing over-representation
- child safety officer caseloads have decreased – from around 21 as at 30 June 2013 to around 18 or below as at 30 June 2020.

The Commission of Inquiry projected that without the reform program there would be approximately 11,900 children in care by 2018-19, 12,000 children in care by 2019-20 and 13,454 children in care by 2022-23. There are 10,527 children in care as at 30 June 2020 – approximately 1,500 fewer children than anticipated by the Inquiry.

These performance improvements have been delivered by hard-working child safety staff despite significantly increased demand and complexity in families presenting to the department, a challenge which had not been foreseen by the Commission of Inquiry.

In 2020-21, the Government is continuing to pursue better outcomes for children and young people, with more than \$1.475 billion invested in the child protection and family support system. Over the coming years, we will continue to shift the emphasis of the child protection system away from a crisis response towards better and earlier intervention for families so they can safely care for their children and young people at home.

We are also focusing on eliminating the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system through the continued implementation of the *Our Way Strategy* and *Changing Tracks Action Plans*.

The original reform program as outlined by the Inquiry has been augmented by a number of further reviews, as well as recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse.

To incorporate the expanded reform program and provide a framework for the next phase the department developed a five year, whole-of-government strategy – *Supporting Families Changing Futures 2019-2023 – The Queensland Government's plan for helping Queensland children, young people, parents and families experiencing vulnerability* (the Strategy) – which was released in July 2019.

Key focus areas include:

- promoting a whole-of-government approach towards meeting the needs of Queensland children, young people and families experiencing vulnerability and enhancing the shared responsibility objective of the reform program
- increasing the reach and effectiveness of family support services to help more families earlier and reduce the number of families escalating into the child protection system
- enhancing and strengthening cross-agency responses to address the wide-ranging needs of families, children and young people experiencing vulnerability
- continuing to reduce the disproportionate representation of First Nation families, children and young people in the child protection system
- increasing and enhancing types of care to not only meet projected demand but to meet the needs of children and young people in care more effectively
- strengthening support for carers and kin
- responding to demand pressures (particularly with COVID), including reviewing the department's placement system and reunification practice and working better with parents so that children can be safely retained or reunified.



Key reform activities over the next three years include:

- continuing a recruitment campaign to increase the number of carers
- continuing the Finding Kin project to increase connections to kin, community and culture for young people in residential care
- implementing Child Safe principles, standards and initiatives
- reviewing the intake system to address the continued high number of reports being made to Child Safety that do not require investigation
- replacing the outdated Integrated Client Management System to address workload pressures for frontline staff and enhance case management and cross-agency information sharing (the Unify Project)
- operational improvements to the child protection litigation model
- a review of policy and procedures relating to investigations and assessments, including improvements around timeliness and quality.

We will also continue to:

- contribute and respond to the National Royal Commission into Institutional Responses to Child Sexual Abuse
- progress implementation and further amendments to the *Child Protection Act 1999*
- lead the implementation of *Our Way: A generational Strategy for the Aboriginal and Torres Strait Islander children and families 2017-2037* work across government to improve coordination of child protection responsibility through the Queensland Child and Family Commission.

Child protection should be above politics and we will continue to seek a bipartisan approach with the Opposition and crossbench MPs to ensure the child protection system is as strong as it can be for the safety of vulnerable young Queenslanders.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

##### **No. 2**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister outline (a) the major trends impacting child protection service delivery by her department, (b) how they are impacting and (c) how they are being addressed, as well as any jurisdictional comparisons?

#### **ANSWER**

- (a) Demand for child protection services in Queensland and the number of children on protective orders and children in care continue to increase, as does the complexity of families presenting for child protection services. The child protection system is working with families who are presenting with multiple risks and needs, such as drug, alcohol and domestic violence issues, which in turn is increasing the demand for child protection services.

Methamphetamines were a major factor in 39 per cent of cases where Child Safety assessed a child as being in need of protection – up from 32 per cent two years ago. In the majority of cases (78.1 per cent or 809 children), the type of methamphetamine was Ice. Most of the children impacted by parental Ice use were under the age of five years (56.2 per cent). Approximately 20 children need to be taken into some form of departmental care each week as a result of methamphetamines. In some places more than 50 per cent of children who came into care had one or both parents with meth use recorded.

In the last 13 years:

- 67 per cent of households substantiated for harm or risk of harm to a child had a parent with a current or past drug/alcohol problem – compared to approximately half of all substantiated households in 2006-07
  - 51 per cent had DFV within the last year (35 per cent in 2006-07)
  - 43 per cent had a parent who was abused as a child (25 per cent in 2006-07)
  - 54 per cent had a parent with a criminal history (21 per cent in 2006-07)
  - 56 per cent had a parent with a diagnosed mental illness (19 per cent in 2006-07)
  - 75 per cent had more than one of these factors (44 per cent in 2006-07).
- (b) Despite an increased workload from more notifications, the department is keeping up with demand by commencing and completing more investigations. The number of investigations commenced by Child Safety in 2019-20 increased by over 10 per cent (25,621 in total) compared to the previous year, and the number of investigations finalised in the last year has increased by almost 9 per cent (24,184 in total).

Despite the increase in investigations, the rate of children subject to a substantiation in Queensland in recent years has remained stable. The latest Queensland rate of 5.6 per 1000 children who were subject to a substantiation is similar to the 2018-19 rate of 5.2 per 1000 children. In 2012-13, the year before Queensland's reforms began, the rate was 6.6 per 1000 children. This suggests that Queensland's reforms have helped to reduce the rate of child harm in the state.

Importantly, there are now fewer children in need of protection by Child Safety (4,404 in 2019-20) at the end of investigations compared to the year before the reforms (4,460 in 2012-13). This is helped by Child Safety Officers working more intensely with families during investigations to de-escalate risk to children and provide more holistic support in partnership with other agencies and the community.

The 2013 Child Protection Commission of Inquiry projected that without the reform program there would be approximately 11,900 children in care by 2018-19, 12,000 children in care by 2019-20 and 13,454 children in care by 2022-23. There are 10,527 children in care as at 30 June 2020 – which is approximately 1,500 fewer children than anticipated by the Inquiry.

(c) Since 2015, the Queensland Government has significantly increased investment in early intervention support for families to reduce the likelihood of their becoming involved in the child protection system. In 2020-21 the following funding has been provided:

- \$16.9 million per annum for 17 Family and Child Connect services to link families with advice, information and support services
- \$58.9 million per annum for 43 Intensive Family Support services to respond to families with multiple and complex needs
- \$41.4 million per annum for 33 Aboriginal and Torres Strait Islander Family Wellbeing Services, enabling families to access support to improve their wellbeing and build capacity to safely care for and protect their children
- \$6.7 million per annum for 15 Assessment and Service Connect services to connect families to appropriate support services early in the child protection process to help children to remain safely at home.

Monitoring of these services indicates they are reducing the likelihood of families coming into contact with the child protection system.

We have also acted to address practice complexity and system issues by:

- implementing the Safe and Together domestic and family violence practice model to hold perpetrators accountable for their violence and to partner with non-offending parents
- creating two specialist practice leader positions for mental health and domestic and family violence
- creating the Specialist Services team to focus on disability support needs for children and parents
- mandatory drug testing for Intervention with Parental Agreement parents.

In respect to the challenges posed by the harms of Ice use on individuals, families and communities, the Government announced a \$105.5 million investment over five years in February 2018 to the whole-of-government Action on Ice plan to reduce the supply, demand and harms of ice use. The Department of Children, Youth Justice and Multicultural Affairs has responsibility or joint responsibility for 14 out of 55 actions in the plan; these are focused on prevention, early intervention and treatment, which are integral to managing the impact of Ice in Queensland.

The department is committed to implementing actions outlined in the Queensland Government's Action on Ice plan, such as:

- funding the new Breakthrough for Families (Queensland) drug education and support program for families impacted by Ice use
- training for frontline staff
- funding Logan House Family Recovery Units coordinated outreach and intensive case management support for families in Logan and surrounds
- better links to other drug and alcohol services and expertise.

In February 2020 the department finalised a rapid review of Breakthrough for Families and the Logan Family Recovery Units, these initiatives have since transitioned to Queensland Health.

Overall, compared to other jurisdictions, Queensland's reforms to date have helped to keep the rates of children in the child protection system relatively low. Based on data published in the 2018-19 Child Protection Australia report:

- the rate of children receiving child protection services in Queensland was 27.0 per 1,000 children in 2018–19, which was below the national average of 30.5 and the fourth lowest of all jurisdictions (South Australia (SA), Tasmania (TAS) and the Australian Capital Territory (ACT) were lower)
- the rate of children who were the subject of substantiations in Queensland was 5.2 per 1,000 children in 2018–19, which was below the national average of 8.5 and the fourth lowest of all jurisdictions (SA, TAS and the ACT were lower)
- the rate of children subject to care and protection orders in Queensland was 8.9 per 1,000 children at 30 June 2019, which was below the national average of 10.5 and the lowest of all jurisdictions
- the rate of children in out-of-home care in Queensland was 6.9 per 1,000 children at 30 June 2019, which was below the national average of 8.0 and the second lowest of all jurisdictions (Victoria was lower).

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

##### **No. 3**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister advise what proportion of the department's total budget is allocated to front-line service delivery, supporting those working directly with children and families at Child Safety Service Centres?

#### **ANSWER**

The Service Delivery Statement identifies that the Department of Children, Youth Justice and Multicultural Affairs 2020-21 Expenses Budget is \$1.735 billion.

This includes the full year funding associated with Child and Family Services and part year funding associated with Youth Justice, Multicultural Affairs, Domestic and Family Violence Prevention, Women and Youth Affairs.

The 2020-21 budget allocates approximately 76 per cent of the total expense budget to frontline service delivery, including to:

- the running of child safety service centres and delivery of intake, investigation and assessment, and after hours support services
- the running of youth detention centres and youth justice service centres
- social services procurement funding for family support services, Aboriginal and Torres Strait Islander Family Wellbeing, residential care services, and family based foster and kinship care services together with youth justice funding for bail support services, community youth response, On Country trials and family-led decision making
- payment of foster and kinship carer allowances and child related costs
- provision of collaborative family led decision making, and transition and post care support services
- payment of multicultural affairs grants, and
- provision of legal and court support services.

Frontline services are supported by frontline support services, including Child and Family Services led by the Chief Practitioner, commissioning and contract management functions both in central office and in the regions, statewide operations, Indigenous Strategy and Partnerships, National Redress Scheme coordination and other program, performance and policy activities.

As at 30 June 2020, the former Department of Child Safety, Youth and Women reported that 84.87 per cent of full time equivalent staffing positions were categorised as frontline and frontline support and the former Department of Youth Justice reported 94.77 per cent of full time equivalent staffing positions were categorised as frontline and frontline support.

Remaining funding is allocated to whole of department overheads including corporate services functions, depreciation and amortisation expenses associated with departmental assets and information and communications systems and software, and other overhead expenses such as insurance, office accommodation, audit and legal expenses.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 4

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to Aboriginal and Torres Strait Islander children and young people continuing to be overrepresented in the child protection and youth justice systems –

Will the Minister advise the action being taken by her department to improve this situation, and what investment has been directed towards this issue?

#### ANSWER

My department continues to implement *Our Way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037* (Our Way) and its supporting action plans, which set the strategic approach to eliminating the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system within a generation.

The Queensland First Children and Families Board (the Board), established in 2018, provides strategic advice and guidance to my department on the implementation of Our Way. As part of a strong and enduring partnership, regular meetings, with departmental senior officer and minister representation, take place with the Board and its members, and also with Our Way partners and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak. During the COVID-19 pandemic, Minister Farmer held regular meetings with key Aboriginal and Torres Strait Islander stakeholders as a way of ensuring good communication at that critical time.

My department also established the First Nations Council, comprising 10 Aboriginal and Torres Strait Islander staff members, to ensure culturally sensitive and respectful collaboration regarding decisions made on matters of interest to Aboriginal and Torres Strait Islander staff.

*Changing Tracks: An action plan for Aboriginal and Torres Strait Islander children and families 2020-2022*, the second action plan under the Our Way strategy, maintains our long-term commitment to set the foundations for change across the child protection system and build on the prevention and early intervention approach of *Supporting Families Changing Futures: Advancing Queensland's Child Protection and Family Support* reforms.

Significant reforms to the *Child Protection Act 1999* are being implemented to achieve the Our Way vision, including:

- the ability for the Chief Executive, Child Safety to delegate their functions or powers in relation to an Aboriginal or Torres Strait Islander child to a 'prescribed delegate'. The objectives of delegated authority are to co-create the structures to support systemic change, enable greater self-determination and deliver a fundamental shift in how child protection, family support and other services work with, and for, Queensland's Aboriginal and Torres Strait Islander peoples.
- The *Child Protection Act 1999* legislates full implementation of the Aboriginal and Torres Strait Islander Child Placement Principle and participation of children and their families in placement decisions.

Queensland leads the nation in the proportion of expenditure provided to Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCOs) for family support and intensive family support services. Queensland's record level of investment includes \$41.4 million per annum allocated for Family Wellbeing services that make it easier for Aboriginal and Torres Strait Islander families to access support to strengthen social, emotional, physical and spiritual wellbeing and safely care for and protect their children. These services are delivered by ACCOs in 33 locations across the state.

In addition to these services, \$13.9 million is directed to the Family Participation Program to support families to participate in child protection decision making.

Meeting the needs of Aboriginal and Torres Strait Islander children and families early prevents children entering the child safety and youth justice systems. Collaboration, coordination and service provision is at the heart of the Department of Children, Youth Justice and Multicultural Affairs' (DCYJMA) work, particularly with First Nations young people, families and communities, to address the over-representation of Aboriginal and Torres Strait Islander young people in the youth justice system. The rate of Aboriginal and Torres Strait Islander young people in detention or court-ordered custody decreased from 42.7 per 1,000 persons in 2018-19 to 34.3 in 2019-20.

In respect of the youth justice system, the *Working Together Changing the Story - Youth Justice Strategy 2019-2023* (Youth Justice Strategy) is a key piece of work to reduce offending and re-offending, developed in partnership between Queensland Government agencies and the 20-member Youth Justice Strategy Reference Group, comprising community leaders, industry representatives and criminal justice experts. The Youth Justice Strategy Reference Group has significant representation by leaders of Aboriginal and/or Torres Strait Islander descent and they provide invaluable input which is reflected in policy and practice.

Culturally responsive youth justice programs and services, which aim to reduce the number of Aboriginal and Torres Strait Islander children in the youth justice system, include:

- On Country trial program, a direct response to discussions with community leaders and elders across North Queensland which focuses on Aboriginal and Torres Strait Islander young people, recognising they are over-represented in the youth justice system, to deliver culture-based education and rehabilitation, delivered by Aboriginal and Torres Strait Islander community-controlled organisations – \$5.7 million over four years.
- Community Youth Response and Diversion with culturally informed after-hours services and outreach in Townsville and five other locations – \$33.5 million over four years
- Mount Isa Transitional Hub, which is an integrated, culturally appropriate safe place for at-risk children and young people after hours – \$2.16 million over two years
- 33 Indigenous Youth and Family Workers based in Aboriginal and Torres Strait Islander Family Wellbeing Services – \$6.38 million over two years
- Cultural support for Aboriginal and Torres Strait Islander young people detained in watchhouses – \$875,000 across three years starting 2018-19 to 2020-21
- Family-led decision making, person-centred practice that applies the unique knowledge and skills held by First Nations practitioners in the community-controlled sector to genuine problem solving with families and to address concerns of police, courts and youth justice about Aboriginal and Torres Strait young people's offending, in partnership with their families – \$2.3 million over three years.

In 2020 the then Minister for Child Safety, Youth and Women and Minister for Domestic and Family Violence invited the Aboriginal and Torres Strait Islander Legal Service to join the Youth Justice Reference Group, to bring their perspective on youth legal matters.

Amendments to the *Police Powers and Responsibilities Act 2000* in August 2019 required police to attempt to notify a representative of a legal aid organisation when a young person was held in custody for an indictable offence. This amendment aimed to enable legal advice and representation to be arranged for a young person as soon as possible, to assist decision making on watchhouse bail and to enable arrangements to be put in place for timely information to be provided to courts. The amendment was operationalised through funding to hotlines managed by Legal Aid Queensland and Aboriginal and Torres Strait Islander Legal Services, with 3329 advices given from 16 December 2019 to October 30 this year – 1299 in 2019-20.

In respect of departmental staff, as at 30 June 2020, 9.39 per cent of youth justice staff and 5.63 per cent of child safety staff identified as Aboriginal and/or Torres Strait Islander. This is well above the Queensland Public Service benchmark, (average of 2.52 per cent at 31 March 2020) and strengthens the ability of our workforce to provide culturally competent programs and services.

In addition, the Youth Justice First Nations Action Board, which comprises staff who identify as Aboriginal and/or Torres Strait Islander, assists DCYJMA to develop culturally appropriate approaches to reducing over-representation.

Practice is informed directly by Aboriginal and Torres Strait Islander people through Cultural Units within DCYJMA strengthening policies and design and delivery of programs in the community and service delivery in youth detention centres.



## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 5

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

Will the Minister advise what support is provided by the Queensland Government to meet the needs of refugees and asylum seekers in Queensland?

#### ANSWER

Under the *Queensland Multicultural Policy: Our story, our future*, the Queensland Government has committed to support refugees and people seeking asylum to reduce barriers and create opportunities for them to participate and contribute to our economic, social and cultural future.

Many refugees and people seeking asylum, including families with children, face extreme vulnerability, including financial, housing and emotional stress. Since 2017-18, the Queensland Government has committed \$4.688 million to the Asylum Seeker and Refugee Assistance (ASRA) program. Under the ASRA program, CommuniQ Queensland, is funded to coordinate delivery of support services to people seeking asylum and vulnerable refugees on temporary visas in Queensland.

Based on regular progress reports, CommuniQ Queensland and its service partners have delivered a range of support services to more than 600 people in the June to August 2020 quarter, including employment assistance, personal and family counselling, emergency relief and food supplies, clothing, medication, housing and allied health to alleviate financial and mental stress. These supports are critical, as under Federal Government policy, people seeking asylum may have limited work rights and access to Medicare and may not be eligible for accommodation assistance or income support benefits due to their visa status. The support services provided have not only helped to prevent these individuals and families from living in destitution but have also offered them hope and opportunities for economic and social participation.

In addition to the ASRA program, under the *Queensland Multicultural Action Plan 2019-20 to 2020-22*, the Queensland Government:

- offered 50 per cent transport concession fares to people seeking asylum through the Fairer Fares package
- improved access to playgroups and kindergarten for children and families from asylum seeker and refugee backgrounds
- provided people seeking asylum with access to the electricity rebate
- provided opportunities for refugees, people seeking asylum and eligible temporary residents in skills training that leads to job outcomes.

People seeking asylum and refugees on temporary visas have become more vulnerable during COVID-19, as they are mostly ineligible for Federal Government pandemic support. This cohort was acutely affected by closures of support services during the pandemic, loss of casual work in restricted industries and increased demand on charities and other agencies for food and other emergency relief. The Queensland Government has therefore provided additional funding of \$420,000 to address increased service demands by this cohort as part of the Government's COVID-19 response.

There have been further adverse impacts on asylum seekers in Queensland due to the Department of Home Affairs releasing over 100 refugees and people seeking asylum, including children and families from community detention in Queensland. This cohort has been in Queensland on community detention for a number of years. It is understood many within the cohort were transferred from Nauru and Papua New Guinea because of medical needs. During that time they received housing, income and other medical and mental health support services, and did not have access to work rights.

Once released from community detention and placed on Final Departure Bridging Visas, people are generally provided with Department of Home Affairs' Status Resolution Support Services (SRSS) for three weeks and after that they will only have access to Medicare, work rights, and education for school-aged children. Final Departure Bridging Visa E (FDBVE) holders can apply for an extension of SRSS, which is considered on a case-by-case basis.

I hold serious concerns about the impacts of this decision on this already vulnerable cohort, including financial and housing stress and health and mental health impacts for individuals and families, including those with young children. My predecessor, Minister Hinchliffe, the former Minister for Local Government, Minister for Racing and Minister for Multicultural Affairs wrote to Minister Dutton recently with grave concerns about the health and wellbeing of people being released from community detention in Queensland. The response from the Assistant Minister for Multicultural Affairs, gave no indication that the Federal Government is willing to provide further assistance.

The Department of Children, Youth Justice and Multicultural Affairs has been engaging with key non-government organisations and other key Queensland Government agencies, to discuss support options for people in this cohort. The Department has continued to advocate for greater Federal Government support for this cohort and asked for greater notice prior to any further release of people from community detention at recent national meetings hosted by Department of Home Affairs.

There has been no indication at the meetings that the Federal Government is willing to provide further assistance, which is of great concern as others in similar circumstances have been in Queensland for several years on FDBVEs, and some are unable to leave the country as their home countries will not accept them back.

I am aware that some people who have recently been released from community detention are being supported through the Asylum Seeker and Refugee Assistance Program and although our resources are stretched, the Queensland Government will continue to work with the intention of ensuring that no one is made destitute.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

**No. 6**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister outline the work that has been undertaken to support culturally and linguistically diverse communities, including through the COVID-19 pandemic?

#### **ANSWER**

Culturally and linguistically diverse communities are often disproportionately impacted by disasters. Many have been negatively impacted by the COVID-19 pandemic due to a range of factors, including English language proficiency, previous experiences of trauma, cultural understandings, family groupings and the types of employment they are often engaged in.

Unfortunately, some communities have also experienced an increase in racism. Consequently, local engagement with known community leaders and organisations has been critical to the success of health and support messaging.

The Queensland Government acted swiftly to ensure multicultural communities are supported through the COVID-19 pandemic. Key activities included:

- the implementation of a \$900,000 COVID-19 Community Connections Support Package in 2019-20, including the design of a new Community Connector Advisor role within the Australian Red Cross and expansion of the tele-support / I Speak Your Language program
- extension of funding agreements (\$2.43 million in 2020-21) with organisations under the Community Action for a Multicultural Society program to implement coordinated engagement with and support for local community leaders, as well as enhanced technology for online participatory platforms (\$5,000 per organisation; \$90,000 in total)
- virtual meetings with the Multicultural Queensland Advisory Council in April and May 2020 to discuss the impact of COVID-19 on multicultural communities and release of a statement in support of communities
- development of a COVID-19 Engagement Plan for diverse communities and introduction of fortnightly sector meetings for important information sharing and issues identification
- development of a COVID Safe Industry Plan for Places of Worship, in collaboration with faith communities and Queensland Health
- engagement with different cultural groups, including Chinese, African and Iranian community representatives, to discuss emerging issues and identify communication needs
- the Queensland African Communities Council received \$10,000 through an out-of-round funding process to help engage diverse African groups in community and social activities to foster increased knowledge of available services and effective communication around COVID-19 – this included the broadcast of information translated into multiple African languages and dialects through their community audio and telecommunication channels
- funding for 4EB to pass on up-to-date public health information to culturally and linguistically diverse communities across South East Queensland in relation to COVID-19, translated into 45 different languages

- production of the *Unite Against Racism – Call to Action: Stakeholder toolkit* for Government agencies, community organisations and corporations to use.

Close collaboration has occurred with key agencies through all these activities, including Queensland Health; the Queensland Police Service; the Department of Employment, Small Business and Training; and the then Department of Communities, Disability Services and Seniors. Activities were designed to complement, rather than duplicate, existing efforts and support avenues into economic and social recovery. This has ensured coordinated efforts in considering community needs during the COVID-19 response and recovery, and increasingly, resilience building and preparedness for the coming natural disaster season.

In addition, with over 180 languages currently spoken in Queensland and many small language groups or dialects experiencing a lack of accessible translations, the COVID-19 pandemic has shown there is an urgent need for interpreters in some languages to help Queenslanders to access essential services in the event of future disasters.

The Queensland Government committed \$740,000 over three years to boost the number of interpreters who are certified by the National Accreditation Authority for Translators and Interpreters (NAATI). An Interpreter Training Boost program will be launched in 2021 to support multicultural communities, by helping people who speak in-demand languages with their interpreter training and NATTI certification fees. The new program will provide opportunities for up to 100 Queenslanders to gain jobs in the interpreting industry.

The Queensland Government also recognises the growing interest in migrant and refugee resettlement into regional areas, particularly where councils have an interest in building sustainable populations. In 2019, the then Minister for Local Government, Racing and Multicultural Affairs announced funding of \$300,000 over three years (\$900,000 in total) for Regional Partnerships Projects to support the Balonne, Bulloo and Paroo Shire Councils to deliver demonstration projects that implement welcome and inclusion in their regional locations.

The Government continues to work with the Welcoming Cities organisation to strengthen inclusive recovery and support Queensland councils to explore regional migration pathways, particularly where the attraction and retention of newcomers is central to COVID-19 economic and regional recovery.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

**No. 7**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister provide an update about the outcomes from the Government's Youth Justice 5-point plan released in March this year, including the On Country program and co-responder model?

#### **ANSWER**

Community safety is a priority for this government and that is why we have invested record funding of over half a billion dollars to reduce youth crime. As a result, we have seen a 30 per cent decrease in the number of 10 to 17-year-old offenders in Queensland over the last 10 years and a 23 per cent decrease in the number of 10 to 17-year-old offenders with a charged offence in this financial year compared to the previous year.

We are now dealing with hard-core repeat offenders – the 10 per cent that commit 47 per cent of youth crime in this state. In March this year, we announced a five-point plan to crack down on those hard-core repeat youth offenders. Funding of \$4.78 million was provided to the Queensland Police Service and \$10.9 million to Youth Justice to implement the five-point plan, to ensure community safety and hold young offenders to account. That plan included tougher action on youth bail, a trial of On Country programs across north Queensland, funding for 10 community led crime committees and the introduction of 24/7 Co-responder strike teams. This was strengthened in October 2020 with an election commitment to extend the co-responder program to Mackay. I am pleased to report that the plan has been implemented and although it is early days, the plan is having a positive impact in the community.

New bail laws were passed in June 2020 to ensure young people who are an unacceptable risk to the safety of the community are refused bail. Police are also appealing court bail decisions where appropriate, with more than 736 bail decision reviews resulting in six appeals being filed with the court.

Trials of On Country programs in Townsville, Cairns and Mount Isa have been up and running since July 2020. These trials were a direct response to discussions with community leaders and elders across North Queensland and are focussed on Aboriginal and Torres Strait Islander young people, recognising they are over-represented in the youth justice system. The aim of the programs is to stop offending by reconnecting young people with culture, kin, community and getting them back into education, training or a job. The programs are tailored to individual young people and all those engaged are provided with one-on-one support and supervision by On Country elders and community leaders in the community and on camps. To date there have been 88 referrals to the program, 11 On Country camps and as at 17 November 2020 over 40 per cent of young people referred have already attended camps.

\$2 million was allocated for 10 community crime action committees across the state because it is important that communities play a part in addressing youth crime in their own backyards and have a say in how they would like it to be addressed.

The Co-responder trial involves police and youth justice staff working together 24/7 to target anti-social behaviour and crime hotspots to reduce offending and improve community safety.

Police and Youth Justice co-responder strike teams are on the road in Cairns, Townsville, Brisbane North, Rockhampton and Logan and will start in Mackay in early 2021. They have had more than 4500 engagements with young people as at November 2020. While it is still early days for the Co-responder initiative, feedback from staff, the community, young people and their families to date has been positive.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

##### **No. 8**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

Will the Minister advise about trends in youth crime in Queensland?

#### **ANSWER**

Community safety is a priority for this government and that is why we have invested record funding of over half a billion dollars to reduce youth crime. Overall, the number of individual young people with a proven offence is declining in Queensland, however, this is of little comfort to victims of youth crime and their families, and the Government continues to ensure youth justice policies and programs are directed at keeping the community safe, and ensuring young people are held accountable for their actions.

Queensland has seen a 30.8 per cent reduction in the number of young offenders aged 10 to 17 years over the last 10 years<sup>1</sup>.

The latest data also shows:

- a 23 per cent decrease in the number of 10 to 17-year-old offenders with charged offences in Queensland in 2019-20, compared to 2018-19
- a nine per cent decrease in the number of charged offences by 10 to 17-year-old offenders in Queensland in 2019-20 compared to 2018-19, and
- a three per cent decrease in reoffending rates for 10 to 15-year-olds in 2019-20 compared to 2018-19.

This demonstrates that the Palaszczuk Government's record investment of over half a billion dollars in youth justice reform and new programs to reduce offending and reoffending are having an impact, with expansion of programs such as Transition to Success, restorative justice conferencing and early intervention programs across the state making a real difference.

This trend is also reflected in Australian Bureau of Statistics data released on 6 February 2020 which showed the number of youth offenders in Queensland per 100,000 was the lowest recorded over the last ten years.

However, while there are fewer young people offending, those who do offend have more complex needs and are committing more offences. About 10 per cent of young offenders are hard-core repeat offenders who account for about 47 per cent of youth crime in Queensland.

That is why in March 2020 the Palaszczuk Government launched their five-point plan aimed at dealing with this hard core offender group and keeping the community safe.

That plan included tougher action on youth bail, a trial of On Country programs across north Queensland, funding for 10 community-led crime committees and 24/7 Co-responder strike teams.

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<sup>1</sup> Queensland Statisticians Office, Crime Report, Queensland 2018-19, p89.  
<https://www.qgso.qld.gov.au/issues/7856/crime-report-qld-2018-19.pdf>

The 2020 Youth Justice Census results show that of the young people supervised in detention or the community at a point in time in 2020:

- 1,578 young people were supervised, a decrease from 1,846 in 2019
- 55 per cent were disengaged from education, employment/training (53 per cent in 2019)
- 21 per cent used Ice or other methamphetamines, an increase from 20 per cent in 2019. Ice or other methamphetamine use related to the largest level of impairment in daily life at 89 per cent, compared to 86 per cent in 2019
- 30 per cent had parents who had been held in adult custody (either on remand or sentence) at some point in time, compared to 33 per cent in 2019.
- 60 per cent had experienced, or been impacted by, domestic or family violence compared to 63 per cent in 2019.

Keeping communities safe is a priority for our Government and we will continue to invest in programs that target repeat offenders and reduce reoffending.



## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 9

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to the *Working Together Changing the Story: Youth Justice Strategy* launched in 2019, which included input from community organisations, and other government departments and was based on evidence analysed by Bob Atkinson and presented in the 2018 Report on Youth Justice –

Will the Minister advise outcomes of this strategy to date?

#### ANSWER

The *Working Together Changing the Story: Youth Justice Strategy 2019-2023* is a key piece of work to reduce offending and re-offending, developed in partnership between Queensland Government agencies and the 20-member Youth Justice Strategy Reference Group, comprising community leaders, industry representatives and criminal justice experts.

Action Plan progress in 2019-20 included:

- Nine government agencies undertaking 155 initiatives, projects and actions despite COVID-19 impacts, with 61 completed in the first year, and
- 152 commitments commenced in the first year.

The three remaining actions include training for human services sector staff in adolescent development and trauma-informed responses, developing and promoting sport and recreational programs for the youth justice cohort and an evaluation of the Youth Connect Social Benefit Bond (Housing).

Early signs indicate that strategies and actions are making a difference. In 2019-20 there was a 23 per cent decrease in the number of young people with a charged offence and a nine per cent decrease in charged offences compared with 2018-19.

Examples of outcomes for programs delivered under the Youth Justice Strategy include:

#### Restorative Justice Conferencing

2,472 young people have been referred to restorative justice conferencing, with 1,747 participating, and 2,069 agreements reached. The number of young people participating in a restorative justice conference increased by 14 per cent from 2018-19 to 2019-20, the highest level in eight years.

Restorative Justice conferencing is often a confronting experience for young offenders and for many it is a turning point in their lives. A 2018 evaluation of the program found that 77 per cent of young people who completed a conference did not reoffend, or the magnitude of their reoffending decreased, within six months of their conference.

#### Transition to Success

Expansion of the Transition to Success (T2S) initiative from 10 to 16 locations has helped young people involved in, or at risk of involvement in, the youth justice system to re-engage in education and training. This has seen 33 young people gain employment, 93 graduate from a certificate course and 40 obtain participation certificates. Results of a 2018 evaluation show

that T2S graduates are less likely to reoffend after completing the program and that 67 per cent of participants did not reoffend within 12 months of completing the program.

In addition, a cost benefit analysis highlighted that for every \$1 spent on the program, the government realises \$2.13 in benefits. T2S changes the story for young people, the community and our organisation.

#### Family Led Decision Making

Family Led Decision Making (FLDM) provides greater collaboration between Youth Justice practitioners and community in pursuing new ideas for support not previously addressed in case management, based on the advice and perspective of people within the young person's kinship and family network.

FLDM is person-centred practice that applies the unique knowledge and skills held by First Nations practitioners in the community-controlled sector to genuine problem solving with families.

157 Aboriginal and Torres Strait Islander families have been referred to the trial Family Led Decision Making program in Toowoomba, South East Queensland, Moreton and Cairns.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No.10

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to Youth Detention Centres which are complex and difficult environments –

Will the Minister outline what has been done to improve these facilities, operations and the services they provide?

#### ANSWER

Since 2015, the Palaszczuk Government has invested in capital improvements and developments, including:

Investment	Detail
\$21.5 million	Investment in upgrades to security and fire safety systems at the Brisbane Youth Detention Centre (BYDC).
\$9.4 million	16 new beds to enable security upgrade at BYDC .
\$4.1 million	New zonal fencing to improve safety at detention centres at the BYDC and Cleveland Youth Detention Centre (CYDC).
\$9 million	Two new accommodation blocks (eight and four beds) – operational in April 2019 at CYDC.
\$0.9 million	Further fire safety upgrades at CYDC.
\$27 million	Construction of 16 additional beds with associated kitchen, laundry and education facilities at BYDC.
\$150 million	Construction of the new West Moreton Youth Detention Centre, 32 beds, with a therapeutic focus. The first eight beds are due for operation in December 2020 and full operation by mid-2021. This new detention centre is purpose built for young people ensuring security and maintaining safety of staff and young people. Expansions will increase total capacity of detention centres to 306 by early 2021.
\$5 million	Improved fire safety management and infrastructure upgrades at BYDC and CYDC.

CYDC and BYDC opened 20 years ago and the government has consistently invested in infrastructure and security upgrades.

Every incident at a Youth Detention Centre is reviewed by the department, to ensure changes to policy, processes, and infrastructure are made where necessary or desirable, and they also guide future Youth Detention Centre build and upgrade programs.

Capital improvements such as roof access prevention upgrades, that were developed and designed in 2014, have been implemented. Other improvements have occurred over time, including \$949,000, approved in February 2019, to improve anti-climb measures. These capital improvement measures have been combined with non-infrastructure measures to ensure security.

The Palaszczuk Government continues to invest in non-infrastructure developments such as programs, training and resources to support young people and staff within our youth detention centres.

In 2019-20, Youth Justice committed \$6.735 million for the continued implementation of the Independent Review of Youth Detention recommendations. All 83 recommendations have now been implemented resulting in significant practice, safety and security enhancements and improvements to service provision to young people in youth detention centres.

51 full-time equivalent staff have been funded through the Independent Review of Youth Detention and appointed in both youth detention centres and programs within youth justice to support the implementation and delivery of new services.

In November 2020, a working group was established at CYDC with representation from CYDC and unions. The role of the working group is to review current practices, processes and strategies, including strengthening safety and security. The group first met on 14 November 2020 and conducted a detailed review of the safety measures used when dealing with the most traumatised young people, with immediate changes occurring as a result.

While it is not appropriate to detail operational processes and changes, for security reasons, we will continue to work with staff and experts to ensure Youth Detention Centres are as safe for staff and children as is practicable, while delivering essential programs which are designed to reduce recidivism.

The Department of Children, Youth Justice and Multicultural Affairs also relies on strong, collegial partnerships with education, health providers, and a number of government and non-government agencies to provide a range of services that evidence shows are important in reducing recidivism and anti-social behaviour, including violence.

Positive role models, the use of intelligence, and implementation of a restorative practice approach aim to assist young people to take responsibility and be accountable for their actions, for example, repairing damage, including graffiti. Other activities with young people include delivering anger management programs; helping them to understand the damaging impacts of domestic and family violence; working with speech therapists to assist young people to communicate better and learn to read and write; and building their capacity to undertake and practice basic life skills.

Youth Detention Centres are monitored by the Queensland Ombudsman, the Office of the Public Guardian, and an internal independent Youth Detention Inspectorate. The Queensland Ombudsman's 2019 report, *The Brisbane Youth Detention Centre report: An Investigation into the management of young people at Brisbane Youth Detention Centre between November 2016 and February 2017* focused on key areas for improvement, including management of high-risk young people, training, communication, and the complaints management processes. 12 of the 17 recommendations are closed or completed, with the remaining five partially completed. As a result of the recommendations, investments were made for improvements, including enhanced CCTV infrastructure to maximise coverage of the BYDC and implementation of body-worn cameras.

Youth Detention Inspectorate Reviews are conducted quarterly by Principal Inspectors under the *Youth Justice Act 1992*, and an executive summary of findings are published online. Inspections focus on security and management of youth detention centres and the safe custody, wellbeing and enhanced outcomes for young people.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 11

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to page 93 of the SDS Volume 1, which relates to the department's vision is for Queenslanders to be safe and thriving in families, communities and culture –

With respect to the recommendations made by Deputy Coroner Jane Bentley in the Inquest into the death of Mason Jet Lee, will the Minister outline (a) the recommendations made, (b) of those, the ones which were (i) agreed to, (ii) agreed in principle or (iii) rejected, and (c) of those agreed to or agreed in principle, a list of those that (i) have been implemented, (ii) are currently being implemented and (iii) have not yet commenced?

#### ANSWER

a) On 6 June 2020, six coronial recommendations were delivered:

- Recommendation 1 - The SCAN (Suspected Child Abuse and Neglect) manual and relevant legislation, policies and procedures should be amended to mandate that when a family is engaged with a service provider, and that family's matter is referred to SCAN:
  - the external support worker must be invited to attend all SCAN meetings relevant to that family, and
  - information held by the SCAN members must be shared with the external support worker.
- Recommendation 2 - The Queensland Department of Health should implement formal policies and procedures for the escalation of a case in which medical officers disagree with a decision made by the department in relation to the discharge from hospital of a child.
- Recommendation 3 - Procedures and policies for the provision of information to the Queensland Police Service (QPS) should be reviewed to ensure that information held by the department is provided to the QPS, upon request, in a timely manner and without redactions and the QPS report annually for the next three years to the Coroners Court of Queensland on the number, if any, of search warrants executed on the department for the provision of information in relation to children who are subject to a joint investigation.
- Recommendation 4 - The SCAN manual and relevant legislation, policies and procedures should be amended to require cases to remain open to SCAN until appropriate feedback has been provided to core members and it is agreed that the recommendations have been fulfilled, or if not fulfilled, are no longer appropriate, and that no further recommendations are appropriate.
- Recommendation 5 - The SCAN manual and relevant legislation, policies and procedures should be amended to mandate that when a SCAN meeting is inquorate, the available members nevertheless hold a case planning discussion about the matters that would have been subject to the meeting.

- Recommendation 6 – The department should review its policies and procedures to ensure that, in accordance with the Government's acceptance of Recommendation 7.4 of the Carmody Inquiry:
  - Adoption is routinely and genuinely considered as a suitable permanency option for children in out-of-home care where re-unification or unification is unlikely, and should be pursued in those cases, particularly for children aged under three years.
  - Adoption is routinely and genuinely considered by Child Safety officers as one of the permanency options open to them when deciding where to place a child in out of home care.
  - The Government should consider whether the *Adoption Act 2009* (Qld) should similarly reflect the 2018 amendments to the *Adoption Act 2000* (NSW), expecting children to be permanently placed through out of home adoptions within 24 months of entering the department's care.
  - The department should report to the Coroners Court of Queensland the numbers of children adopted and the details of those matters, every six months for the next five years.
- b) All recommendations from the Deputy Coroner's report were accepted in full by the Queensland Government.
- c) (i) Three recommendations have been implemented: Recommendations 1, 4 and 5. These recommendations made changes to the SCAN team procedures to confirm it is now a requirement to invite stakeholders to a SCAN team meeting where the service provider is actively working with the family; a requirement for all core member representatives to agree that a recommendation is resolved prior to closure of a SCAN team matter; and the introduction of SCAN team case planning discussions.  
(ii) Three recommendations are still in progress: Recommendations 2, 3 and 6. Work has commenced on recommendations 2 and 3 in partnership with Queensland Health and QPS.  
(iii) There are no recommendations yet to commence.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 12

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to page 93 of the SDS Volume 1, which relates to the department's vision is for Queenslanders to be safe and thriving in families, communities and culture – Will the Minister advise, between 2018-19 and 2020-21 to date, (a) the number of children known to child safety who have died or were seriously physically injured within one year before the child's death or serious physical injury, the Chief Executive became aware of alleged harm or alleged risk of harm to the child (reported separately by year), (b) of those who died, how many were as a result of (i) disease/morbid condition, (ii) accident, (iii) sudden and unexpected death in infancy, (iv) suicide and (v) fatal assault and neglect and (c) of those involving serious physical injury, whether it was (i) accidental, (ii) assault or (iii) self-harm?

#### ANSWER

All statistics relating to child deaths are provided by the Queensland Family and Child Commission (QFCC), who hold responsibility for maintaining the Queensland Child Death Register. It should be noted the data in this field does not always remain static, as some causes of death are determined later than others. The QFCC has not yet published child death figures for 2019-20 or 2020-21, however, 2018-19 figures are available and have been provided.

There were 386 child deaths in Queensland in 2018-19. Of these, 58 were of children known to the department. As is the case every year, the great majority of the deaths of children known to the department are from causes other than assault and neglect.

All child deaths are incredibly sad and tragic for those who cared for them. QFCC reports have highlighted that the risk factors that bring children to the attention of Child Safety are often the same risk factors that place them at a higher risk of fatal assault and neglect.

**Table 1: Child deaths, child known to Child Safety in 12 months prior to death (by date of registration) 2018–19.**

	2018–19
<b>Deaths of children known to Child Safety</b>	
Total	58
<b>Cause of death</b>	
Diseases and morbid conditions	22
Accident (transport, drowning, other injury)	9
Suicide	14
Fatal assault and neglect	7
SIDS and Undetermined causes	5
Cause of death pending	1
<b>Sudden unexpected deaths in infancy (SUDI)</b>	
SUDI	8

Data source: QFCC, Queensland Child Death Register

1. Data for 2018–19 by cause of death may differ from previously published data due to inclusion of updated cause of death information.

**Table 2: Serious physical injuries, child known to Child Safety in 12 months prior to injury (by date of notification of injury) 2018-19 to 2020-21 to date**

	2018-19	2019 - 20	2020-21 to 30/11/2020	Total
Serious physical injuries of children known to Child Safety				
Total	27	38	16	81
Cause of injury				
Accidental	19	26	10	53
Assault	3	6	4	13
Self-harm	4	4	0	8
Unknown	1	2	2	7

Data source: DCYJMA, Resolve database

1. Data counted refers to incidents rather than the specific number of injuries.
2. Data for 2020-21 includes those incidents received and registered up to 30 November 2020 and classifications are based on information available at that date.



## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

##### **No. 13**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

With reference to page 93 of the SDS Volume 1, which relates to the department's vision is for Queenslanders to be safe and thriving in families, communities and culture –

Will the Minister advise, between 2018-19 and 2020-21 to date (reported separately), (a) the number of urgent notifications sent to Queensland Police Service (QPS) (i) Monday to Thursday, (ii) Friday and (iii) weekend, (b) the number of times the QPS requested information from the department, (c) of those requests, the (i) shortest, (ii) median and (iii) longest time it has taken the department to provide the information, (d) of those requests, the number of unredacted files sent to the QPS and (e) the number of requests made by the department to the QPS in relation to obtaining warrants before releasing information?

#### **ANSWER**

As the specific data requested is not part of the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) standard corporate reporting and, in some cases, would require the manual extraction of information from individual case files, compiling the data would divert resources from important frontline service delivery.

DCYJMA works collaboratively with QPS to ensure that information exchange is efficient and complies with the law. Search warrants are only required when under law there are no other avenues of information exchange available.

Strong partnerships with QPS are critical to increasing the safety and wellbeing of children and young people and during 2019-20, a number of new initiatives were implemented or finalised by the department in partnership with the QPS, including:

- the Police Self Service of Document Retrieval portal, which commenced providing relevant Child Safety staff across Queensland with direct access to criminal and domestic and family violence history, with the aim of increasing timely access to information and minimising the number of information requests required to be processed by police officers
- completion of the statewide rollout of the Child Protection Joint Response Initiative, designed to improve consistency and reliability in the processes for joint investigations, and also benefited the timely exchange of information, following a series of workshops jointly facilitated by the department and QPS. These joint responses aim to improve the experience of and outcomes for children, young people and parents, relating to matters requiring Child Safety and QPS investigation, through improved collaboration and reducing the need for a child to tell their story multiple times.

Information exchange with QPS is a frequent, daily and normal part of the business of the department across the state. This includes, for example providing relevant information for cases subject to Suspected Child Abuse and Neglect (SCAN) team discussions and providing relevant information to enable location of missing young people, the conduct and planning of investigation and assessments and safety planning.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 14

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to page 93 of the SDS Volume 1, which relates to the department's vision is for Queenslanders to be safe and thriving in families, communities and culture –

Will the Minister advise, between 2018/19 to 2020/21 to date, (a) the median caseload for FTE child safety officers across the state per month (reported separately per year and month), (b) total number of FTE child safety officers working per day between Monday – Sunday (reported separately per day) and (c) average hours per day worked by child safety officers across the state between Monday – Sunday (reported separately per day)?

#### ANSWER

(a) Caseload data is reported quarterly by the Department of Children, Youth Justice and Multicultural Affairs. Data provided is for the quarters 30 June 2018 to 30 June 2020, which is the latest available. For comparison purposes caseload data as at 30 June 2014 is also provided.

As at 30 June 2020, the statewide average caseload was 18.1. This is the eleventh consecutive quarter that caseloads have remained around or below 18.1.

By comparison, the statewide average caseload as at 30 June 2014 was 20.3.

The median quarterly caseload over the period 30 June 2018 to 30 June 2020 was 17.2.

Case management responsibilities can differ depending on the child, their personal needs, their educational needs, their health, their location, their connection to culture, and the type of guardianship situation.

#### **Caseloads for child safety officers working with children in need of protection who require ongoing intervention**

Ongoing Intervention	Case load measure
As at 30 June 14	20.3
As at 30 June 18	17.0
As at 30 Sep 18	16.9
As at 31 Dec 18	16.8
As at 31 March 19	16.7
As at 30 June 19	17.2
As at 30 Sep 19	17.5
As at 31 Dec 19	17.8
As at 31 March 20	18.1
As at 30 June 20	18.1

- (b) A response to this question would require the manual extraction of information from individual staff files. Compiling the data would divert resources from important frontline service delivery.
- (c) From 1 July 2020 a new electronic time recording system was introduced. Prior to 30 June 2020, individual child safety officers (CSOs) maintained manual timesheets filed by supervisors locally. Extracting average hours worked by CSOs per day would require the manual extraction of information from individual staff files. Compiling the data would divert resources from important frontline service delivery. Therefore, based on data extracted from the new system for the period 1 July 2020 to 4 December 2020, the average hours (including overtime) worked by CSOs per day (excluding the Child Safety After Hours Service Centre) was:
- 7.61 average hours on Monday
  - 7.63 average hours on Tuesday
  - 7.61 average hours on Wednesday
  - 7.61 average hours on Thursday
  - 7.54 average hours on Friday
  - 1.62 average hours on Saturday
  - 6.00 average hours on Sundays.

The Child Safety After Hours Service Centre operates outside of business hours from 5.00pm to 9.00am Monday to Friday and 24 hours on public holidays and weekends, and their working hours are recorded manually. Extracting average hours worked by CSO full-time equivalents per day would require the manual extraction of information from individual staff files. Compiling the data would divert resources from important frontline service delivery.

The hard work of the CSO's above is also augmented by the Child Safety After Hours Service Centre which operates 24 hours per day, 7 days a week, with increased staffing capacity from Friday evening through to Monday morning to support CSSCs across the State.

In the evenings and on weekends the Child Safety After Hours Service Centre is responsible for all Child protection intake matters, youth justice response and emergent issues in relation to children and families involved with the department.

Where issues cannot be resolved by After Hours staff contact is made with CSSC Managers and on-call staff across the State for advice, coordination and approvals.

In critical matters such as child death or serious injury of a child known to the department the Duty Executive Officer is contacted for advice and direction. In these instances, After Hours staff coordinate immediate responses with and on behalf of Regions.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

##### **No. 15**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

With reference to page 97 of the SDS Volume 1, which refers to “youth justice services”—

Will the Minister provide (a) the total number of youths who have resided in the Supervised Community Accommodation (SCA) since the commencement of operation (reported separately by SCA), (b) an update on the number of distinct youths that have committed (i) at least one offence post-SCA (reported separately by SCA), (ii) at least two offences post-SCA (reported separately by SCA) and (iii) the highest number of offences committed by a child post-SCA, (c) the number of offences committed by each youth post-SCA, (d) the total cost of all reviews undertaken on the SCA's to date (reported separately by each review) and (e) advise when the Government will make a decision around whether it will continue or cease SCAs?

#### **ANSWER**

SCAs are intended to deliver safe, secure and stable accommodation for vulnerable young people and they have done that. Evaluations show that young people are less likely to reoffend while they are supervised and supported.

(a) 255 young people have resided in and exited SCAs since commencement as follows:

- Townsville (TAIHS) –103 young people
- Townsville (Mission Australia) – 66 young people
- Carbrook – 57 young people
- Logan Reserve – 29 young people

(b) (i) 210 distinct young people have committed at least one offence post-placement at a SCA:

- Townsville (TAIHS) – 84 young people
- Townsville (Mission Australia) – 51 young people
- Carbrook – 52 young people
- Logan Reserve– 23 young people

(ii) 197 distinct young people have committed two or more offences post-placement at a SCA (this is a subset of the 210 who have committed at least one offence)

- Townsville (TAIHS) – 80 young people
- Townsville (Mission Australia) – 50 young people
- Carbrook – 47 young people
- Logan Reserve – 20 young people

- (iii) the highest number of offences committed by a child post-SCA:
  - 255 offences. The young person responsible for these offences spent a total of five nights in a SCA in 2018 and is currently in detention.
- (c) In the three years since establishment, there have been 5648 charged offences committed by 210 young people post-SCA.
- (d) The total cost of external evaluations of the SCAs has been \$426,542:
  - Griffith University (2018-19) – \$164,952
  - Ernst & Young (2019-20) – \$261,590
- (e) The Palaszczuk Government has made it clear, in response to reviews of the performance of SCAs, that changes would be made to intake and operations to see if they can be made to be more cost effective and if the judgement at the end of this trial is that they are not cost effective, they will be closed. The Government has committed to making an announcement about SCAs by the end of the year.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 16

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to page 97 of the SDS Volume 1, which refers to “youth justice services” – Will the Minister advise (a) the number of children detained in all watch houses across the state since April 2020 to date (reported separately by month), (b) how many of the children identify as being of Aboriginal and Torres Strait Islander descent, (c) how many of the detained children are remanded for (i) serious offences as defined in section 8 of the Youth Justice Act and (ii) indictable offences, (d) the number of youths detained in Queensland police watch houses (reported separately for ages 10-14, 15, 16, 17) for (i) a period of one night, (ii) a period of 2-6 nights, (iii) a weekend and (iv) more than 1 week and (e) the longest period of time a youth was detained?

#### ANSWER

The Palaszczuk Government has funded over \$550 million in programs to reduce youth offending, including an increase of 76 new youth detention centre beds. There has been a marked decrease in the number of young people being held on remand in police watchhouses over the past 12 months.

Most young people are held in watchhouses for fewer than 24 hours while waiting for a court appearance, for normal processing and while awaiting transfer to a youth detention centre. Given the regional and remote nature of many communities, sometimes it takes time to transport young people to detention centres based in Townsville or Brisbane.

Since December 2019, there have been no young people held on remand in custody in watchhouses other than for routine processing or while awaiting transport from regional areas, except for the period when the Brisbane Youth Detention Centre was placed in quarantine.

All data is collated at a point in time to define the end of a day. For the purpose of this data, a young person is counted at 11:59pm each night.

- a) The following figures represent distinct young people detained in a watchhouse per month:

April	May	June	July	August	September	October
112	102	115	85	105	130	113

Between 1 April and 31 October 2020, 520 distinct young people spent at least one night in a Queensland Police watchhouse. Of those distinct young people:

- b) 354 (68 per cent) were Aboriginal and/or Torres Strait Islander young people.
- c) (i) 240 (46 per cent) spent time in a watchhouse for serious/indictable offences (as defined in section 8 of the *Youth Justice Act 1992*)
- (ii) 95 (18 per cent) spent time in a watchhouse for indictable-only offences.

- d) The following figures represent the number of distinct young people who completed a stay in a Queensland Police watchhouse between 1 April and 31 October 2020, by the length of their stay:

Age	Length of stay			
	(i) 1 night	(ii) Excess of one night (2-6 nights)	(iv) More than 1 week (7+ nights)	(iii) Weekend <sup>a</sup>
10-14 years	74	36	6	46
15 years	52	33	2	27
16 years	53	28	5	30
17+ years	46	24	4	25
<b>Total</b>	<b>225</b>	<b>121</b>	<b>17</b>	<b>128</b>

a. A "weekend" stay is a watchhouse stay that began on a Friday, Saturday, or Sunday, and concluded either during that same weekend or on the following Monday. A "weekend" stay is at minimum one night, and maximum three nights.

- e) While the Government wants young people to spend only the time necessary in a watchhouse for normal processing and arranging transport, circumstances related to COVID-19 in the Brisbane Youth Detention Centre critically impacted standard practice.

From 1 April to 31 October 2020, the longest period of time a young person was detained in a Queensland police watchhouse was 20 nights. This 20-night watchhouse stay involved a young person spending one night in a watchhouse after arrest as they waited to attend court. They were then remanded in custody by the court for their charges. Due to the COVID-19 cluster at the Brisbane Youth Detention Centre (BYDC), this young person had to remain in a watchhouse until the situation at the BYDC was resolved in September 2020.

While BYDC was quarantined, young people who would otherwise have been transferred from watchhouses in South East Queensland to BYDC, were held at the Ipswich District Watchhouse until it was safe to recommence admissions.

No adults were held at the Ipswich Watchhouse during this period. Additional support was also provided by: Murri Watch; Forensic Child and Youth Mental Health Service; Education; Kambu Aboriginal and Torres Strait Islander Corporation for Health; Sisters Inside; and Child Safety.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 17

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to page 97 of the SDS Volume 1, which refers to “youth justice services” – Will the Minister advise, between 2018 to 2020 to date (reported separately), the number of children aged 10-17 years who have committed (a) 1 new offence, (b) 2 - 5 new offences, (c) 6 - 9 new offences, (d) 10 - 20 new offences, (e) 21-30 new offences and (f) more than 30 new offences while out on bail pending court appearance?

#### ANSWER

The table below shows the number of distinct young people aged 10-17 years who had a proven finalised offence while the young person was on bail, disaggregated by the number of offences. Data is based on the calendar year of an offence.

In the table below, the proportion committing no new offences has been rising and this is a very positive trend, along with the substantial decline (23 per cent) in the number of young people with a proven offence across Queensland, and the decline (9 per cent) in the number of charges against young people in the 12 months to June 2020.

Number of new offences	Distinct young people					
	2018		2019		2020 (to date*)	
	Number	%	Number	%	Number	%
0 new offences	2,027	57%	1,993	59%	1,752	68%
1 new offence	310	9%	276	8%	157	6%
2 - 5 new offences	539	15%	463	14%	287	11%
6 - 9 new offences	237	7%	225	7%	127	5%
10 - 20 new offences	295	8%	266	8%	143	6%
21-30 new offences	91	3%	84	2%	65	3%
more than 30 new offences	64	2%	68	2%	47	2%
<b>All distinct young people</b>	<b>3,563</b>	<b>100%**</b>	<b>3,375</b>	<b>100%</b>	<b>2,578</b>	<b>100%**</b>

\*Up until 31 October 2020

\*\* Percentages have been reported as whole numbers. Due to rounding, some percentage columns may sum to more than 100 per cent.



## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 18

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to children under 18 being held in Police watch houses, for the period since the start of July 2019, or since the last Budget Estimates (whichever is easier to tabulate) –

Will the Minister advise (a) how many separate times children have been held in watch houses for longer than 48 hours, (b) how many children (separated by age in years at the time of their detention) have been held in watch houses for longer than 48 hours, (c) what proportion of the above children were Aboriginal and Torres Strait Islander, (d) how many of the above children were held in isolation for any length of time and (e) what was the longest period for which a child was held in a watch house?

#### ANSWER

The Palaszczuk Government has funded over \$550 million in programs to reduce youth offending and take the number of youth detention centre beds up to 306, an increase of 33 per cent. There has been a marked decrease in the number of young people being held on remand in police watchhouses over the past 12 months.

Most young people are held in watchhouses for fewer than 24 hours while waiting for a court appearance, for normal processing and while awaiting transfer to a youth detention centre. Given the regional and remote nature of many communities, sometimes it takes time to transport young people to detention centres based in Townsville or Brisbane.

Since December 2019, there have been no young people held on remand in custody in watchhouses other than for routine processing or while awaiting transport from regional areas, except for the period when the Brisbane Youth Detention Centre was placed in quarantine.

a) The department holds data on the number of nights a young person stays in a watchhouse. It does not have information on the number of hours. For this reason, three or more nights are used as an approximation of the period 'longer than 48 hours'. From 1 July 2019 to 31 October 2020, there were 500 stays where children under 18 years of age were held in watchhouses for three nights or more.

b) and c)

Number of distinct young people			
Age	All young people	Aboriginal and/or Torres Strait Islander	
		Number	%
10	0	0	-
11	4	4	100%
12	14	12	86%
13	30	27	90%
14	50	38	76%
15	75	52	69%
16	81	59	73%
17	103	61	59%
<b>Total</b>	<b>357</b>	<b>253</b>	<b>71%</b>

The figures above represent the number of distinct young people under 18 years of age who were held in Queensland police watchhouses between 1 July 2019 and 31 October 2020 for three nights or more, disaggregated by their age and Aboriginal and/or Torres Strait Islander status.

- d) This data is not generated or kept by the Department of Children, Youth Justice and Multicultural Affairs. Police watchhouses are the responsibility of the Minister for Police and Corrective Services and Minister for Fire and Emergency Services.
- e) While the Government wants young people to spend only the time necessary in a watchhouse for normal processing and arranging transport, circumstances related to COVID-19 in the Brisbane Youth Detention Centre critically impacted standard practice.

From 1 April to 31 October 2020, the longest period of time a young person was detained in a Queensland police watchhouse was 20 nights. This 20-day watchhouse stay involved a young person spending one night in a watchhouse after arrest as they waited to attend court. They were then remanded in custody by the court for their charges. Due to the COVID-19 cluster at Brisbane Youth Detention Centre (BYDC), this young person had to remain in a watchhouse until the situation at the BYDC was resolved in September 2020.

While BYDC was quarantined, young people who would otherwise have been transferred from watchhouses in South East Queensland to BYDC were held at the Ipswich District Watchhouse until it was safe to recommence admissions.

No adults were held at the Ipswich Watchhouse during this period. Additional support was also provided by: Murri Watch; the Forensic Child and Youth Mental Health Service; Education; Kambu Aboriginal and Torres Strait Islander Corporation for Health; Sisters Inside; and Child Safety.

## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **2020 ESTIMATES PRE-HEARING**

#### **QUESTION ON NOTICE**

**No. 19**

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### **QUESTION**

With reference to the measure in the SDS Volume 1 page 1 - 97 “Youth detention centre utilisation rate” — Will the Minister advise (a) if the capacity of youth justice facilities is constrained to some extent by an industrial agreement based on ratios of staff to prisoners, (b) if the measure is based on built capacity and (c) what is the utilisation rate based on the actual constraints, including the staff ratios for 2019-20 and the Estimate/Target rate for 2020-21?

#### **ANSWER**

The safety of staff and young people at Youth Detention Centres is paramount.

- a) There is no impact on capacity with regard to staffing ratios. Capacity is determined by built bed numbers.
- b) and c)

The centre utilisation rate is based on the Report on Government Services formula, which is the average nightly population in youth detention centres during the period divided by the average number of permanently funded beds.

## COMMUNITY SUPPORT AND SERVICES COMMITTEE

### 2020 ESTIMATES PRE-HEARING

#### QUESTION ON NOTICE

##### No. 20

COMMUNITY SUPPORT AND SERVICES COMMITTEE asked the Minister for Children and Youth Justice and Minister for Multicultural Affairs (HON L LINARD)—

#### QUESTION

With reference to children in youth detention facilities being held while on remand –

Will the Minister advise (a) how many children were held on remand on an average basis in 2019-20, (b) if the department aims to reduce this number in 2020-21 and by how much, (c) how many children (separated by age in years) are on remand either currently or based on the most recent data, (d) what proportion of the above children were Aboriginal and Torres Strait Islander (e) how many of the above children were held in isolation for any length of time and (f) what was the longest total period for which a child imprisoned in 2019-20 was held on remand?

#### ANSWER

The *Youth Justice Act 1992* requires that a child must be remanded if there is an unacceptable risk of the child committing an offence that endangers the safety of the community, or the safety or welfare of a person and the risk cannot be adequately reduced by making bail conditions.

- (a) In 2019-20, the average daily number of young people held on remand in a youth detention centre was 168.
- (b) The Department of Children, Youth Justice and Multicultural Affairs does not have a remand reduction target within its Service Delivery Standard measures; however, the Department has reduced the remand figure by four per cent from 2018-19 to 2019-20 (175 young people in 2018-19 and 168 young people in 2019-20).

An amendment to section 421 of the *Police Powers and Responsibilities Act 2000* in August 2019 required police to attempt to notify a representative of a legal aid organisation when a young person was held in custody for an indictable offence. This amendment aimed to enable legal advice and representation to be arranged for a young person as soon as possible, which may assist in informing police decision making about appropriate diversion or charge options and watch house bail. It also enables arrangements to be put in place for timely applications to courts for bail if a young person is refused watch house bail.

The amendment was operationalised through funding to hotlines managed by Legal Aid Queensland and Aboriginal and Torres Strait Islander Legal Services, with 3329 advices given from 16 December 2019 to October 30 this year – 1299 in 2019-20. Also, the youth justice principles that underpin the *Youth Justice Act 1992* provide that the youth justice system should give priority to proceedings for children remanded in custody.

Further, the extension of funding for an additional Specialist Children's Court Magistrate and the establishment of a specialist high-risk court, in which high-risk and repeat defendants appear before the same magistrate, were included in the record youth Justice investment of over \$550 million. The Youth Justice Strategy Action Plan 2019-21 also details 155 actions that are funded to stop offending thus reducing the number of young people on remand.

- (c) During 2019-20, the average daily number of young people held on remand in a youth detention centre by age was:

Average daily number of young people held on remand in YDC during 2019-20 by age								
Age in years	10	11	12	13	14	15	16	17+
Average daily no.	0	0.8	4.5	11.4	21.5	32.0	37.3	60.6

- (d) 71 per cent of young people held on remand in a youth detention centre in 2019-20 were Aboriginal and/or Torres strait Islander.
- (e) The separation rate for detention centres in 2019-20 was 5.5 for every 100 bed nights.
- (f) The longest period for which a child was detained on remand in a detention centre that concluded in 2019-20, was 620 days. This episode relates to a young person who was charged with a serious offence.

# Correspondence

---

Correspondence	
1.	18 December 2020 – Hon Leeanne Enoch MP, Minister for Communities and Housing, Minister for Digital Economy, and Minister for the Arts



Minister for Communities and Housing  
Minister for Digital Economy  
Minister for the Arts

Our Ref: MIN/20/257

18 DEC 2020

1 William Street  
Brisbane Queensland  
GPO Box 806 Brisbane  
Queensland 4001 Australia  
Telephone +617 3719 7170  
E: communitiesandhousing@ministerial.qld.gov.au

Honourable Corrine McMillan MP  
Chair  
Community Support and  
Services Committee  
CSSC@parliament.qld.gov.au

Dear Ms McMillan

I refer to the question raised at the hearing of the Community Support and Services Committee on 15 December 2020 concerning a breakdown of investment into the network of Neighbourhood and Community Centres.

The breakdown of the \$19.9 million for 2020-21 includes \$17.2 million to contribute to operating costs for 125 Neighbourhood and Community Centres as outlined in the table enclosed.

With regard to the table, please note:

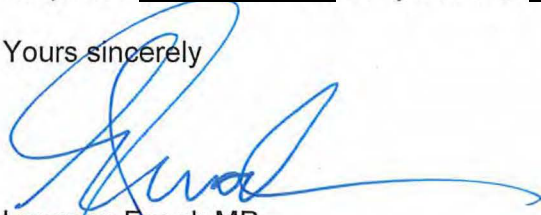
- Information has been reviewed and amended to ensure its accuracy.
- Centres receive different amounts of funding which is attributable to a range of historical factors including commencement date of operation from which indexation is then applied, and point-in-time availability of funding.
- The difference between the 2019-20 budget and 2020-21 budget is indexation of 2.38% applied to the funding.
- Indexation has not been applied to Wynnum Community Place as it is a trial centre contracted in 2020.
- The Department has one contract with Community Plus for three neighbourhood centres for Yeronga, Annerley and West End. The total funding of \$418,831 in 2020-21 against the Annerley listing for Miller Electorate is for all three centres.

The other components that make up the total \$19.9 million investment in the Neighbourhood and Community Centre network is as follows:

- \$1,539,831 for 12 Community Connect Workers.
- \$153,568 for the peak body Queensland Families and Communities Association.
- \$1 million for Round 3 of the Thriving Queensland Communities grant funding round to 60 neighbourhood and community centres.

If you require any further information, please contact my Chief of Staff, Ms Hannah Jackson, on telephone [REDACTED] or by email at [REDACTED].

Yours sincerely



Leeanne Enoch MP  
**Minister for Communities and Housing**  
**Minister for Digital Economy**  
**Minister for the Arts**

Enc. Queensland Government Funding to Contribute to Operating Costs for Neighbourhood and Community Centres



**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
 CURRENT AT DECEMBER 2020

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
ALGESTER	Acacia Ridge	Acacia Ridge Community Support Service	\$121,738	\$124,634
BANCROFT	Deception Bay	Deception Bay Neighbourhood Centre	\$121,739	\$124,635
BARRON RIVER	Kuranda	Kuranda Neighbourhood Centre	\$153,886	\$157,550
BARRON RIVER	Trinity Park	Marlin Coast Neighbourhood Centre	\$121,738	\$124,634
BULIMBA	Cannon Hill	Cannon Hill Neighbourhood Centre	\$116,064	\$118,828
BUNDABERG	Bundaberg South	Bundaberg and District Neighbourhood Centre	\$119,116	\$121,952
BUNDAMBA	Goodna	Goodna Neighbourhood House	\$119,116	\$121,952
BUNDAMBA	Riverview	Riverview Community Centre	\$119,116	\$121,952
BURDEKIN	Ayr	Burdekin Community Support Service	\$121,738	\$124,636
BURDEKIN	Ayr	Burdekin Neighbourhood Centre	\$119,116	\$121,952
BURDEKIN	Bowen	Bowen Neighbourhood Centre	\$128,202	\$131,254
BURDEKIN	Collinsville	Collinsville Community Association	\$121,738	\$124,634
BURDEKIN	Dysart	Dysart Community Support Group	\$119,116	\$121,952
BURDEKIN	Moranbah	Moranbah Community and Individual Support Service	\$119,116	\$121,952
BURLEIGH	Palm Beach	Palm Beach Neighbourhood Centre	\$235,408	\$241,012
BURLEIGH	Varsity Lakes	Varsity Lakes Community Resource Centre (Jim Harris Park)	\$121,738	\$124,634
BURNETT	Agnes Water	Discovery Coast Community Development Service	\$119,116	\$121,952
BURNETT	Childers	Childers Neighbourhood Centre	\$119,116	\$121,952
CAIRNS	Manoora	Manoora Community Centre	\$115,000	\$118,500
CAIRNS	Manunda	Mooroobool Community Support Service	\$121,737	\$124,633
CALLIDE	Chinchilla	Chinchilla Community Support Service	\$119,116	\$121,952
CALLIDE	Gin Gin	Gin Gin Neighbourhood Centre	\$119,116	\$121,952

**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
**CURRENT AT DECEMBER 2020**

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
CALLIDE	Miles	Murilla Community Centre	\$121,737	\$124,633
CALLIDE	Monto	Monto Neighbourhood Centre	\$119,116	\$121,952
CALLIDE	Mundubbera	North Burnett Community Service	\$138,413	\$141,709
CALOUNDRA	Caloundra	Hinterland Community Development Program	\$119,116	\$121,952
CALOUNDRA	Caloundra	Caloundra Community Care Centre	\$198,409	\$203,133
CAPALABA	Capalaba	Redland Community Centre	\$235,413	\$241,017
CLAYFIELD	Albion	CO.AS.IT. Community Services	\$119,116	\$121,952
CLAYFIELD	Kalinga	The Community Place	\$182,591	\$186,935
COOK	Bamaga	Northern Peninsula Area Family and Child Support Service	\$121,737	\$124,633
COOK	Cooktown	Cooktown District Community Centre	\$119,116	\$121,952
COOK	Mareeba	Mareeba Community Centre	\$129,725	\$132,813
COOK	Mossman	Mossman Community Centre	\$121,738	\$124,634
COOK	Port Douglas	Port Douglas Community Services Network	\$121,737	\$124,633
COOK	Rocky Point	Weipa Community Care Association	\$121,737	\$124,633
COOPER	Bardon	North West Hub	\$268,362	\$274,750
FERNY GROVE	Mitchelton	Picabeen Community Centre	\$119,116	\$121,952
GAVEN	Nerang	Nerang Neighbourhood Centre	\$121,737	\$124,633
GLADSTONE	Gladstone	Gladstone Neighbourhood Centre	\$121,738	\$124,634
GLASS HOUSE	Maleny	Maleny Neighbourhood Centre	\$119,116	\$121,952
GREGORY	Blackall	Blackall-Tambo Neighbourhood Centre	\$159,106	\$162,894
GREGORY	Boulia	Boulia Community Support Service	\$141,172	\$144,532
GREGORY	Emerald	Emerald Neighbourhood Centre	\$119,116	\$121,952



**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
 CURRENT AT DECEMBER 2020

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
GREGORY	Tieri	Capella Tieri Middlemount Community Support Network (CTM Links)	\$128,179	\$131,231
GREGORY	Winton	Winton Neighbourhood Centre	\$121,738	\$124,634
GYMPIE	Gympie	Gympie Community Place	\$121,739	\$124,635
HERVEY BAY	Pialba	The Hervey Bay Neighbourhood Centre	\$119,116	\$121,952
HILL	Atherton	Community Services Tablelands	\$121,737	\$124,633
HILL	Innisfail	Community Support Centre Innisfail	\$121,736	\$124,632
HILL	Malanda	Eacham Community Help Organisation	\$119,116	\$121,952
HILL	Ravenshoe	Ravenshoe Community Centre	\$121,738	\$124,634
HILL	Tully	Tully Support Centre	\$137,381	\$140,649
HINCHINBROOK	Balgol Beach	Rollingstone and District Community Association	\$119,116	\$121,952
HINCHINBROOK	Deeragun	North Townsville Community Hub	\$121,738	\$124,634
HINCHINBROOK	Ingham	Hinchinbrook Community Support Centre (Community Support)	\$121,738	\$124,634
INALA	Ellen Grove	Elorac Place Community Centre	\$121,737	\$124,633
INALA	Inala	Hub Neighbourhood Centre	\$121,738	\$124,634
INALA	Inala	Inala Community House	\$121,738	\$124,634
IPSWICH WEST	Leichhardt	Leichhardt One Mile Community Centre	\$119,116	\$121,952
IPSWICH WEST	Rosewood	Rosewood and District Support Centre	\$119,116	\$121,952
JORDAN	Gailes	Gailes Community House	\$116,064	\$118,828
KEPPEL	Yeppoon	Livingstone Shire Council Community Centre	\$119,116	\$121,952
LOCKYER	Gatton	Lockyer Community Centre	\$119,116	\$121,952
LOCKYER	Laidley	Laidley Community Centre	\$119,116	\$121,952
LYTTON	Wynnum	Wynnum Community Place	\$116,064	\$116,064

**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
**CURRENT AT DECEMBER 2020**

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
MACALISTER	Beenleigh	Beenleigh Neighbourhood Centre	\$121,737	\$124,633
MACALISTER	Eagleby	Eagleby Family Centre	\$121,738	\$124,634
MACKAY	Mackay	George Street Neighbourhood Centre Association	\$121,940	\$124,844
MANSFIELD	Upper Mt Gravatt	Mt Gravatt Community Centre	\$121,738	\$124,634
MAROOCHYDORE	Maroochydore	Maroochy Neighbourhood Centre	\$128,927	\$131,995
MARYBOROUGH	Maryborough	Maryborough Neighbourhood Centre	\$119,116	\$121,952
McCONNEL	New Farm	New Farm Neighbourhood Centre	\$140,392	\$143,732
MILLER	Annerley co-located at Yeronga	Community Plus – Annerley, Yeronga and West End	\$409,095	\$418,831
MILLER	Graceville	Benarrawa Community Development Assn	\$119,116	\$121,952
MILLER	Sherwood	Sherwood Neighbourhood Centre	\$119,116	\$121,952
MILLER	Yeronga	Community Plus – Annerley, Yeronga and West End Yeronga	-	-
MIRANI	Sarina	Sarina Neighbourhood Centre	\$119,116	\$121,952
MIRANI	St Lawrence	Coastal Community Development Service	\$119,116	\$121,952
MORAYFIELD	Caboolture	Caboolture Neighbourhood Centre	\$121,738	\$124,634
MOUNT OMMANEY	Darra	Vietnamese Community in Australia (Qld Chapter)	\$119,116	\$121,952
MULGRAVE	Edmonton	Hambledon House Community Centre	\$119,116	\$121,952
NANANGO	Esk	Somerset Region Neighbourhood Centre	\$139,740	\$143,064
NANANGO	Kingaroy	Centacare Family and Relationship Services (Community Connections)	\$119,116	\$121,952
NANANGO	Murgon	Graham House Community Centre	\$121,737	\$124,633
NICKLIN	Nambour	Nambour Community Centre	\$121,737	\$124,633
NOOSA	Pomona	Pomona and District Community House	\$119,116	\$121,952
NUDGEE	Nundah	Nundah Neighbourhood Centre	\$253,713	\$259,753



**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
**CURRENT AT DECEMBER 2020**

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
NUDGEE	Zillmere	Zillmere Community Centre	\$121,738	\$124,634
PINE RIVERS	Lawnton	Pine Rivers Neighbourhood Centre	\$121,739	\$124,635
PUMICESTONE	Bellara	Bribie Island Neighbourhood Centre	\$121,739	\$124,635
REDCLIFFE	Redcliffe	Redcliffe Neighbourhood Centre	\$121,738	\$124,634
REDLANDS	Russell Island	Bay Islands Community Services	\$121,737	\$124,633
SANDGATE	Bracken Ridge	Sandgate and Bracken Ridge Community Centre	\$225,500	\$230,868
SCENIC RIM	Beaudesert	Beaudesert Community Centre	\$119,116	\$121,952
SCENIC RIM	Boonah	Carinity Communities Fassifern	\$119,116	\$121,952
SOUTH BRISBANE	East Brisbane	East Brisbane Community Centre	\$143,160	\$146,568
SOUTH BRISBANE	West End	Community Plus – Annerley, Yeronga and West End	-	-
SOUTHERN DOWNS	Goondiwindi	Care Goondiwindi	\$153,459	\$157,111
SOUTHERN DOWNS	Millmerran	Millmerran Community Support Service	\$141,182	\$144,542
SOUTHERN DOWNS	Stanthorpe	Granite Belt Community Support Service	\$119,116	\$121,952
SPRINGWOOD	Springwood	Logan East Community Neighbourhood Centre	\$149,184	\$152,736
STRETTON	Runcorn	Kyabra Community Centre	\$474,255	\$485,543
THEODORE	Oxenford	Village Community Development Program	\$121,737	\$124,633
THURINGOWA	Rasmussen	Upper Ross Community Centre	\$195,711	\$200,367
TOOHEY	Coopers Plains	St David's Neighbourhood Centre	\$121,738	\$124,634
TOOWOOMBA NORTH	East Toowoomba	East Creek Neighbourhood Centre	\$119,116	\$121,952
TOOWOOMBA NORTH	Harlaxton	Harlaxton Neighbourhood Centre	\$119,116	\$121,952
TOOWOOMBA NORTH	Wilsonton Heights	Wilsonton Heights Community Centre	\$119,116	\$121,952
TOWNSVILLE	Garbutt	Garbutt Community Centre	\$121,737	\$124,633

**QUEENSLAND GOVERNMENT FUNDING**  
**TO CONTRIBUTE TO OPERATING COSTS FOR NEIGHBOURHOOD AND COMMUNITY CENTRES**  
**CURRENT AT DECEMBER 2020**

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
TRAEGER	Charters Towers City	Charters Towers Neighbourhood Centre	\$121,738	\$124,634
TRAEGER	Cloncurry	Cloncurry Community Support Service	\$141,171	\$144,531
TRAEGER	Healy/Mt Isa	Brilla Brilla Centre Community Support Service	\$119,116	\$121,952
TRAEGER	Normanton	Carpentaria Social Welfare Services	\$140,757	\$144,106
TRAEGER	Pioneer / Mt Isa	Mt Isa Family Support Service and Neighbourhood Centre	\$148,486	\$152,019
WARREGO	Charleville	Charleville and District Community Support Service	\$121,737	\$124,633
WARREGO	Cunnamulla	Paroo Community Support Service	\$121,737	\$124,633
WARREGO	Roma	Maranoa Community Support Service	\$121,737	\$124,633
WARREGO	St George	Care Balonne Community Support Service	\$141,175	\$144,535
WARREGO	Tara	Tara Neighbourhood Centre	\$121,738	\$124,634
WATERFORD	Slacks Creek	Kingston East Neighbourhood Group	\$219,302	\$224,522
WHITSUNDAY	Cannonvale	Whitsunday Neighbourhood Centre	\$191,713	\$196,277
WHITSUNDAY	Proserpine	Proserpine Community Centre	\$119,116	\$121,952
WOODRIDGE	Crestmead	PCYC Crestmead Community Centre	\$121,737	\$124,633
WOODRIDGE	Logan Central	Multilink Community Services	\$121,738	\$124,634
<b>TOTAL</b>			<b>\$16,839,367</b>	<b>\$17,238,143</b>

**Answers to questions taken on notice at hearing –  
15 December 2020**

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## **COMMUNITY SUPPORT AND SERVICES COMMITTEE**

### **Estimates Question taken on Notice at the Hearing**

**Asked on Tuesday, 15 December 2020**

**Mr LANGBROEK:** ASKED MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)—

The reference is SDS, page 119, dot point 3 about accommodation support, minister. It is a quote, a highlighted portion that you will be able to see, and this particular constituent says— There are organisations that help with the temporary and affordable accommodation whilst waiting for housing placement; So she is waiting for housing placement— these places do not understand or accept people with a disability and/or special needs. My question is: isn't discrimination and will the department investigate this?

**ANSWER:**

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) has been working with the Department of Communities, Housing and Digital Economy (DCHDE) regarding the availability of housing for the person involved. I understand that DCHDE has been in recent contact with the person's representative about potential suitable accommodation.

DSDSATSIP has also recently been in contact with the person's representative about the person with disability potentially receiving support to seek NDIS access.

DSDSATSIP will continue working on this matter to assist the person with a disability to access the appropriate support and to determine whether further steps can be taken.

DSDSATSIP will also lead the development of the next state disability plan that is currently being developed in step with the new National Disability Strategy. These are key mechanisms designed to improve access and inclusion for people with disability.



## Documents tabled at hearing – 15 December 2020

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Documents tabled at the hearing – 15 December 2020	
1.	Tabled by Mr Tim Mander MP, Member for Everton, email, dated 22 April 2015
2.	Tabled by Mr Michael Berkman MP, Member for Maiwar, document titled 'Social Housing Eligibility Criteria'
3.	Tabled by Mr Michael Berkman MP, Member for Maiwar, web page titled 'Check your eligibility', 21 October 2019
4.	Tabled by Hon Leeanne Enoch MP, Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, document titled 'Attachment 1 – Neighbourhood and Community Centres'
5.	Tabled by Mr John-Paul Langbroek MP, Member for Surfers Paradise, document titled 'Care Army – Unite against COVID-19'
6.	Tabled by Mr Jon Krause MP, Member for Scenic Rim, document titled 'Tabled Document: Written Addendum to Budget Reply Speech for Labor's \$28 billion "Broken Promise" 2020-21 Budget', dated 4 December 2020
7.	Tabled by Mr John-Paul Langbroek MP, Member for Surfers Paradise, letter dated 28 November 2020
8.	Tabled by Hon Leanne Linard MP, Minister for Children and Youth Justice and Minister for Multicultural Affairs, document, untitled

3/15/2018

Print

**Subject:** Paul Simshauser Background  
**From:** Mark Bailey (mangocube6@yahoo.co.uk)  
**To:** stacia1@bigpond.com;  
**Date:** Wednesday, 22 April 2015, 12:15

**Filed by:** MR MANDER MP  
**LEGISLATIVE COUNCIL CHAMBER**  
**Time/date:** 15/12/20 9:12 am  
**Signature:** T. Mander

Here's some background on Paul Simshauser. I rarely read crikey but this is a substantial piece.

At this stage, I'm not advocating a position on him re DG but do say we need to be thorough about him as the last thing we need is a QPC Chair with an ideological perspective contra to ours and contra to our platform. We'll do some more digging to be clearer whether his anti renewable stance is just an AGL work role or his own professional view. Mark

<http://www.crikey.com.au/2014/11/26/meet-the-finance-academic-preaching-agl-onomics/>

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## Attachments

- image001.png (44.12 KB)

# Social Housing Eligibility Criteria

## Version Control

Version	Date	Comments
	01.01.2018	Latest update
	15.03.2018	Legislation reference updated
	01.08.2018	Increase to Liquid Assets

Tabled by: MR BERKMAN MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 15/12/20 10:10am  
Signature: [Signature]

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## 1. Introduction

The intent of social housing is to provide affordable rental housing for vulnerable Queenslanders, particularly those who have difficulties accessing and sustaining accommodation in the private market.

The Social Housing Eligibility Criteria are intended to ensure social housing is provided to those in greatest need. The criteria include:

- **intake eligibility criteria** – to determine if an applicant is eligible to receive a social housing service, and
- **ongoing eligibility criteria** – to determine whether or not a household has a continued need for a social housing service.

Appendix One provides definitions of certain words referred to in this document.

## 2. Scope

Providers funded under the *Housing Act 2003* to deliver a social housing service must implement the Social Housing Eligibility Criteria. This is a requirement of the *Housing Regulation 2015*.

## 3. Intake eligibility criteria

The intake eligibility criteria are used when a person initially applies for social housing. An applicant must continue to meet these criteria while they are listed on the Housing Register.

Before offering social housing, the provider must ensure an applicant meets the following intake eligibility criteria:

1. Australian citizenship or residency
2. Queensland residency
3. Property ownership
4. Liquid assets
5. Independent income
6. Household income limits
7. Appropriateness of current housing.

### 3.1 Australian citizenship or residency

An applicant must:

- be an Australian citizen or
- have been granted permanent residency status or
- have been granted a Permanent Protection Visa or a Resolution of Status Visa or
- qualify for permanent residency status through agreements between Australia and another country or
- hold a Temporary Protection Visa or
- hold a Bridging Visa if they previously held a Temporary Protection Visa.

Where an applicant has applied for permanent residency, a Permanent Protection Visa or a Resolution of Status Visa, but is not yet a permanent resident, they may apply for housing assistance. If the applicant satisfies all other intake eligibility criteria, his or her application will be placed on the Housing Register. However, the applicant will not be offered social housing until he or she becomes a permanent resident.

Only applicants who sign the tenancy agreement are required to satisfy the Australian citizenship criterion. Other household members who do not satisfy the Australian citizenship criterion can live in the home but cannot enter into the tenancy agreement.

### 3.2. Queensland residency

An applicant who will become the legal tenant must be a Queensland resident. In circumstances where an interstate applicant provides evidence of a genuine need to move permanently to Queensland, the Queensland residency requirement may be waived.

A waiver may be approved, for example (but is not limited to) where a person needs to move to

Queensland to provide support for a family member, or a person is relocated or transferred to Queensland by their employer. It is within the provider's discretion to determine when other circumstances may constitute a genuine need to move permanently to Queensland.

Other household members listed on the application who will not sign the tenancy agreement do not have to satisfy the Queensland residency criterion.

### 3.3. Property ownership

An applicant and any intended household member cannot own, or partly own, property within Australia or overseas, including:

- a residential home including a house, flat, unit or townhouse
- vacant land including residential or rural property
- a manufactured or transportable home
- improved or unimproved commercial or industrial property.

The intent of this criterion is to identify people who may have alternative options available to house themselves and therefore may not be in need of government-subsidised housing assistance.

It is within the provider's discretion to determine where exceptions may apply to this criterion, for example, in circumstances such as domestic violence, marriage breakdown, extreme hardship, or if the property is in a declared war zone or natural disaster area (outside Australia). The provider must refer such instances to the department for the department (or other organisation managing the Housing Register) to assess the household's circumstances.

### 3.4. Liquid assets

The household's combined liquid assets must be within the current limit for household size (shown below). The liquid assets test is defined as all liquid assets held in Australia or overseas including but not limited to:

- money in the bank

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- shares, fixed investments, managed funds
- trusts including property trusts, family trusts, perpetual trusts, limited life trusts for under a specific age limit
- superannuation payouts (if the preservation age has been reached)
- the value of caravans, mobile homes, dongas and live-aboard boats
- net proceeds from the sale of a property.

Different liquid assets limits apply for single households and households with two or more people. The limits as at February 2016 are:

- single-person household: **\$116,375.00**
- two or more household members: **\$148,625.00.**

Household members who are the sole beneficiary of a Special Disability Trust (SDT) have an exemption of \$647,500.00 for liquid assets held in a SDT. Any liquid assets over this amount are tested against the liquid assets test outlined above.

If a SDT includes a property that the applicant can reside in, the applicant is deemed **ineligible** for housing assistance.

### 3.5. Independent income

At least one applicant who will become a tenant must have an independent income which is earned in Queensland.

An independent income is income which meets the following requirements:

- a minimum income amount of **\$218.62 gross per week.**
- the applicant must have earned this minimum income for at least four continuous weeks immediately before applying for housing assistance and
- the income must be assessable, as specified in the Community Housing Rent Policy available at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au).

Some incomes listed under the Community Housing Rent Policy are not assessable for the Independent Income criterion. They are:

- Family Tax Benefit Part A and/or maintenance income support payments (if it is the applicant's sole income)
- deemed income from an investment
- rent from property
- self-employed households with an income less than the minimum eligibility amount.

If an applicant holds a Temporary Protection Visa or resides in a correctional facility, and does not have an independent income, they may apply for housing assistance and, if they satisfy all other intake eligibility criteria, they may be placed on the Housing Register. An applicant will not be offered housing until they have satisfied the independent income criterion.

If the applicant cannot demonstrate an independent income because they are a young person living in the care of the State, the applicant may list for and be offered housing from the age of 17 years

provided a Joint Action Plan with Child Safety Services has been completed and all other eligibility criteria are met.

### 3.6. Household income

Applicants must provide evidence of the gross weekly assessable household income as defined in the Community Housing Rent Policy. The gross weekly assessable household income is the combined assessable income of all members of the household.

If a household member other than the applicant has no income, a very low income or an income that cannot be verified, the imputed income will be treated as their assessable income. For intake eligibility, the household's combined gross weekly assessable income must be less than:

The gross weekly assessable household income (social housing)	
Income	Household type
<b>\$609</b>	Single person, no children.
<b>\$755</b>	Single person, one child or Couple with no children or Two single people.
<b>\$877</b>	Single person, two children or Couple with one child or Two single people and one child or Three single people.
<b>\$999</b>	Single person, three or more children or Couple with two children or Three single people and one child or Two single people with two children or Four single people.
<b>\$1,121</b>	Couple with three or more children or Five single people or One couple with two children and one single person or Two couples with one or more children or One couple, one single person and two or more children or Other households with five or more people including two adults.

Applicants for the Supportive Housing Program (Common Ground) and housing in Resource Communities need to comply with the incomes limits for the National Rental Affordability Scheme (NRAS).

For intake eligibility, the household's combined gross weekly assessable income under the above programs must be less than the following amounts:



**The gross weekly assessable household income (NRAS)  
(for Supportive Housing Program and Resource Communities only)**

Income per annum	Household type	Program
<b>\$45,956</b>	One adult	Common Ground and Resource Communities
<b>\$63,535</b>	Two adults	Common Ground and Resource Communities
<b>\$81,114</b>	Three adults	Resource Communities
<b>\$63,579</b>	Sole parent with 1 child	Resource Communities
<b>\$78,822</b>	Sole parent with 2 children	Resource Communities
<b>\$94,065</b>	Sole parent with 3 children	Resource Communities
<b>\$78,778</b>	Couple with 1 child	Resource Communities
<b>\$94,021</b>	Couple with 2 children	Resource Communities
<b>\$109,264</b>	Couple with 3 children	Resource Communities

The following table sets income eligibility limits for household types that are not identified in the table above.

**Use the following formula to calculate the income eligibility**

Income p.a	Household type
<b>\$45,956</b>	First single adult
<b>\$17,579</b>	Each additional adult
<b>\$15,243</b>	Each child
<b>\$48,336</b>	First sole parent
<b>\$45,956</b>	First single adult

### 3.7. Appropriateness of current housing

At least one applicant or a household member listed on the application must meet at least one of the following criteria to demonstrate that their current housing does not meet their housing needs:

- Homeless or at risk of homelessness
- Needs to live in a particular location in order to:
  - access essential services
  - gain employment
  - comply with parole conditions where a prisoner is exiting a correctional facility – meet cultural obligations
  - gain access to children
  - receive family/informal support.
- The design and/or size of current housing does not meet the household's needs or there are health and safety risks with the current housing
- Paying an unaffordable amount of household income in rent – that is, over 29% of gross household income. The department follows the following benchmarks in assessing level of housing need:
  - 0% - 29% - no affordability issues
  - 30% - 39% - moderate affordability issues – 40% - 49% - substantial affordability issues – 50% - extreme affordability issues.
- Needs to establish a new household and:
  - has a physical or psychiatric disability or mental illness and their eligibility for specialist disability services or specialist services provided by Queensland Health has been confirmed, and/or for whom succession planning is proceeding and who is living at home with their parents, other immediate family member or friend who is their carer but needs to establish an independent household (with or without a carer)
  - is a young person exiting the care of the State for whom transition planning is proceeding and who needs to establish an independent household?

#### 3.7.1 Exceptions – known future events

The department (or other organisation managing the Housing Register) can assess households against the Appropriateness of Current Housing intake eligibility criterion based on a known future change in their circumstances if:

- the change in circumstances is known to be occurring within 12 months from the date of application,
- the case relates to an inter-agency agreement, disability involving a specific housing solution, child protection issue, a health issue or a change in bedroom entitlement, and
- the applicant provides evidence (deemed satisfactory by the provider in its sole discretion) that the change will occur.

The following events taking place more than 12 months into the future can be taken into account:

- a child/ren returning to the care of the State but reunification with the family/parent is planned to occur within 24 months from their application date, or
- an offender has been sentenced to three years or less and supplies evidence of a definite release date (court ordered parole) up to 36 months from the application date.

### **3.7.2 Supportive Housing Program (Common Ground) Applicants**

Applicants being housed under the Supportive Housing Program (Common Ground) in the low to moderate income target group are not required to meet the Appropriateness of Current Housing intake eligibility criterion.

## **3.8. Reviewing intake eligibility**

Applicants must have their intake eligibility reviewed on a regular basis while listed on the Housing Register, and before an offer of housing is made.

When an applicant is found to be ineligible for social housing, their application should be cancelled on the Housing Register and no offer of housing will be made.

An applicant or household found ineligible for social housing may be able to demonstrate exceptional circumstances that warrant further consideration. Such cases should be immediately referred to the department for consideration.

## **4. Ongoing eligibility criteria**

The provider must assess a household's continuing need for social housing on an annual basis, using the ongoing eligibility criteria. The ongoing eligibility criteria are:

1. Household income
2. Property ownership
3. Household need and match to property

Social housing is for eligible persons for the duration of their need. The provider must assist ineligible households to exit social housing into the private rental market or other suitable longer-term accommodation.

Households that may meet the eligibility criteria for social housing but have the capacity to access and sustain private housing should be encouraged into the private market, ensuring social housing is available for those most in need.

The provider may take into consideration any mitigating circumstances and exercise discretion accordingly in relation to all ongoing eligibility criteria.

## 4.1. Household income

Households must provide evidence of their gross weekly assessable household income as defined in the Community Housing Rent Policy. The gross weekly assessable income is based on the combined income of the tenant/s and spouse.

For an ongoing eligibility assessment, the combined gross assessable income of the tenant/s and spouse must not exceed **\$80,000** per annum.

This ongoing eligibility gross household income limit applies to tenancies managed by all providers.

## 4.2. Property ownership

A household member cannot own or partly own property within Australia or overseas including:

- a residential home including a house, flat, unit or townhouse
- vacant land including residential or rural property or
- a manufactured or transportable home
- improved or unimproved commercial or industrial property.

It is within the provider's discretion to determine where exceptions may apply. For example, in circumstances such as domestic violence, marriage breakdown, extreme hardship, or if the vacant land is in a declared war zone or natural disaster area (outside Australia).

The provider must have a documented policy in place outlining due process for consideration of exceptions, and the appropriate delegations to enable an assessment of a tenant's circumstances to be undertaken.

In making decisions about ongoing eligibility, the provider must give consideration to identifying people with alternative housing options available, who may therefore not need subsidised housing.

## 4.3. Household need and match to property

Social housing should meet the ongoing and changing needs of a household, taking into consideration such factors as the number of bedrooms and the type and location of housing required. Likewise, tenants need to continue to demonstrate an ongoing household need for their home or type/features of their home.

The provider must review a household's circumstances annually to ensure that the property matches the household's needs and achieves best use of the provider's portfolio, including management of under-occupancy and unreasonable tenant absences used to determine the continued need for social housing.

If the review shows that the property does not match the household's needs or achieve best use of the provider's portfolio, the provider may consider utilising a transfer or take steps to assist the tenant progress to other appropriate accommodation, where the property remains vacant for unacceptable periods for unreasonable circumstances.

In relation to property match, the provider should comply with the transfer requirements under the *Allocations policy for funded social housing providers* to manage tenancy and property portfolio issues in relation to matching to properties and to ensure portfolios are being used to assist those in greatest housing need.

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The provider in its sole discretion may take into consideration any mitigating circumstances in matching clients to properties that best match their assessed needs and the nature and periods of tenant absences.

## 5. Policy links

In implementing the Social Housing Eligibility Criteria, the provider must ensure that they are complying with all aspects of their Funding Agreements. The provider should consider the links with the following policies:

- *Allocations Policy for Funded Social Housing Providers*
- *Community Housing Rent Policy*

## Appendix One: Definitions

The following definitions apply to the Social Housing Eligibility Criteria:

- 1) **"Act"** means the *Housing Act 2003*.
- 2) **"applicant"** means any person seeking a housing service from the Provider.
- 3) **"assessable income"** means all general income, including pensions, benefits and allowances, wages and work allowances, and other income sources. Non-assessable income is generally specific purpose payments. See the Community Housing Rent Policy for more detail.
- 4) **"bedroom entitlement"** means the number of bedrooms in the property as matched to the household's needs and number of people in the household. For example, two people living together as a couple are entitled to a property with one bedroom.
- 5) **"Funding Agreement"** has the meaning given in the Act.
- 6) **"Homeless or at risk of homelessness"** – For the purpose of assessing eligibility under section 3.7 of the Social Housing Eligibility Criteria, this means at least one household member listed on the application for housing assistance falls into one of the following categories: Category A - is living on the streets; existing housing is makeshift or illegal; is fleeing domestic violence; is at risk of violence/abuse from another person; loss of accommodation due to a residential service or caravan park closure; their existing housing is temporary and supported accommodation such as a refuge, shelter or crisis accommodation.

Category B – dispersed homelessness, meaning people who are staying with family and friends as they have no housing of their own (excludes parents and children who wish to establish an extended family household and children in the care of the State).

Category C – is living in transitional housing under a transitional housing program such as the Community Rent Scheme, Same House Different Landlord, Community-managed Studio Units and other specifically targeted transitional programs or initiatives.

- 7) **"household"** means everyone listed on the application for housing assistance or everyone living in the rental unit identified in the tenancy agreement, regardless of age or relationship.
- 8) **"Housing Register"** means the department's waitlist of Eligible Applicants for housing services.
- 9) **"housing service"** has the meaning given in the Act.
- 10) **"Provider"** means the party to the Funding Agreement other than the department.
- 11) **"Regulation"** means the *Housing Regulation 2015*.
- 12) **"social housing service"** has the meaning given in the Act.
- 13) **"spouse"** means spouse of tenant or resident: husband, wife and opposite sex or same-sex de facto spouse.
- 14) **"tenant"** means a tenant under a lease given by the provider over residential premises that are a funded property.
- 15) **"under-occupancy"** means a household that has more bedrooms in the property than it is entitled to, considering the number of people dwelling in the property and the household composition.



## COVID-19

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Tabled by: MR BERKMAN MP  
 At: LEGISLATIVE COUNCIL CHAMBER  
 Time/date: 10:10 AM 15/12/20  
 Signature: [Signature]

Queensland Government homeFor QueenslandersHomes and housingPublic and community  
 housingEligibility and applying for housingEligibility for housingCheck your eligibility

## Check your eligibility

Social housing is available to provide housing stability to vulnerable people who aren't able to access and sustain housing. You must meet all of the eligibility criteria to receive social housing.

### 1. Australian citizenship and residency status

You (the person signing the tenancy agreement) need to either be:

- an Australian citizen
- a permanent resident of Australia
- have a Permanent Protection Visa or a Resolution of Status Visa
- qualify for permanent residency status through agreements between Australia and another country
- have a Safe Haven Enterprise visa
- have a Bridging Visa and have applied for a Protection Visa or a Resolution of Status Visa
- on a Temporary Protection Visa; or
- on a Bridging Visa if you previously held a Temporary Protection Visa which has expired.

If you have applied for permanent residency, a Permanent Protection Visa or a Resolution of Status Visa, but are not yet a permanent resident, you can still apply for housing assistance.

### 2. Queensland residency

You must live in Queensland. We may make an exception if you're applying from another Australian state and can provide us with evidence that you are moving to Queensland.

### 3. Property

You or a household member must not own or part-own property within Australia or overseas, including:

- a residential home (house, flat, unit or townhouse)
- vacant residential land including rural property

- manufactured or transportable home
- improved or unimproved commercial or industrial property.

Some exceptions apply, including:

- in the case of domestic violence, marriage breakdown, extreme hardship
- if the vacant land is in a natural disaster area
- if you own or part-own property and need housing assistance on a temporary basis.

Talk to your nearest [Housing Service Centre \(https://www.qld.gov.au/housing/public-community-housing/housing-service-centre\)](https://www.qld.gov.au/housing/public-community-housing/housing-service-centre), about your situation as you may still be eligible.

## 4. Liquid assets limit

The liquid assets of all household members added together must not equal more than:

- single-person household: \$116,375.00
- 2 or more household members: \$148,625.00

Liquid assets include:

- money
- shares, fixed investments, managed funds
- property trusts
- superannuation payouts (if you have reached the preservation age)
- the value of caravans, mobile homes and live-aboard boats.

## 5. Independent income

You must earn an independent income in Queensland—at least one person who will sign the State Tenancy Agreement must:

- receive an independent income of \$223.23 or more every week
- have received this income for (at least) the 4 weeks leading up to you applying for social housing.

Any other household member who has no income, a very low income or cannot identify or verify their income will be assessed as having an income based on the Equivalent Centrelink Payment.

The Equivalent Centrelink Payment is the payment that would match your circumstances even if you do not qualify or meet Centrelink's payment requirements. The Equivalent Centrelink Payment is based on:

- your age
- marital status
- whether you live at, or away from home
- whether you have children.



If you hold a Temporary Protection Visa or are in a correctional facility (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/housing-for-people-leaving-jail-or-detention>), and do not have an independent income, you may apply for housing assistance.

If you're eligible, you will be added to the housing register—you will not be offered housing until you receive an independent income.

## 6. Household income

You will need to show proof of the total income of all the people in your household before all deductions like tax and superannuation are taken out - this is called your gross weekly assessable income. Some income, such as certain allowances paid by Centrelink, are not included.

The household's combined gross weekly assessable income must be less than:

### **\$609:**

- for a single person

### **\$755:**

- for a single person with 1 child
- couple with no children
- 2 single people

### **\$877:**

- single person with 2 children
- couple with 1 child
- couple and 1 single person
- 2 single people and 1 child
- 3 single people

### **\$999:**

- single person with 3 or more children
- couple with 2 children
- 3 single people and 1 child
- 2 single people with 2 children
- 4 single people

### **\$1121:**

- couple with 3 or more children
- 5 single people
- 1 couple with 2 children and 1 single person

- 2 couples with 1 or more children
- 1 couple with 1 single person and 2 or more children
- other households with 5 or more people including at least 2 adults

## 7. Wellbeing

You must have a need to move because your current housing does not meet your needs, and have multiple and complex factors that mean you are unable to independently access and sustain stable housing.

Need to move reasons include:

- being homeless or at risk of homelessness
- unsuitable location of current housing
- physical amenity of current housing does not meet household needs
- rent in current housing is unaffordable

Complex wellbeing factors include:

- being long term unemployed or experiencing periods of unemployment, being unable to work with high living expenses, or being employed and earning within the income eligibility limits for your household, and
- have a long term serious medical issue/disability, and/or
- have been homeless two or more times in the last 3 years, and/or
- have had a tenancy that ended due to being evicted two or more times in the last three years, and/or
- have had unsuccessful private rental applications, and/or
- there is no supply of appropriate housing in the private rental market

## Applying for housing assistance

Contact your nearest Housing Service Centre (<https://www.qld.gov.au/housing/public-community-housing/housing-service-centre>) to talk about your eligibility and housing needs, including:

- where you want to live
- how many bedrooms you are entitled to
- your specific housing needs.

We will advise which documents you need to bring to the interview.

It is an offence under the *Housing Act 2003* to knowingly provide false or misleading information that may influence decisions about your eligibility for housing services.

## Helpful resources

- **Apply for housing** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/applying-for-housing>)
- **Waiting for housing** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/waiting-for-housing>)
- **Your housing offer** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/your-housing-offer>)
- **Past housing debts** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/eligibility-for-housing/past-housing-debts>)
- **Maintenance debts** (<https://www.qld.gov.au/housing/public-community-housing/public-housing-tenants/ending-your-tenancy/maintenance-debts>)
- **Help with proof of income** (<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/applying-for-housing/help-with-proof-of-income>)
- **Centrelink Rent Assistance**  
(<http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>)

Last updated: 21 October 2019



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**ATTACHMENT 1 – NEIGHBOURHOOD AND COMMUNITY CENTRES**

<b>Electorate</b>	<b>Location</b>	<b>Neighbourhood Centre</b>	<b>2019-20 Budget</b>	<b>2020-21 Budget</b>
ALGESTER	Acacia Ridge	Acacia Ridge Community Support Service	\$121,738	\$124,634
BANCROFT	Deception Bay	Deception Bay Neighbourhood Centre	\$121,739	\$124,635
BARRON RIVER	Kuranda	Kuranda Neighbourhood Centre	\$153,886	\$157,550
BARRON RIVER	Trinity Park	Marlin Coast Neighbourhood Centre	\$121,738	\$124,634
BULIMBA	Cannon Hill	Cannon Hill Neighbourhood Centre	\$116,064	\$118,828
BUNDABERG	Bundaberg South	Bundaberg and District Neighbourhood Centre	\$119,116	\$121,952
BUNDAMBA	Goodna	Goodna Neighbourhood House	\$119,116	\$121,952
BUNDAMBA	Riverview	Riverview Community Centre	\$119,116	\$121,952
BURDEKIN	Ayr	Burdekin Community Support Service	\$121,738	\$124,636
BURDEKIN	Ayr	Burdekin Neighbourhood Centre	\$119,116	\$121,952
BURDEKIN	Bowen	Bowen Neighbourhood Centre	\$128,202	\$131,254
BURDEKIN	Collinsville	Collinsville Community Association	\$121,738	\$125,636
BURDEKIN	Dysart	Dysart Community Support Group	\$119,116	\$121,952
BURDEKIN	Moranbah	Moranbah Community and Individual Support Service	\$119,116	\$121,952
BURLEIGH	Palm Beach	Palm Beach Neighbourhood Centre	\$235,408	\$241,012
BURLEIGH	Varsity Lakes	Varsity Lakes Community Resource Centre	\$121,738	\$124,634
BURNETT	Agnes Water	Discovery Coast Community Development Service	\$119,116	\$121,952
BURNETT	Childers	Childers Neighbourhood Centre	\$119,116	\$121,952
CAIRNS	Manoora	Manoora Community Centre	\$115,000	\$57,500
CAIRNS	Manunda	Mooroolool Community Support Service	\$121,737	\$124,633
CALLIDE	Chinchilla	Chinchilla Community Support Service	\$119,116	\$121,952
CALLIDE	Gin Gin	Gin Gin Neighbourhood Centre	\$119,116	\$121,952
CALLIDE	Miles	Murilla Community Centre	\$121,737	\$124,633
CALLIDE	Monto	Monto Neighbourhood Centre	\$119,116	\$121,952
CALLIDE	Mundubbera	North Burnett Community Service	\$138,413	\$141,709
CALOUNDRA	Caloundra	Hinterland Community Development Program	\$119,116	\$121,952
CALOUNDRA	Caloundra	Caloundra Community Care Centre	\$198,409	\$203,133
CAPALABA	Capalaba	Redland Community Centre	\$235,413	\$241,017
CLAYFIELD	Albion	CO.AS.IT. Community Services	\$119,116	\$121,952
CLAYFIELD	Kalinga	The Community Place	\$182,591	\$186,935
COOK	Bamaga	Northern Peninsula Area Family and Child Support Service	\$121,737	\$124,633
COOK	Cooktown	Cooktown District Community Centre	\$119,116	\$121,952
COOK	Mareeba	Mareeba Community Centre	\$129,725	\$132,813
COOK	Mossman	Mossman Community Centre	\$121,738	\$124,634
COOK	Port Douglas	Port Douglas Community Services Network	\$121,737	\$124,633
COOK	Rocky Point	Weipa Community Care Association	\$121,737	\$124,633
COOPER	Bardon	North West Hub	\$268,362	\$274,750
FERNY GROVE	Mitchelton	Picabeen Community Centre	\$119,116	\$121,952
GAVEN	Nerang	Nerang Neighbourhood Centre	\$121,737	\$124,633
GLADSTONE	Gladstone	Gladstone Neighbourhood Centre	\$121,738	\$124,634

Division:

Community Services

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Electorate	Location	Neighbourhood Centre	2019-20 Budget	2020-21 Budget
GLASS HOUSE	Maleny	Maleny Neighbourhood Centre	\$119,116	\$121,952
GREGORY	Blackall	Blackall-Tambo Neighbourhood Centre	\$159,106	\$162,894
GREGORY	Boulia	Boulia Community Support Service	\$141,172	\$144,532
GREGORY	Emerald	Emerald Neighbourhood Centre	\$119,116	\$121,952
GREGORY	Tieri	Capella Tieri Middlemount Community Support Network (CTM Links)	\$128,179	\$131,231
GREGORY	Winton	Winton Neighbourhood Centre	\$121,738	\$124,634
GYMPIE	Gympie	Gympie Community Place	\$121,739	\$124,635
HERVEY BAY	Pialba	The Hervey Bay Neighbourhood Centre	\$119,116	\$121,952
HILL	Atherton	Community Services Tablelands	\$121,737	\$124,633
HILL	Innisfail	Community Support Centre Innisfail	\$121,736	\$124,632
HILL	Malanda	Eacham Community Help Organisation	\$119,116	\$121,952
HILL	Ravenshoe	Ravenshoe Community Centre	\$121,738	\$124,634
HILL	Tully	Tully Support Centre	\$137,381	\$140,649
HINCHINBROOK	Balgol Beach	Rollingstone and District Community Association	\$119,116	\$121,952
HINCHINBROOK	Deeragun	North Townsville Community Hub	\$121,738	\$124,634
HINCHINBROOK	Ingham	Hinchinbrook Community Support Centre	\$121,738	\$124,634
INALA	Ellen Grove	Elorac Place Community Centre	\$121,737	\$124,633
INALA	Inala	Hub Neighbourhood Centre	\$121,738	\$124,634
INALA	Inala	Inala Community House	\$121,738	\$124,634
IPSWICH WEST	Leichhardt	Leichhardt One Mile Community Centre	\$119,116	\$121,952
IPSWICH WEST	Rosewood	Rosewood and District Support Centre	\$119,116	\$121,952
JORDAN	Gailes	Gailes Community House	\$116,064	\$118,828
KEPPEL	Yeppoon	Livingstone Shire Council Community Centre	\$119,116	\$121,952
LOCKYER	Gatton	Lockyer Community Centre	\$119,116	\$121,952
LOCKYER	Laidley	Laidley Community Centre	\$119,116	\$121,952
LYTTON	Wynnum	Wynnum Community Place	\$116,064	\$116,064
MACALISTER	Beenleigh	Beenleigh Neighbourhood Centre	\$121,737	\$124,633
MACALISTER	Eagleby	Eagleby Family Centre	\$121,738	\$124,634
MACKAY	Mackay	George Street Neighbourhood Centre	\$121,940	\$124,844
MANSFIELD	Upper Mt Gravatt	Mt Gravatt Community Centre	\$121,738	\$124,634
MAROOCHYDORE	Maroochydore	Maroochy Neighbourhood Centre	\$128,927	\$131,995
MARYBOROUGH	Maryborough	Maryborough Neighbourhood Centre	\$119,116	\$121,952
McCONNEL	New Farm	New Farm Neighbourhood Centre	\$140,392	\$143,732
MILLER	Annerley co-located at Yeronga	Community Plus – Annerley, Yeronga and West End	\$409,095	\$418,831
MILLER	Graceville	Benarrawa Community Development Assn	\$119,116	\$121,952
MILLER	Sherwood	Sherwood Neighbourhood Centre	\$119,116	\$121,952
MILLER	Yeronga	Community Plus – Annerley, Yeronga and West End Yeronga	-	-
MIRANI	Sarina	Sarina Neighbourhood Centre	\$119,116	\$121,952
MIRANI	St Lawrence	Coastal Community Development Service	\$119,116	\$121,952
MORAYFIELD	Caboolture	Caboolture Neighbourhood Centre	\$121,738	\$124,634
MOUNT OMMANEY	Darra	Vietnamese Community in Australia (Qld Chapter)	\$119,116	\$121,952

Division: Community Services

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Electorate	Location	Neighbourhood Centre	2019-20 Budget	2020-21 Budget
MULGRAVE	Edmonton	Hambledon House Community Centre	\$119,116	\$121,952
NANANGO	Esk	Somerset Region Neighbourhood Centre	\$139,740	\$143,064
NANANGO	Kingaroy	Centacare Family and Relationship Services	\$119,116	\$121,952
NANANGO	Murgon	Graham House Community Centre	\$121,737	\$124,633
NICKLIN	Nambour	Nambour Community Centre	\$121,737	\$124,633
NOOSA	Pomona	Pomona and District Community House	\$119,116	\$121,952
NUDGEE	Nundah	Nundah Neighbourhood Centre	\$253,713	\$259,753
NUDGEE	Zillmere	Zillmere Community Centre	\$121,738	\$124,634
PINE RIVERS	Lawnton	Pine Rivers Neighbourhood Centre	\$121,739	\$124,635
PUMICESTONE	Bellara	Bribie Island Neighbourhood Centre	\$121,739	\$124,635
REDCLIFFE	Redcliffe	Redcliffe Neighbourhood Centre	\$121,738	\$124,634
REDLANDS	Russell Island	Bay Islands Community Services	\$121,737	\$124,633
SANDGATE	Bracken Ridge	Sandgate and Bracken Ridge Community Centre	\$225,500	\$230,868
SCENIC RIM	Beaudesert	Beaudesert Community Centre	\$119,116	\$121,952
SCENIC RIM	Boonah	Carinity Communities Fassifern	\$119,116	\$121,952
SOUTH BRISBANE	East Brisbane	East Brisbane Community Centre	\$143,160	\$146,568
SOUTH BRISBANE	West End	Community Plus – Annerley, Yeronga and West End	-	-
SOUTHERN	Goondiwindi	Care Goondiwindi	\$153,459	\$157,111
SOUTHERN	Millmerran	Millmerran Community Support Service	\$141,182	\$144,542
SOUTHERN	Stanthorpe	Granite Belt Community Support Service	\$119,116	\$121,952
SPRINGWOOD	Springwood	Logan East Community Neighbourhood Centre	\$149,184	\$152,736
STRETTON	Runcorn	Kyabra Community Centre	\$474,255	\$485,543
THEODORE	Oxenford	Village Community Development Program	\$121,737	\$124,633
THURINGOWA	Rasmussen	Upper Ross Community Centre	\$195,711	\$200,367
TOOHEY	Coopers Plains	St David's Neighbourhood Centre	\$121,738	\$124,634
TOOWOOMBA	East Toowoomba	East Creek Neighbourhood Centre	\$119,116	\$121,952
TOOWOOMBA	Harlaxton	Harlaxton Neighbourhood Centre	\$119,116	\$121,952
TOOWOOMBA	Wilsonton Heights	Wilsonton Heights Community Centre	\$119,116	\$121,952
TOWNSVILLE	Garbutt	Garbutt Community Centre	\$121,737	\$124,633
TRAEGER	Charters Towers	Charters Towers Neighbourhood Centre	\$121,738	\$124,634
TRAEGER	Cloncurry	Cloncurry Community Support Service	\$141,171	\$144,531
TRAEGER	Healy/Mt Isa	Brilla Brilla Centre Community Support Service	\$119,116	\$121,952
TRAEGER	Normanton	Carpentaria Social Welfare Services	\$140,757	\$144,106
Traeger	Pioneer / Mt Isa	Mt Isa Family Support Service and Neighbourhood Centre	\$148,486	\$152,019
WARREGO	Charleville	Charleville and District Community Support Service	\$121,737	\$124,633
WARREGO	Cunnamulla	Paroo Community Support Service	\$118,409	\$124,633
WARREGO	Roma	Maranoa Community Support Service	\$121,737	\$124,633
WARREGO	St George	Care Balonne Community Support Service	\$141,175	\$144,535
WARREGO	Tara	Tara Neighbourhood Centre	\$121,738	\$124,634
WATERFORD	Slacks Creek	Kingston East Neighbourhood Group	\$219,302	\$224,522
WHITSUNDAY	Cannonvale	Whitsunday Neighbourhood Centre	\$191,713	\$196,277

Division:

Community Services

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Electorate	Location	Neighbourhood Centre	2019-20 Budget	2020-21 Budget
WHITSUNDAY	Proserpine	Proserpine Community Centre	\$119,116	\$121,952
WOODRIDGE	Crestmead	PCYC Crestmead Community Centre	\$121,737	\$124,633
WOODRIDGE	Logan Central	Multilink Community Services	\$121,738	\$124,634

Division:

Community Services

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10/12/2020 11:11 AM  
10/12/2020 11:11 AM

Tabled by: HON ENOCH MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 10:44am 15/12/20  
Signature: [Signature]





# CARE ARMY

**Welcome to the Care Army.** We banded together as the Mud Army through the 2011 floods and we're banding together again, right now, to help care for all Queenslanders during the coronavirus outbreak, especially those most at risk - our seniors.

**There are three simple ways all friends, family and neighbours can help.**



## Reach out for a chat and stay connected

It's incredibly important to stay connected with our seniors in this time of isolation – we need to watch out for their mental health, contribute to their happiness, and just remember to have regular chats.



## Make sure our seniors have enough food

We can see the stress that comes with access to food by watching the recent panic-buying. Let's help our seniors by picking up groceries for them or teaching them about online shopping if they're not already a dab-hand.



## Make sure they have access to all their medication needs

Many Queensland seniors need to visit the pharmacy more than others. When they're self-isolating, they'll need our help to pick up medications and provide telehealth information when needed.

**Try these activities today, or make up your own:**

### SUPER(MARKET) FRIENDS

If you're heading out for supplies, get a list from your neighbour and keep them stocked up.

### HELPING HAND

Fill out the enclosed 'I'm here to help' card and place it in your senior neighbour's post box.

### QUESTION TIME

Encourage kids to interview grandparents over video-chat and record it.

### COLOURING CARE

Get two of the same colouring-in books and both kids and grandparents can colour-in together.

### DELIVER GIFTS

Make a weekly drop-off for your grandma/pa filled with things they'll love and entertain.

### POSTCARDS FROM NEXT DOOR

Create your own post cards and send them to senior neighbours or relatives.

### DINNERCAST

Share a weekly family meal over video-chat – you can even cook together.

### SKILLS SHARE

See if your neighbour has a skill that can help with homework – it's just a phone call away.

### SWEET DREAMS

Get kids excited for bedtime with virtual bedtime stories from relatives, delivered over video-chat.



## YOUR VOLUNTEERING ROLE

**Thank you for volunteering to be a part of the Care Army.**

Your role will help ensure more than 1 million Queenslanders most at risk from COVID-19 are supported during this time.

That is, those who are over 70, over 65 with a chronic health condition or over 50 if they're of Aboriginal or Torres Strait Islander descent.

We're all part of the Care Army – in our family and our community.

And we can all step up to ensure our family, friends and neighbours have access to food, medical services and social support.



### How can you help?

The Care Army is based around the three pillars of social life, food, and medical. Page one includes tips and creative ways to provide support in these areas.

### Specialised information and support for seniors

During your activities in the Care Army, you might find that some seniors need specialised information or support.

The **Seniors Enquiry Line (1300 135 500)** provides personalised information and referrals on a range of matters of interest to older people, including financial and legal issues, scams, frauds and household assistance.

The service operates 9 am – 5 pm weekdays and is available to older people and anyone seeking information on matters that may affect an older person they know.

The **Elder Abuse Helpline (1300 135 500)** provides confidential information and referrals for older people experiencing abuse and anyone who suspects that an older person they know may be experiencing abuse.

The service operates 9 am – 5 pm weekdays (voice messages can be left outside these hours).

## **Staying healthy while supporting others**

It is important that while volunteering you follow the health advice to stay healthy.

- Clean your hands regularly with soap and water or alcohol-based hand rubs.
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.
- Avoid touching your face, nose and mouth. And avoid shaking hands.
- Stay home as much as possible, especially if you are sick.
- Practice social distancing, which includes staying 1.5m away from others as much as you can.

## **Share your story**

Much like the Mud Army in 2011, we will remember the efforts and dedication of the Care Army for many years to come.

You have a unique opportunity to make new friends and networks, gain new skills and experience, challenge yourself and build confidence.

So, why not document your experiences along the way? Keep a journal or share your stories and photos on social media using #CareArmy – but please be mindful of other people's privacy and ask their consent first.

## **What are the symptoms of COVID-19?**

Symptoms reported in identified cases of COVID-19 novel coronavirus include fever, a cough, sore throat, fatigue and shortness of breath.

## **What should I do if I suspect I have COVID-19?**

See a doctor immediately if you have these symptoms, have travelled overseas or interstate in the past 14 days, or have had contact with a confirmed case of COVID-19 coronavirus.

Before your appointment, call ahead and advise of your symptoms and recent travel so necessary precautions can be taken.

For information on COVID-19 coronavirus, visit [www.health.qld.gov.au/coronavirus](http://www.health.qld.gov.au/coronavirus).

## **Support and advice**

### **Care Army**

[www.covid19.qld.gov.au/carearmy](http://www.covid19.qld.gov.au/carearmy)

1800 173 349

### **Health advice**

Queenslanders needing urgent health advice can phone 13HEALTH (13 43 25 84).

Where you can speak directly with a registered nurse 24 hours a day, 7 days a week.

In an emergency situation, please call Triple Zero 000.

### **Mental health support**

You can talk to a mental health professional on 1300 MH CALL (1300 642 255) 24 hours a day, 7 days a week, or visit the Federal Government resource, Head to Health: COVID-19 Support.



Are you self-isolating? I can help.

My name is \_\_\_\_\_

Tabled by: MR LANGBROEK MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 12:40 15/12/20  
Signature: [Signature]

I live nearby at \_\_\_\_\_

My phone number is \_\_\_\_\_

Please **PHONE** or **TEXT** me if you need help with any of the following:

Someone to talk to Grocery shopping Medicines or urgent supplies

Novel coronavirus (COVID-19) is contagious.  
Avoid physical contact (stay 1.5m away from people).  
Wash your hands regularly.  
Items should be left on the door step.

Unite against **COVID-19**

[covid19.qld.gov.au/CareArmy](https://covid19.qld.gov.au/CareArmy)



Queensland Government



Are you self-isolating? I can help.

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[covid19.qld.gov.au/CareArmy](https://covid19.qld.gov.au/CareArmy)



Queensland Government



**Jon KRAUSE MP**

Member for Scenic Rim

**Tabled Document: Written Addendum to Budget Reply Speech for Labor's \$28 billion "Broken Promise" 2020-21 Budget**

**4 December 2020**

Tabled by: MR KRAUSE MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 1:40 15/12/20  
Signature: [Signature]

There are many issues that time limits in the Parliament during the debate on the 2020-21 budget did not permit me to address, but they are no less important, especially with so much debt been incurred – debt that our grandchildren will likely still be paying for in the future as this Labor Government borrows tomorrow's future to pay for spending today. It is disappointing that with so much new debt, there is so little in the way of investment in the roads, infrastructure, and other services our region needs.

- Beaudesert Kingfishers Rugby League need upgrades to their facilities, especially to cater for the strong growth in female participation, but also just to deal with growth for the club overall. They have had grant applications in for a very long time – Government should get on with it and commit the funds or let them know they need to re-do the process under another initiative. They should be given money, but get them out of limbo either way.
- Public Transport is required for Tamborine Mountain, noting there was a petition signed by hundreds in 2018 and a very comprehensive submission from Tamborine Mountain Rotarians in recent months in support of public transport. It is inequitable that similar or smaller sized communities in the



# Jon KRAUSE MP

Member for Scenic Rim

Sunshine Coast Hinterland have bus services, but Tamborine Mountain does not. We also need to see more direct to City/Beaudesert services during the week, and weekend services, to and from Beaudesert.

There are unmet transport needs around Boonah and the Fassifern, especially for young, training, those with medical needs and those without work. I thank those in that community who have been advocating for better options, and will continue to lobby government to come up with solutions for those sectors of the community that need it.

- Harrisville SS flashing school zone lights: these are an important safety feature arounds schools, and I have been lobbying for these to be installed since 2017. Still they have not been installed. For such a small outlay, the safety of our children can be improved and the Government should just get on with it.
- I note the budget refers to funding for guardrails on Boonah Beaudesert Road. This road needs an overtaking lane to make the road more efficient for heavy vehicles, tourist traffic and agricultural/equine traffic. It is not a large amount of money when it is considered that there is \$28 billion in extra debt being added to the State. Further, TMR should get funding to undertake proper assessment of costs and design for upgrading the Coulson crossing of the Teviot Brook, which floods and cuts the region in two even after moderate rain events.

*Lighting the way forward*





# Jon KRAUSE MP

Member for Scenic Rim

- The grounds at Long Road, Tamborine Mountain, run by TMSA have enormous potential. During the election, the LNP made a commitment to provide funding to help them advance their masterplan to make this venue a regional asset. The Government should recognise this potential, work with TMSA and support their community-driven plans with a grant to help get these plans going.
- Canungra has again run out of water this November. Seqwater was again trucking water into the town. This is not a long-term solution. Before the amalgamation of shires in 2007, Beaudesert Shire Council had worked up a plan to secure water for Canungra, but since Council lost control of their water assets, Seqwater has done nothing to advance these plans. It should get on to this immediately. The Government should also take steps to halt the approval of new residential zones in Canungra – there has been too much housing approved, with too little infrastructure build (both water and road). For this, the State Government and Council jointly shoulder the blame – the State for allowing it, the Council for not pushing back hard enough against State planning documents that allow housing to proceed.
- I acknowledge the budget's reference to some funding to improve infrastructure at Moogerah Dam in relation to the campgrounds at Muller Park. It is welcome, but what is not welcome is the fact that Seqwater and the Council have overseen a massive slashing of campsites able to be utilised at Muller Park. What's the point of expensive upgrades, if there

*Lighting for your business*



## Jon KRAUSE MP

Member for Scenic Rim

are three times fewer campers allowed to visit? It just doesn't make sense when once considers Moogerah Dam is the single biggest tourism attraction in the Scenic Rim region.

I also refer to the heavy-handed approach towards landholders and other tourist operations taken by Seqwater. Seqwater needs to change its approach and realise this is the biggest single tourism attraction in the region – we need to let people use the water, including residents, people who want to fish, local camping businesses and adjoining landholders, and Seqwater must be reasonable in dealings with all parties. I've been told so many accounts lately about a lack of reasonableness from Seqwater, especially when it comes to local camping businesses seeking permits to access the shoreline of Moogerah, and adjoining property holders being dealt with in an extremely unreasonable manner when it comes to the renewal of issuing of permits on the flood margin land. Seqwater may own the dam; but it was built by, and for, the community, and a more community-minded approach should be adopted by the government owned body.

- The Government is ripping off parents who use Fassifern Coaches to get their children to school. I know that the operator of these bus routes has had income payable under these contracts with the Transport Department slashed by \$200,000, while being asked to do more work. Bus routes have been cut, meaning local children are spending more time on longer routes because there are fewer buses servicing a large area. Cuts to revenue for the operators also mean that parents





# Jon KRAUSE MP

Member for Scenic Rim

who live on the periphery of two schools (Boonah SHS and Bremer SHS) who pay fares directly to the operator are being hurt badly by fare increases. It can cost nearly \$700/term per child, and these fares keep climbing because there is less funding made available for the bus routes that are fully

subsidised. While the Government shovels money into Cross River Rail, and borrows \$28 billion more just to keep the wheels of government turning, they are ripping off our local families and school bus operators. They should hang their heads in shame.

- Air-conditioning has been installed at Beaudesert State High School, but no upgrades have been carried out to electricity networks to allow them to be operated. This is deplorable management. In some cases, fans have been removed as well. When will it be fixed? The Government pinched the LNP's policy to air-condition all State Schools in 2019, but they have completely botched the program. I will keep on working to get this issue fixed.
- The LNP will stand up for our Independent Public Schools – Kalbar State School, Tamborine Mountain State School and Tamborine Mountain State High School. The Government should keep this initiative that is very well supported by the community.

*Working for our Region*



# Jon KRAUSE MP

Member for Scenic Rim

- The budget includes funding for some work on Boonah-Ipswich road - wide-centre line treatments. I have made several representations to Main Roads about the state of this road from Yamanto to Peak Crossing, but especially from Yamanto to Purga School Road. It is not due for significant work under Main Roads' present timeframe until 2022 or later. It should be brought forward, and I have asked this to occur. It is dangerous, especially with so many heavy vehicles using it out of the Boral Quarry. Further, when this work occurs, an overtaking lane should be built to ensure the efficient movement of traffic along this road as commuters interact with agricultural vehicles, quarry trucks and tourist traffic.
- Fire ant issues: the slow march south of fire ants continue, and I continue to be contacted by current / former employees of the eradication program to provide me with feedback about things going wrong in the program. The Government has no excuses for continuing to allow inefficient work practices, ineffective methods of following up on fire ant detections and a culture in the program that has been described as "toxic" by both insiders and those looking in. It won't be long until they are in New South Wales, at this rate, in which case the funding agreement between the States and the Commonwealth will be jeopardised. Fire ants are a threat to agriculture and families if they get into residential areas, and I call on the Government again to take seriously all of the concerns that have been raised by me and others in the past 12 months.

please let us know if you



# Jon KRAUSE MP

Member for Scenic Rim

- Harper's Crossing on Mount Alford Road should be upgraded to a two-lane bridge. It has been in need of replacement for a long time.
- Boonah Auxiliary Fire Station is no longer appropriate for our local hard working fireies. I know signfiacnt work has been undertaken in the past towards constructing a replacement, but it has not yielded an outcome. I call again on the Government to find a block of land, and then source the funding to replace this fire station.
- Boonah Rathdowney Road, in the section about 5km past Musgrave Bridge towards Maroon, is abysmal. It needs urgent work to deal with the large increase in tourist traffic that the Scenic Rim is seeing. In 2016, I successfully lobbied for shoulders to be added to a section of road in similar condition on Lamington National Park Road. The cost was around \$800,000 for a section approximately 1.5km long. A similar approach should be adopted here, and it would be a good project for Scenic Rim Council to carry out on behalf of TMR.
- Beaudesert Nerang Road is having a lot of work carried out on it near Tabragalba House Road, jointly funded by the Federal and State governments. This is something I fought for over many years, and it is past time that it was done. However, the culvert at Biddaddaba, and the gravel section from there to Wonglepong, must also be fixed. It has been 30 years now since the community first asked for this.

Building a better future for the Scenic Rim



# Jon KRAUSE MP

Member for Scenic Rim

Main Roads has installed 'rub rail' on the Gorge Road at Witheren. To my mind, they have gone over the top, and it is causing safety issues both for motorists and wildlife. I have lobbied Main Roads to address this issue since it came to light earlier this year, but so far progress has been very slow. All in the community know that motorist safety is paramount, but common-sense in this case would dictate that the installation of the guardrail as it has been done was unnecessary. I understand that Main Roads is working toward fixing this issue, but I urge them to get on with it more quickly.

- Lamington National Park Rd is too narrow on a very short stretch of road near Double Crossing Road. Just like I successfully had a section of this road upgrade in 2016/17, TMR maintenance funds should be used to fix this.
- Hooning and dangerous drive behaviour are growing concerns around Tamborine and Tamborine Mountain. It is good that Canungra and Tamborine Mountain now have 2 police vehicles each, as a result of my lobbying over 3 years from 2016-2019. However, there remains an issue where some communities around the region have times of day when there is a very thin police coverage, and the hoons know this. I'm calling for additional police officers to be based in the district, whether this comes from more officers at Canungra or Tamborine Mountain, or through having dedicated patrols coming from Jimboomba or Beaudesert.

Light & Dark Blue and Blue & White



# Jon KRAUSE MP

Member for **Scenic Rim**

In our region, the list of infrastructure and services that need to be improved is very long and growing by the day. The Government must respect our region, realise that it is a unique region – not a part of Logan, Ipswich or the Gold Coast – and resource it accordingly.

There's so much that hasn't been done for too long in all parts of Queensland, and our economy is suffering as a result. Our businesses lack the confidence to invest, to grow and to employ people – because they have no faith in their government to do the right thing by them and to create the right conditions for business.

This budget fails Queenslanders, just when Queenslanders need their government to stand up and get the job done. The Government needs to take a good hard look at themselves, make some hard decisions about their priorities, and change direction accordingly.

*Exploring the Scenic Rim*

[REDACTED]  
[REDACTED]  
[REDACTED]  
November 28 2020

Tabled by: MR LANG-BROEK MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 1:40 15/12/20  
Signature: [Signature]

Dear Ms Pease,

Having received your welcome letter in the mail offering to assist with a range of issues, my hope is you can help my family. Since I wrote this to you in September, I have voted, Labour has won the election, I have moved my eldest son into the cheapest accommodation we could find, accommodation he can ill afford and that I continue to support, we contact the department of housing religiously and comply with any and all requests, my son has been able to attend his specialist appointments in Brisbane, as a category one with a serious lung disease (this is on top of all his other life-long health ailments). We know learn that the flat we set up for him is infested with termites (currently and since move in being treated with pesticides), has broken asbestos walls and my son is having trouble breathing simply sitting still. My son has been taken to the mental health unit by the police for assessment/admission as both his mental and physical condition deteriorate in this new accommodation away from the only home he has ever known. I don't know how desperate and neglected our vulnerable population has to be to access affordable safe accommodation near public health services but feel this family has reached and surpassed any reasonable threshold.

Your letter sent to the department of housing was greatly appreciated. Unfortunately, sadly this action has had no effect and I am again asking. Imploring, begging you to help this family secure public housing for my eldest son, who by no fault of his own, is suffering. As I age, I suspect this day would come and here it is.

There are organisations that help with the temporary and affordable accommodation while waiting for housing placement; these places do not understand or accept people with a disability and/or special needs. This has been quite a discriminatory process that we invested a lot of time, energy and hope into before finding this out. How can this be? It just is. As a mother, over the decades I have watched how people with a disability are treated, neglected and abandoned, decade after decade, implementation to improve after implementation to improve. Again, I am begging for your help. I only ask again because I see the efforts you make and success you have in other areas of your work and am desperate for my son to have a life worth living past his current suffering and despair.

Respectfully,

[REDACTED]  
[REDACTED]

## Surfers Paradise Electorate Office

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**From:** [REDACTED]  
**Sent:** Saturday, 28 November 2020 10:47 AM  
**To:** Surfers Paradise Electorate Office  
**Subject:** Elderly mother desperately seeking public accommodation for her adult son with a disability alongside a serious life-threatening lung disease  
**Attachments:** Minister help housing.docx; Member Pease Second letter desperately seeking housing for my adult son with a disability.docx

Member for Surfers Paradise (LNP)

Shadow Minister for Seniors, Communities and Disability Services, Shadow Minister for Multiculturalism and Aboriginal and Torres Strait Islander Partnerships

## Mr John-Paul Langbroek

Dear Honourable Member, Shadow Minister for Seniors, Communities and Disability Services, Shadow Minister for Multiculturalism and Aboriginal and Torres Strait Islander Partnerships, Hon Mr John-Paul Langbroek

I have attached the letters sent to my local member over the past couple of months and have now decided, as our situation deteriorates by virtue of my sons ailing health and appalling living conditions, something I would have had trouble believing when I wrote my initial letter, I am desperately seeking your help. We are not fussy. We are hard working and grateful for anything and everything. What life has thrown our way at this time needs extraordinary help and this is why I am writing to you and your office.

My hope is that your help may help my son and our situation that as a family where we are struggling to keep my son safe and healthy; basic expectancies of an Australian life. My son is young at 28 years old and in desperate need of public housing near the public health system. The letters attached outline the circumstances we are facing and how much we need the help of our government at this time.

I am 63, still working and my son is 28 living with a disability and now diagnosed with a serious lung disease being treated by the specialists of the Royal Brisbane Women's Hospital as a category 1. By no fault of my son, or lack of commitment by our family my son is being denied access to affordable housing or affordable housing alternatives. As he waits on an endless, uncaring, unsympathetic waiting lists, his overall condition deteriorates and as his family we are forced to watch this happen. No family could have done more, or is doing more than this family, year after year, decade after decade.

If begging helps my government to respond to this situation, I am happy to beg. Normally a very proud woman, I am now not too proud to beg. I beg of you to make this better, find public housing for my son. Anywhere

Most respectfully,

Multicultural Communities Council Gold Coast Inc received funding of \$129,895 in 2019-20 to deliver activities such as:

- Our Colours, Our Stories which is a program that promotes specific cultures in a respectful, fun interactive way using traditional language, music and stories.
- Ready Set Goal which builds and strengthens respectful relationships for self and towards others through sports: touch football/soccer/afl.
- Meet Greet & Eat that provides a safe respectful platform to highlight community successes and network between CALD communities & organisations/services on the Gold Coast.
- Community Engagement through public events to promote and encourage inclusion, belonging for all Gold Coast residents and supports & fosters collaboration within services on the Gold Coast for a positive outcome.

Multicultural Communities Council – Gold Coast (MCCGC) received funding of \$132,000 under the COVID-19 Connections Support Package to scale up their 'I Speak Your Language' (ISYL) program to be delivered across the state.

- ISYL is a free telephone support program that connects socially isolated and vulnerable people from culturally and linguistically diverse backgrounds with a volunteer who speaks their language. Each week, participants will get a call and have a social chat to help them feel more connected with the community and their culture. Volunteers can also direct people to reliable information about COVID-19.
- The expanded program has seen an increase of 13 volunteers in 2017 to 112 in 2020 and 25 participants in 2017 to 91 in 2020, with 31 languages currently available.

Tabled by: HAN LINARD MP  
At: LEGISLATIVE COUNCIL CHAMBER  
Time/date: 6:10 15/12/20  
Signature: [Signature]



