

# Social Housing Program Specifications

For funded providers delivering a community housing services and/or crisis accommodation

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## Version Control

Version	Date	Comments
1	10 November 2022	<b>Initial document</b>
2	21 May 2024	Youth Subsidy added to document. Terminology contemporised.



























- Phone: 4036 5570
- Email: [FNHHDirectorDelivery@housing.qld.gov.au](mailto:FNHHDirectorDelivery@housing.qld.gov.au)

## 8 Definitions

<i>Term</i>	<i>Description</i>
<b>Act</b>	<b>Act</b> means the <a href="#">Housing Act 2003</a> (Qld).
<b>Allowable Expenditure Policy</b>	<b>Allowable Expenditure Policy</b> means the document of the same or similar title published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Applicant</b>	<b>Applicant</b> means any person seeking a social housing service.
<b>Asset Management</b>	<b>Asset Management</b> means the processes, systems and activities required to manage the life cycle of funded housing assets and the portfolio.
<b>Bedroom Entitlement</b>	<b>Bedroom Entitlement</b> means the type of social housing property customers are listed for and allocated, according to the household's entitlement based on the household size and composition.  For example: a single person or a couple are entitled to a property with one-bedroom (any housing type).
<b>Community Housing</b>	<b>Community Housing</b> means the provision of a community housing service.  Community Housing Service is as defined under the <a href="#">Housing Act 2003</a> .
<b>Community Housing Provider</b>	<b>Community Housing Provider</b> means an entity providing or required to provide housing services using funds provided by the department.
<b>Community Housing Service</b>	A <b>community housing service</b> is a social housing service that is not public housing.  As defined under the <a href="#">Housing Act 2003</a> .
<b>Crisis Accommodation</b>	<b>Crisis Accommodation</b> means housing services funded under the Crisis Accommodation Program.
<b>Customer</b>	<b>Customer</b> means a person who is receiving relevant goods or services from the funded provider, including a tenant of the funded provider, or has applied to the funded provider to receive relevant goods and services.
<b>Department</b>	<b>Department</b> means the Department of Housing, Local Government, Planning and Public Works.
<b>Disruptive behaviour</b>	<b>Disruptive behaviour</b> means behaviour which may or is likely to disturb the peace, comfort or privacy of other tenants, neighbours, or members of the surrounding community. This may include harassment, illegal activities and other inappropriate behaviour and includes actions that cause intentional or reckless damage to property or place the property at risk of damage.
<b>Eligible applicant</b>	<b>Eligible applicant</b> means those persons who meet the Intake Eligibility Criteria as specified in the <a href="#">Social Housing Eligibility Criteria</a> , published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Eligible customers</b>	<b>Eligible customers</b> means those customers who are approved persons listed on the department's Housing Register and who meet the Intake

	Eligibility Criteria as specified in the <a href="#">Social Housing Eligibility Criteria</a> , published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Funded Property</b>	<p><b>Funded property</b>, of a funded provider providing a housing service, means:</p> <ul style="list-style-type: none"> <li>land that the chief executive, or another funded provider, transfers to the funded provider; or</li> <li>land that the funded provider acquires, wholly or partly, using funding or receipts for the housing service; or</li> <li>land held by the funded provider on which housing has been constructed, or other improvements have been made.</li> </ul> <p>As further defined under the <a href="#">Housing Regulation 2015</a>.</p>
<b>Funded Provider</b>	A <b>funded provider</b> is an entity providing, or required to provide, housing services using funding.
<b>Funding</b>	<p><b>Funding</b> is assistance provided by the chief executive:</p> <ul style="list-style-type: none"> <li>in the form of money or other assistance to a funded provider to assist the provider in providing housing services; and</li> <li>on condition the funded provider is accountable to the chief executive for providing the housing services and the use of the money or other assistance.</li> </ul> <p>As defined under the <a href="#">Housing Act 2003</a>.</p>
<b>Funding Agreement</b>	<p><b>Funding agreement</b></p> <ul style="list-style-type: none"> <li>The chief executive may enter into an agreement (a funding agreement) with an entity for giving funding to the entity.</li> </ul> <p>A funding agreement may include the terms the chief executive considers appropriate.</p>
<b>Household</b>	<b>Household</b> means all persons named on the application for housing assistance, or identified in the residential tenancy agreement, regardless of age or relationship.
<b>Housing Register</b>	<b>Housing Register</b> means the department's register of eligible applicants awaiting social housing services.
<b>Housing service</b>	<p>A <b>housing service</b> is a social housing service or an ancillary housing service.</p> <p>As defined under the <a href="#">Housing Act 2003</a>.</p>
<b>Pathway or Tenancy Plan</b>	A <b>Pathway or Tenancy Plan</b> means a plan created between the provider and the eligible applicant/tenant, detailing identified support requirements, capacity building opportunities, and agreed tenancy goals to improve tenancy outcomes and maintain secure housing.
<b>Planned Maintenance</b>	<b>Planned Maintenance</b> means the definition given in the lease between the department and the Community Housing Provider for department-owned properties.
<b>Program Specifications</b>	<b>Program Specifications</b> means the relevant specifications in the Policies, being the State's 'Social Housing Program Specifications for funded providers delivering crisis accommodation and/or community housing services', as published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Property</b>	<b>Property</b> means a building or area of land, or both together.

	Property may encompass Funded Property as defined under the <a href="#">Housing Act 2003</a> .
<b>Registered Provider</b>	<p><b>Registered Provider</b> means each of the following:</p> <ul style="list-style-type: none"> <li>• a national provider;</li> <li>• a state provider.</li> </ul> <p>As defined under the <a href="#">Housing Act 2003</a>.</p>
<b>Published</b>	<b>Published</b> means made available on the department's website and made available at the department's offices.
<b>Receipts</b>	<p><b>Receipts</b>, for a housing service that a funded provider provides, means:</p> <ul style="list-style-type: none"> <li>• funding paid to the funded provider by the chief executive; or</li> <li>• an amount, other than funding, that the funded provider receives for providing the service (like rent and fees); or</li> <li>• the proceeds of sale of a funded property; or</li> <li>• interest on an amount mentioned in the above paragraphs.</li> </ul> <p>As defined under the <a href="#">Housing Regulation 2015</a>.</p>
<b>Regulation</b>	<b>Regulation</b> means the <a href="#">Housing Regulation 2015</a> .
<b>S4 rating</b>	<b>S4 rating</b> means the specified condition standard "building to be in good condition operationally and aesthetically, benchmarked against industry standards for that class of asset", as specified in the <a href="#">Maintenance Management Framework</a> as published by the Queensland Government from time to time, and available on the Queensland Government's website at <a href="http://www.forgov.qld.gov.au">www.forgov.qld.gov.au</a> .
<b>Social Housing</b>	<p><b>Social Housing</b> means the provision of a social housing service to an individual for residential use, other than crisis accommodation.</p> <p>Social Housing Service is as defined under the <a href="#">Housing Act 2003</a>.</p>
<b>Social Housing Eligibility Criteria</b>	<p><b>Social Housing Eligibility Criteria</b> means the document with that name published by the department.</p> <p>As defined under the <a href="#">Housing Regulation 2015</a>.</p>
<b>Social Housing Rent Policy</b>	<b>Social Housing Rent Policy</b> means the document of the same or similar title published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Social Housing Service</b>	<p>A <b>social housing service</b> is the provision of housing to an individual for residential use, other than crisis accommodation.</p> <p>As defined under the <a href="#">Housing Act 2003</a>.</p>
<b>Social Housing Tenancy Management Policy</b>	<b>Social Housing Tenancy Management Policy</b> means the document of the same or similar title published by the department from time to time, and available on the Queensland Government's website at <a href="http://www.business.qld.gov.au">www.business.qld.gov.au</a> .
<b>Spouse</b>	<b>Spouse</b> means a person in an interpersonal relationship and/or cohabiting with a tenant, applicant or resident, including husband, wife, partner or de-facto of any gender.
<b>Support Provider</b>	<b>Support Provider</b> means an agency which provides tailored supports to customers to address issues which may impact their tenancy, including assistance with employment, budgeting, problematic alcohol and other drug use, parenting skills, tenancy skills etc.
<b>Tenancy management</b>	<b>Tenancy management</b> means all the processes, systems and activities of housing managers to identify and select tenants, respond to tenant needs



	and deal with tenancy-related matters. This involves actively managing tenancies and promoting a responsive person-centered approach, including pathways to build a tenant's capacity and optimal level of independence.
<b>Tenant</b>	<p>A <b>tenant</b> is the person to whom the right to occupy residential premises under a residential tenancy agreement is given.</p> <p>Note—</p> <p>Under the <i>Acts Interpretation Act 1954</i>, section 35A, a reference in an Act to a person as lessee includes a reference to the person's personal representatives, successors and assigns. Under schedule 1 of that Act, a lessee includes a tenant.</p> <p>A <b>tenant</b> also includes—</p> <p>(a) the person to whom the right to occupy residential premises is to be given under a proposed residential tenancy agreement; and</p> <p>(b) the subtenant of a tenant.</p> <p>As defined under the <a href="#">Residential Tenancies and Rooming Accommodation Act 2008</a></p>
<b>Youth Subsidy</b>	An initiative under <i>Homes for Queenslanders</i> for Registered Community Housing Providers (funded providers) to access a Youth Subsidy to help house more young people.

## 9 Resources

### 9.1 References

The requirements set out in this document are based on, and are consistent with, relevant Government legislation, regulations, directives, information standards and/or policies at the time of publication. This includes but is not limited to:

[Housing Act 2003](#)

[Housing Regulation 2015](#)

[Human Rights Act 2019](#)

[Public Records Act 2002](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

[Residential Tenancies and Rooming Accommodation Regulation 2009](#)

[Information Privacy Act 2009](#)

### 9.2 Policies

This guideline should be read in conjunction with the relevant policies to ensure a complete understanding of requirements. This can include:

*Allocations Policy for funded Social Housing Providers*

*Allowable Expenditure Policy*

[Social Housing Eligibility Criteria](#)

[Social Housing Rent Policy](#)

*Tenancy Management Policy for funded Social Housing Providers*

## 9.3 Guidelines

Social Housing Tenancy Management Guideline

Social Housing Eligibility Criteria Guideline

Social Housing Allocations Guideline

Social Housing Rent Guideline

Data and Reporting Framework for funded Housing and Homelessness Services

## 9.4 Forms

Implementing the Program Specifications may require completion of specific department forms. This may include:

[Application for Social Housing](#)

[Housing Register Advice Form](#)

[Nomination Form - Community Housing](#)

[Notification of Vacancy Form](#)

[Transfer Application](#)

[Transfers Checklist for Community Housing Providers](#)

[Tenancy Plan for Social Housing](#)

[Youth Subsidy Claim Form](#)