

Social Housing Policy 2026:

For Funded Community Housing Providers delivering a social housing service

This policy does not apply to Public Housing, Crisis Accommodation and services delivered by Specialist Homelessness Providers funded under the *Community Services Act 2007*

Contents

Chapter 1: Social Housing Policy 8

- 1.1 Purpose..... 8
- 1.2 Authority..... 8
- 1.3 Scope..... 8
- 1.4 Policy statement..... 8
- 1.5 Policy principles 9
- 1.6 Policy requirements 9
 - 1.6.1 Social Housing Specified Policy Settings 10
 - 1.6.2 Strategic Portfolio Statement 10
 - 1.6.3 Reporting and Performance 11
 - 1.6.4 Record keeping requirements 11
 - 1.6.5 Complaints and Dispute resolution 11
 - 1.6.6 Audits 12
 - 1.6.7 Non-Compliance 12

Chapter 2: Social Housing Eligibility Criteria 13

- 2.1 Purpose..... 13
- 2.2 Scope..... 13
- 2.3 Policy statement..... 13
- 2.4 Policy principles 13
- 2.5 Social Housing Eligibility Criteria 14
 - 2.5.1 Common Social Housing Eligibility Criteria (apply to all Social Housing)..... 14
 - 2.5.1.1 Queensland residency..... 14
 - 2.5.1.2 Australian citizenship or permanent residency 14
 - 2.5.1.3 Property ownership..... 14
 - 2.5.2 General Social Housing Eligibility Criteria 15
 - 2.5.2.2 Liquid assets..... 15
 - 2.5.2.3 Wellbeing eligibility 15
 - 2.5.2.4 Household income thresholds 16
 - 2.5.2.5 Independent income 18
 - 2.5.2.6 Exemptions..... 18

2.5.2.7 Ongoing eligibility for General Social Housing	18
2.5.3 Affordable Housing Eligibility Criteria	19
2.5.3.1 Liquid assets	19
2.5.3.3 Ongoing eligibility settings for Affordable Housing setting	20
Chapter 3: Social Housing Rent Policy	21
3.1 Purpose	21
3.2 Scope	21
3.3 Policy statement	21
3.4 Policy principles	21
3.5 Policy requirements	22
3.5.1 Rent settings	22
3.5.2 Market Rent	23
3.5.3 Rent reviews	23
3.5.4 Social Housing Service Charges	23
3.5.5 Assessment rules	24
3.5.6 Guaranteed rent periods	24
Chapter 4: Social Housing Allocations Policy	25
4.1 Purpose	25
4.2 Scope	25
4.3 Policy statement	25
4.4 Policy principles	25
4.5 Policy requirements	25
4.6 Referrals to a General Social Housing tenancy	26
4.6.1 Individual referrals	27
4.6.2 Bulk referrals for allocating to new complexes	27
4.6.3 Nominations for a General Social Housing tenancy	27
4.8 Transfers	28
4.9 Making an Offer	29
4.9.1 Offers for a General Social Housing Tenancy	29
4.9.2 Offers for an Affordable Housing Tenancy	29
4.10 Hard to Let Social Housing property	30

Chapter 5: Social Housing Tenancy Management Policy 31

5.1 Purpose.....	31
5.2 Scope.....	31
5.3 Policy statement.....	31
5.4 Policy principles	31
5.5 Policy requirements	31
5.6 Tenancy Agreement	32
5.7 Managing complex or multi-dwelling buildings.....	32
5.8 Social Housing tenancy reviews.....	32
5.8.1 General Social Housing ongoing eligibility.....	33
5.8.2 Affordable Housing ongoing eligibility.....	33
5.9 Reasonable absences from a social housing property.....	34
5.10 Reasonable expectations of tenant behaviour	34
5.10.1 Serious and nuisance behaviour.....	35
5.10.2 Dangerous and illegal behaviour	35
5.11 Referrals to support services	35
5.12 Relocation	35
5.13 Notification to exit a Social Housing tenancy due to ineligibility.....	36

Chapter 6: Social Housing Asset Management Policy 37

6.1 Purpose.....	37
6.2 Scope.....	37
6.3 Policy statement.....	37
6.4 Policy principles	38
6.5 Policy requirements	38
6.6 Maintenance responsibilities for Funded Properties	38
6.6.1 Maintenance requirements	38
6.6.2 Asset Management	39
6.6.3 Alterations to State-owned Lease Funded Properties	39
6.6.3.1 Alterations Exemptions for State-owned Lease Funded Properties	40
6.6.4 Inspections	40
6.7 Insurance	41

6.8 Storage of dangerous goods	41
6.9 Vacant Funded Properties	41
Chapter 7: Social Housing Allowable Expenditure Policy	42
7.1 Purpose.....	42
7.2 Scope.....	42
7.3 Policy statement.....	42
7.4 Policy principles	42
7.5 Policy requirements	42
7.6 Receipts (income).....	43
7.7 Common Allowable Expenditure	43
7.8 Surplus balance	44
7.9 Return of unexpended funding or receipts	45
7.10 Funding acquittal	45
7.11 Provisions for asset maintenance.....	45
7.12 Service Funding.....	45
Chapter 8: Master Agreement Expenditure Policy	46
8.1 Purpose.....	46
8.2 Scope.....	46
8.3 Policy statement.....	46
8.4 Policy principles	46
8.5 Policy requirements	47
8.6 Funded Receipts requirements	47
8.7 Capital Funded Property Sale Process requirements	47
8.8 Proceeds of Sale Expenditure requirements	48
8.9 Proceeds of Sale requirements	48
Chapter 9: Performance and Reporting Framework.....	49
9.1 Purpose.....	49
9.2 Scope	49
9.3 Principles	49
9.4 Program priorities and outcomes.....	50

9.5 A strong community housing sector	50
9.6 Reporting requirements	50
9.7 Annual reporting.....	51
9.8 Regular Reports.....	52
9.9 Performance indicators.....	53
9.10 How the department uses the data.....	53
9.11 Performance feedback.....	53
9.12. Publication of performance	53
9.13 Late or non-submission of reporting requirements performance	54

Chapter 10: Social Housing Service Funding Requirements .. 55

10.1 Purpose.....	55
10.2 Scope	55
10.3 Statement of Requirements	55
10.4 Service Funding requirements.....	55
10.4.1 Community Rent Scheme and Rapid Housing Response Transition.....	56
10.4.2 Housing with Support Initiative – Domestic, family or sexual violence	56
10.4.3 Supportive Housing	57
10.4.3.1 Youth Foyers	57
10.4.3.2 Supportive Housing for Families	58
10.6 Special Conditions	58

Chapter 11: Ancillary Housing Service Funding Requirements

..... 59

11.1 Purpose.....	59
11.2 Scope	59
11.3 Statement of requirements	59
11.4 Ancillary Housing Service Funding requirements.....	59
11.4.1 Crisis Accommodation Program	60
11.4.1.1 State Owned Properties funded to deliver Crisis Accommodation	60
1.4.2 Employment and Education Housing.....	60
11.5 Special Conditions	61

Roles and responsibilities 62

Contact..... 62

Document control..... 62

Appendix A: Definitions..... 63

Appendix B: Legislation and Regulations 70

Appendix C: Housing Services Performance Measures 72

Chapter 1: Social Housing Policy

1.1 Purpose

The purpose of the Social Housing Policy is to define the core requirements for funded Community Housing Providers (Providers) contracted to deliver social housing services in accordance with the *Housing Act 2003*. The Social Housing Policy is the overarching policy.

1.2 Authority

A Provider must meet the obligations under the *Housing Act 2003*, and relevant Individual Funding Agreements or Funding Arrangements through the Master Agreement to implement policies and guidelines to ensure compliance with prescribed requirements.

In the event of any inconsistency or ambiguity between the Social Housing Policy and a Funding Agreement, the applicable Funding Agreement will prevail.

1.3 Scope

The Social Housing Policy applies to Providers contracted for a Funded Purpose, including Providers who have executed a Master Agreement.

This policy does not apply to State owned and managed Public Housing or Specialist Homelessness Providers funded under the *Community Services Act 2007*.

Any amendment to the Social Housing Policy and associated policies takes effect three months after the State gives the Provider a copy of, or link to, the amended Policy. Please note terms in existing agreements prevail.

Key terms used in the Social Housing Policy and associated policies are defined in **Appendix A**.

The requirements set out in this document are consistent (at the time of publication) with relevant legislation, regulation, directives, information standards and/or policies as listed in **Appendix B**.

Guidance on how to implement the policies, including links to templates and forms are shown in the Social Housing Guidelines.

1.4 Policy statement

The Social Housing Policy is the overarching policy for the delivery of social housing by Providers in Queensland.

This policy aims to strengthen and support the community housing sector to deliver safe, secure, appropriate and affordable community housing services outcomes to eligible clients.

1.5 Policy principles

State investment in, and the delivery of, social housing services are guided by the following principles:

- Social housing is allocated to Queenslanders most in need of housing
- community housing sector is enabled to invest and grow
- investment in social housing is protected and sustained in perpetuity
- accountable and appropriate social housing services are delivered
- A Provider uses principles compatible with the *Human Rights Act 2019* to ensure decisions are fair and transparent
- A Provider uses principles compatible with the Queensland Privacy Principles (QPPs), as described in the *Information Privacy and Other Legislation Amendment Act 2023* to collect, assess and retain personal information.

1.6 Policy requirements

A Provider must comply with the Social Housing Policy and the following associated policies, as shown in **Table 1** in accordance with the Funding Agreement. Failure to comply with the Social Housing Policy and/or associated policies, requirements and frameworks will be considered a breach of a Provider's Funding Agreement.

A Provider must refer to the Social Housing Guidelines when implementing the Social Housing Policy and associated policies.

The Social Housing Policy and associated policies include references to Individual Funding Agreements and Master Agreements.

Table 1: Associated policies, requirements and framework under the Social Housing Policy

Social Housing Policy	Applicable Agreements
Social Housing Eligibility Criteria	All Funding Agreements
Social Housing Rent Policy	All Funding Agreements
Social Housing Allocations Policy	All Funding Agreements
Social Housing Tenancy Management Policy	All Funding Agreements
Master Agreement Expenditure Policy	Master Agreement
Social Housing Allowable Expenditure Policy	Individual Funding Agreement
Social Housing Asset Management Policy	All Funding Agreements
Social Housing Service Funding Requirements	Where applicable
Ancillary Housing Service Funding Requirements	Where applicable
Supportive Housing Policy	Where applicable
Performance and Reporting Framework	All Funding Agreements

1.6.1 Social Housing Specified Policy Settings

The Social Housing Policy defines two social housing Specified Policy Settings:

- General Social Housing
- Affordable Housing

These Specified Policy Settings support a range of policy positions to assist the State in targeting its investment in, and delivery of, funded social housing services.

Service Funding to support the delivery of housing services is available to a Provider through procurement processes. Funding requirements under the Master Agreement are set out in the Social Housing and Ancillary Housing Service Funding Requirements.

Program types previously referenced in policy, as shown in **Table 2**, must align with these policy settings. However, these former program classifications will no longer be used for categorisation or policy purposes. Going forward, all references will be limited to the two overarching categories: General Social Housing and Affordable Housing.

Table 2: New Specified Policy Settings mapped against previous social housing programs

General Social Housing Settings	Affordable Housing Settings
<ul style="list-style-type: none"> • Long Term Community Housing • Same House Different Landlord • Supportive Housing • Employment and Education Housing Program • Rapid Housing Response Transition • Community Rent Scheme 	<ul style="list-style-type: none"> • Affordable Housing Program • Supportive Housing

1.6.2 Strategic Portfolio Statement

The completion of a Strategic Portfolio Statement is a requirement for a Provider who has entered into a Master Agreement. A Provider must complete a Strategic Portfolio Statement at the commencement of the Master Agreement and as agreed there after.

The Strategic Portfolio Statement supports planning activities, particularly in relation to the use of funding and Proceeds of Sale to grow social housing investment, noting where additional state funding is required to support any planned growth objectives this will be subject to relevant, competitive funding processes.

A Strategic Portfolio Statement must include:

- planned growth of housing stock
- proposed use of funding
- early identification of any potential sale of stock
- strategies to rehouse existing tenants, if applicable
- proposed use of proceeds from asset sales.

1.6.3 Reporting and Performance

A Funded Provider must provide data in accordance with the Performance and Reporting Framework to be eligible for new or continuation of State funding.

Where the State holds or already has access to key information about the Funded Services, the Provider will not be asked to supply the information again, except where updated information or clarification is required.

The State may publish aggregated and deidentified data on the performance of Providers.

1.6.4 Record keeping requirements

The Queensland *Public Records Act 2023* governs the handling of public records. A Provider (being a public authority) must ensure all public records are kept and maintained in accordance with the *Public Records Act 2023*.

A Provider must keep, and on request make available to the State, full and accurate records of activities relating to the compliance with funding requirements, including the following:

- financial documentation
- organisation governance and management records, including licences and approvals and compliance with legislation
- allocation decisions for all referred Eligible Applicants from the Housing Register
- expenditure of receipts, including surplus receipts and funds
- a record of rent calculations for the tenant for the period
 - starting on the day the tenant starts paying rent; and ending on the day that is 6 months after the last day the tenant pays rent
 - tenant household details
 - allocation information and considerations, including where the tenant was allocated from and if Affordable Housing, what other allocations mechanisms were tried before.
 - support offered or accessed for tenants
 - rent reviews and amounts charged
 - eligibility and ongoing eligibility, including evidence of household income
 - tenancy inspections
 - exits
 - complaints and disputes and resolution of matters
- property records, relating to:
 - property inspections carried out (at a minimum, yearly)
 - condition reports
 - photographic evidence
 - maintenance and construction carried out
 - engagement of suitably qualified tradespersons to undertake repairs
 - valuations
- performance of assets and components for life of building for Capital Funded Properties
- sale records and receipts
- utilisation of proceeds of sale.

1.6.5 Complaints and Dispute resolution

A Provider must have a complaints and dispute resolution process and be able to demonstrate compliance with it. Information about a Provider's complaint and dispute resolution process must be provided to tenants, and easily accessible.

A Provider's complaints and resolution process must detail how complaints are managed, including:

- how matters will be mediated
- referral to external support and mediation services
- roles and responsibilities of key staff members in resolving disputes and complaints
- mandatory notification requirements under State legislation.

In addition, to mandatory reporting requirements as per State legislation, a Provider must notify the State as soon as practically possible, of the following incidences and complaints:

- victim harm or death
- harm impacting a child
- any incident or complaint that may have reputational impacts for the State or the Provider.

1.6.6 Audits

The State will complete sample audits from time to time, to ensure a Provider is delivering services in accordance with the Funding Agreements.

If required by the State, a Provider must issue entry notices to tenants to allow access to internal areas of tenanted properties. The State may also arrange access directly without notification to the Provider.

The State may audit compliance of the following policy requirements, but not limited to:

- rent setting and rent reviews
- tenant eligibility and allocation
- health and safety
- property utilisation
- property condition and asset management, including inspections
- financial administration and expenditure and delivery of value for money
- complaints and dispute resolution
- governance
- internal controls are established and maintained, including systems designed to protect access to sensitive information and prevent its misuse
- compliance with relevant legislation, regulations, and government policies.

1.6.7 Non-Compliance

Failure to comply with the Social Housing Policy and/or associated Policies will be considered a breach of a Provider's Funding Agreement

Chapter 2: Social Housing Eligibility

Criteria

2.1 Purpose

This policy presents the eligibility criteria for determining if an applicant can register and/or be allocated a social housing tenancy managed by a funded Community Housing Provider (Provider).

Applicants must meet the eligibility criteria to receive social housing.

2.2 Scope

This Policy applies to applicants seeking a social housing tenancy and tenants residing in a Funded Property managed by a Provider.

The Policy has specific eligibility criteria for the different prescribed social housing settings. An applicant must meet the eligibility criteria for the prescribed setting to be offered a Social Housing tenancy.

For a full list of all definitions refer to **Appendix A**.

This policy does not apply to clients accessing Crisis Accommodation, Public Housing or services delivered by a Specialist Homelessness Provider.

2.3 Policy statement

Social Housing provides housing stability to people most in need and who cannot access and sustain housing in the private market. Eligibility for Social Housing reflects the broad combination of factors which can impact a household's ability to access and sustain housing.

2.4 Policy principles

The implementation of this policy is guided by the following core principles:

- Social Housing provides safe, secure and affordable housing for people on very low to moderate incomes who face barriers to securing and sustaining a tenancy in the private market
- the process to determine eligibility for Social Housing is transparent fair, consistent and inclusive.

2.5 Social Housing Eligibility Criteria

A Provider must ensure the Social Housing Eligibility Criteria for the agreed Specified Policy Settings authorised by the Funding Agreements are met before allocating Social Housing to an applicant and when assessing ongoing eligibility. The Social Housing Guideline provides implementation guidance.

The Social Housing Policy has two Social Housing Eligibility Criteria settings:

- General Social Housing
- Affordable Housing

To ensure Social Housing is available for those in the greatest need and is meeting the household needs; a Provider must annually review the tenants' circumstances and ongoing need and eligibility for Social Housing.

The State reserves the right to audit a Provider to assess compliance with this Policy and management of records.

A Provider must refer to the Social Housing Tenancy Management Policy for ongoing eligibility requirements.

2.5.1 Common Social Housing Eligibility Criteria (apply to all Social Housing)

The following criteria apply to both General Social Housing and Affordable Housing Specified Policy Settings.

The eligibility criteria for General Social Housing are the same as Public Housing.

2.5.1.1 Queensland residency

The applicant (the person/s signing the application and who would become the legal tenant) must live in Queensland.

An exception may be made if the applicant lives in a border area or is applying from another Australian state or territory and is able to prove a definite need to move to Queensland.

2.5.1.2 Australian citizenship or permanent residency

The applicant (the person signing the application and who would become the legal tenant) needs to either:

- be an Australian citizen
- be a permanent resident of Australia
- have a Permanent Protection Visa or a Resolution of Status Visa
- have a Safe Haven Enterprise Visa
- have a Bridging Visa and have applied for a Protection Visa or a Resolution of Status Visa
- be on a Temporary Protection Visa.

If an applicant has applied for permanent residency, a Permanent Protection Visa or a Resolution of Status Visa, the applicant may apply for social housing assistance. However, the applicant will not be offered public or community housing until the residency is resolved.

2.5.1.3 Property ownership

The applicant and all people listed on the application must not own, or part-own, property in Australia or overseas, including:

- a residential home (e.g. house, flat, unit or townhouse)
- a manufactured or transportable home
- vacant land including rural property

- land on which a mobile home, cabin, caravan, donga or live-aboard boat has been placed for use as a residence
- improved or unimproved commercial or industrial property
- property held in a trust.

2.5.2 General Social Housing Eligibility Criteria

The following criteria apply to the General Social Housing Specified Policy setting only.

The eligibility criteria for General Social Housing are the same as Public Housing.

If there is a change in the Public Housing eligibility requirements, these requirements will be replicated for all tenants and applicants seeking housing on the General Social Housing setting.

2.5.2.2 Liquid assets

Liquid assets include but are not limited to:

- money, including cryptocurrency.
- shares, fixed investments, and managed funds
- property trusts
- superannuation payouts (if the person has reached the preservation age)
- the value of caravans, mobile homes, and live-aboard boats.

Some assets are not included, such as vehicles, home contents and collectibles.

When added together, the liquid assets owned by the applicant/s and all people listed on the application must not equal more than the following limits:

- single person household: **\$116,375**
- household with two or more people: **\$148,625**.

2.5.2.3 Wellbeing eligibility

Applicants must have a need to move because the current housing does not meet the household's circumstances and needs, and complex factors mean the applicants are unable to independently access and sustain stable housing.

Applicants for General Social Housing tenancies must be assessed against the wellbeing factors and reasons outlined below to determine eligibility.

The assessment considers:

- why does the applicant need to move from the current housing
- the number and type of wellbeing needs of the applicant, and the household members
- how complex and serious these needs are.

To be eligible, an applicant must have (refer to **Table 2** below):

- **one acceptable reason** to need to move from the current home
- **two complex non-financial wellbeing** factors which make it hard for the applicant to have the housing needs met through other housing options
- **one financial wellbeing** factor.

Table 1: General Social Housing Eligibility Factors and examples of reasons to considered

Eligibility Factors	Examples of reasons to be considered in determining wellbeing eligibility criteria
Reason to move	<ol style="list-style-type: none"> 1. being homeless or likely to become homelessness (e.g. living on the streets or in a car; couch-surfing; or rental tenancy is ending, and the applicant has no housing to go to). 2. experiencing domestic and family and/or sexual violence. 3. currently lives in an unsuitable location. 4. the features of current housing do not meet household needs. 5. applicant cannot afford the rent in current housing.
Complex non-financial wellbeing	<ol style="list-style-type: none"> 6. have a long term serious medical issue or disability. 7. currently experiencing homelessness or have been homeless at least one other time in the last three years. 8. have been evicted two or more times in the last three years. 9. have had multiple unsuccessful private rental applications. 10. there is no supply of appropriate housing in the private rental market. 11. applicant has a child who is at risk of harm or returning from foster or kinship care to the family. 12. applicant is a young person leaving the child protection system or custody/youth detention. 13. applicant or a household member is experiencing domestic and family and/or sexual violence, or other safety concerns.
Financial wellbeing	<ol style="list-style-type: none"> 14. unemployed for a continuous period of 12 months or more. 15. currently unemployed and have experienced unemployment multiple times over the last 12 months. 16. unable to work and have high living expenses due to a serious, long-term medical condition or a significant permanent disability, and are experiencing financial hardship due to continuing medical expenses. 17. employed (full time, part time or casual) and earn an amount that is within the social housing income eligibility limits for your household.

2.5.2.4 Household income thresholds

Some income types are not included when assessing a household's income (refer to Social Housing Guidelines for the list of Non-Assessable and Assessable income).

To be eligible for General Social Housing, an applicant's household's total gross weekly assessable income must be less than the income limits, based on the number of people in the household, provided in **Table 2** below.

Table 2: General Social Housing Household Income limit thresholds

Household members	Household weekly gross income limit (must be this amount or less)
Single person	\$609
Single person with one child	\$755
Single person with three or more children	\$877
Single person with three or more children	\$999
Two single people	\$755
Two single people and one child	\$877
Two single people with two children	\$999
Three single people	\$877
Three single people and one child	\$999
Four single people	\$999
Five single people	\$1,121
Couple	\$755
Couple with one child	\$877
Couple and one single person	\$877
Couple with two children	\$999
Couple with three or more children	\$1,121
Couple with one single person and two or more children	\$1,121
Couple with two children and one single person	\$1,121
Two couples with one or more children	\$1,121
Other households with five or more people including at least two adults	\$1,121

2.5.2.5 Independent income

At least one applicant who signs the tenancy agreement must receive an independent income.

To be eligible:

- the independent gross income must be more than \$325.28 every week
- the applicant must have received this income for at least four weeks before applying for General Social Housing
- the income must be considered 'assessable income' (as some income is not assessed).

Any household member who has no income, a very low income or cannot identify or verify the income, will be assessed as having the income of the equivalent Centrelink payment (i.e., the payment that would match the circumstances even if the household does not qualify for that payment).

The equivalent Centrelink payment is based on:

- age
- relationship status
- whether the household lives at, or away from home
- whether the household has children.

If the applicant holds a Temporary Protection Visa, or is in a correctional facility, and does not yet have an independent income, the applicant can apply for Social Housing. If the applicant is eligible, the applicant will be added to the Housing Register but will not be offered housing until the applicant receives an independent income.

2.5.2.6 Exemptions

Granting exemptions to the Social Housing Program Eligibility Criteria will be considered in exceptional circumstances where an ineligible applicant has urgent complex needs and in circumstances when a General Social Housing tenancy is the only appropriate response to meet the ineligible applicant's housing needs.

Household exemptions from the General Social Housing eligibility settings require written approval from the relevant State delegate prior to allocating a tenancy. Ongoing eligibility criteria for these arrangements are as per the Funding Agreement with the State.

Examples of when an exemption may apply, are:

- in the case of domestic and family and/or sexual violence
- marriage breakdown
- extreme hardship
- when the vacant land is in a natural disaster area or primary residence is deemed uninhabitable due to a natural disaster.

2.5.2.7 Ongoing eligibility for General Social Housing

Tenants should continue to meet the ongoing eligibility criteria for General Social Housing which include:

- all requirements under Section 2.6.1 of this policy
- household income – no more than \$80,000 in gross assessable income for tenant(s) and the spouse
- property ownership (as per Section 2.6.1.3), and
- household need and match to property.

2.5.3 Affordable Housing Eligibility Criteria

Affordable Housing eligibility criteria apply to the following Specified Policy Setting:

- Affordable Housing Rent Settings

Applicants for Affordable Housing must meet the Common Social Housing Eligibility Criteria, outlined in Section 2.6.1 of this policy, and the following criteria.

2.5.3.1 Liquid assets

Liquid asset limits for applicants eligible for Affordable Housing tenancies are set to allow households to accumulate assets to support homeownership.

When added together liquid assets, owned by the applicant/s and all people listed on the application, must not equal more than the following limits:

- single person household: \$185,000
- household with two or more people: \$220,000.

Liquid assets must be reviewed annually against the published limits.

Liquid assets include but are not limited to:

- money, including cryptocurrency
- shares, fixed investments, and managed funds
- property trusts
- superannuation payouts (if the person has reached the preservation age)
- the value of caravans, mobile homes, and live-aboard boats.

Some assets are not included, such as vehicles, home contents, and collectibles.

2.5.3.2 Income limit thresholds

Income limit thresholds are based on data published by the Australian Bureau of Statistics on Queensland average weekly ordinary full-time earnings (excluding overtime) scaled for household type and size.

A household's gross income for the 12 months prior to commencement of an affordable housing tenancy must be equal to, or less than the relevant income limit for the household's composition.

The household income limit thresholds will be indexed by the State on an annual basis by a stated index rate and a review of this index rate is to occur every five years from the commencement of this policy. As of 1 July 2025, the index rate is 2.5 per cent and will remain at this rate till 30 June 2030.

New index rates will be updated on the Queensland Government website and notifications will be sent to the Provider.

The income threshold limits are based on household size and type and are shown in **Table 3** below.

Table 3: Affordable Housing Gross Household Income limit thresholds

Household types	Maximum annual gross household income threshold
1 adult	\$80,000
2 adults	\$103,145
3 adults	\$129,887
Sole parent, 1 child	\$103,145
Sole parent, 2 children	\$126,066
Sole parent, 3 children	\$148,987
Couple, 1 child	\$126,066
Couple, 2 children	\$148,988

2.5.3.3 Ongoing eligibility settings for Affordable Housing setting

Ongoing income eligibility settings are adjusted annually to ensure housing assistance is targeted to very low to moderate income households.

If the gross household income exceeds the applicable household income limit by 25 per cent for two consecutive financial years, the household is no longer deemed eligible for an Affordable Housing tenancy.

Chapter 3: Social Housing Rent Policy

3.1 Purpose

The Social Housing Rent Policy prescribes the maximum amounts of rent which can be charged by funded Community Housing Providers (Providers) for social housing.

Details on how to implement the Social Housing Rent Policy are included in the Social Housing Guidelines.

This policy does not apply to tenants living in Public Housing managed by the State. a Funding Agreement or Funding Arrangement, the applicable agreement or arrangement will prevail.

3.2 Scope

The Social Housing Rent Policy applies to all Leased and Capital Funded Properties managed by the Provider.

A Provider can only charge the rent setting which is authorised by the Funding Agreements or Funding Arrangements.

Relevant definitions included in this policy are found in Appendix A.

The requirements set out in this document are consistent (at the time of publication) with relevant legislation, regulation, directives, information standards and/or policies as listed in Appendix B.

This policy does not apply to clients accessing Crisis Accommodation or Public Housing.

3.3 Policy statement

Rent settings for Social Housing are designed to provide targeted assistance to people on very low to moderate household income, to enable access to safe, secure and affordable tenancies.

3.4 Policy principles

The implementation of the Social Housing Rent Policy is guided by the following core principles:

- decisions regarding rent settings are transparent and fair
- rent calculations are provided to tenants in a clear, accessible and easy to understand format
- income from rent receipts supports a Provider to provide sustainable social housing.

3.5 Policy requirements

Under Section 17 of the Housing Regulation 2015, a Provider is required to have their own rent policy. This must be in an accessible form, provided to tenants and easily available.

A Provider's rent policy is to include information on the following:

- amount of rent charged
- information on the rent review frequency and process
- methodology for calculating the rent
- rent payment options
- the Provider's approach to managing rent arrears
- how tenants can seek assistance if experiencing severe financial hardship
- how severe financial hardship is assessed
- tenant complaint process to address matters relating to rent.
- any service charges if applicable.

The Provider must comply with the *Residential Tenancies and Rooming Accommodation Act 2008* and cannot contract out of the law.

The collection and assessment of personal information by a Provider must be in accordance with the Queensland Privacy Principles, as described in the *Information Privacy and Other Legislation Amendment Act 2023*.

When implementing this policy, a Provider must make decisions which are fair, transparent and compatible with human rights, as described in the *Human Rights Act 2019*.

The State reserves the right to audit compliance with the Social Housing Rent Policy.

Failure to comply with the Social Housing Rent Policy may result in a breach of the Funding Agreements.

3.5.1 Rent settings

The Provider must deliver Social Housing within the agreed rent setting and percentage discounts authorised by the relevant Funding Agreements or Funding Arrangements. Maximum agreed rent settings are shown in **Table 1**.

If no rent setting is prescribed in a Provider's Funding Agreements, the default rent setting is the General Social Housing Setting, as defined in **Table 1: Maximum Agreed Rent Charges**.

For fully furnished dwellings, the Provider must only charge up to a maximum of 3 per cent of the household's weekly assessable income.

Service Charges, if applicable, can be charged in addition to the total rent charged for Social Housing.

Table 1: Maximum Agreed Rent Charges

Rent Setting	Amount of Rent Charged
General Social Housing	Rent set for each property can be no more than 25% of assessable household income PLUS 100% Commonwealth Rent Assistance entitlement or market rent whichever is lower. A Service Charge (if applicable) can be charged in addition to rent limits.
Affordable Housing**	Up to 30% of gross household income PLUS Commonwealth Rent Assistance entitlement), or 74.9% of market rent, whichever is lower. A Service Charge (if applicable) can be charged in addition to rent limits.

****Affordable Housing Rent Charges can only be utilised as agreed in Funding Agreements with the Department.**

3.5.2 Market Rent

The maximum rent which can be charged for social housing is the Market Rent. In some cases, a Provider will set the maximum rent at 74.9 per cent of Market Rent, where required to retain the charitable status in accordance with the Australian Taxation Office requirements.

All details on how the rent setting is calculated and administered are included in the Social Housing Guidelines, including information on assessable and non-assessable income types.

The determination of the Market Rent Amount for each Funded Property is to be undertaken by an independent and qualified professional every 4 years and in the intervening years a desktop analysis is to occur, unless specified otherwise in Funding Agreement. Records of how a Market Rent is calculated must be kept by the Provider.

3.5.3 Rent reviews

Rent reviews are to be conducted in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008*.

Reviews of the agreed rental amount charged for a tenancy are to be carried out by the Provider at least on an annual basis.

The amount of rent charged for a tenancy under an income-based rent setting can be adjusted during a calendar year if there is a change in household circumstances. For instance, when a tenant requests a review of the rent due to a change in the household circumstances, such as a change in household income or household size (known as a change of circumstances rent review), the Provider must undertake a review and adjust the rental amount if required.

Changes in rent must not cause tenants to experience Severe Financial Hardship.

Any rent increases must be directly and clearly communicated to affected tenants with at least two months' notice, unless it is a change of circumstances rent review which must be effective immediately as of the next charge period.

Any rent decreases, from either a scheduled rent review or change in circumstances rent review, must be effective immediately as of the next charge period.

3.5.4 Social Housing Service Charges

Additional Service Charges up to \$10 per week can be charged by the Provider for utilities, another service or facility supplied to or used at the Funded Property, as prescribed under sections 164 – 166A, of the *Residential Tenancies and Rooming Accommodation Act 2008*. For example, a Provider may apply a fixed weekly water charge of \$5, in addition to rent, rather than invoicing tenants for actual water usage when the utility bill is issued.

Any Service Charge must be included in the tenancy agreement.

The charging of a Service Charge must be fair and accounted for separately. The Provider must supply evidence to tenants of how the amount of a Service Charge is calculated and payment will be recovered. Tenants cannot be charged for:

- more than the billable amount
- the cost of supplying or maintaining equipment
- time and labour in reading meters

For fully furnished dwellings, the Provider must only charge up to a maximum of 3 per cent of the household's weekly assessable income.

The Provider must keep records relating to calculation and collection of Services Charges.

3.5.5 Assessment rules

The Social Housing Rent Policy applies to all new tenants and existing tenants in properties following the effective date of the policy.

The income of all household members, and tenants, must be included when determining the rent to be paid by a household, except in the following circumstances:

- part time household members who reside in the dwelling less than three days per week
- carers who own the primary place of residence and do not live full time in the social housing
- young people aged under 25 years of age who are not the tenant or spouse in the social housing property and who are working.

The Provider must transition existing tenants to the new Social Housing Rent Policy through scheduled rent reviews. The Provider must undertake an assessment of a tenant's ability to afford any new rent setting and ensure the amount of rent charged does not cause the tenant Severe Financial Hardship.

3.5.6 Guaranteed rent periods

To encourage household members receiving a Services Australia or Department of Veteran Affairs income support payment to enter the workforce and receive a guaranteed rent period of six months from commencement of work.

The Provider must apply the guaranteed rent period to all households that advise a household member is entering the workforce. Guaranteed rent periods do not apply if the household member:

- is not starting new employment but has an increase in hours
- is self-employed
- is returning to work after being on a WorkCover payment, or
- has started a second job.

Chapter 4: Social Housing Allocations

Policy

4.1 Purpose

The Social Housing Allocations Policy sets out the allocation requirements for funded Community Housing Providers (Providers), assisting Eligible Applicants to access appropriate Social Housing.

4.2 Scope

This policy applies to a Provider who is funded to deliver social housing services to Eligible Applicants.

The Social Housing Allocations Policy must be read with the Social Housing Guidelines for guidance on implementing this policy.

This policy does not apply to Public Housing or Crisis Accommodation allocations.

4.3 Policy statement

The allocation of social housing dwellings to Eligible Applicants is carried out, in a fair and transparent manner. Eligible Applicants are matched to a housing solution which best meets the assessed needs, at the point of allocation and for the duration of the tenancy.

4.4 Policy principles

The delivery of this policy is guided by the following core principles:

- the provision of social housing is a scarce social resource in high demand and allocation decisions are to prioritise Eligible Applicants
- Eligible Applicants are matched to the housing solution which is suitable to the circumstances (locational, financial, family, cultural, health and social needs) at the time of allocation and when changes occur during the tenancy
- allocation of social housing tenancies is conducted in an accountable, equitable and transparent manner
- allocation of social housing tenancies meets the strategic objectives and funding outcomes sought by the State.
- all allocations must comply with the *Queensland Anti-Discrimination Act 1991* and the *Humans Rights Act 2019*

4.5 Policy requirements

A Provider is responsible for the final allocation decision and must notify the State of the allocation decision using the department's Housing Register Advice Form.

A Provider is required to document in writing, and retain the following records relating to the allocation decision:

- evidence of a transparent and fair allocation decision making process
- notification sent to successful tenant which includes information about how rent is calculated
- rationale for the allocation decision
- refusal of an allocation offer for a tenancy and reason/s for the refusal
- forms requesting referral of Eligible Applicants from the Housing Register
- confirmation of tenant's eligibility against the Social Housing Eligibility Criteria prior to the offer of allocation.

The Provider must comply with and publish clear and accessible policies and information which outline the approach to allocating a social housing tenancy, including the following details if applicable:

- priority households, as agreed to in Funding Agreements
- need to be registered for social housing
- assessment of suitability for allocation
- appeals and complaints processes.

The Provider must submit the performance reports to be eligible for new or the continuation of State funding.

4.6 Referrals to a General Social Housing tenancy

The Provider must notify the State of a Vacancy, within one day of becoming aware of the Vacancy. Providers are to complete the Notification of Vacancy and Exit Form.

It is expected a Provider will work with the State to identify suitable Eligible Applicants to fill a General Social Housing vacancy.

The notification of a General Social Housing vacancy, by the Provider, will result in the State supplying a referral report. There are three options available to the Provider for types of referral reports.

The State will refer Eligible Applicants from the Housing Register, who best meet the prescribed Social Housing Eligibility Criteria and rent setting, locational and bedroom requirements of the notified vacant property.

The Provider must notify the State who the vacant property has been allocated to and reasons for not allocating a tenancy to an Eligible Applicant included in a referral.

4.6.1 Individual referrals

A Provider can request a referral comprising three confirmed Eligible Applicants from the Housing Register.

The State will supply a referral report comprising Eligible Applicants who have been confirmed as meeting the Social Housing Eligibility Criteria and meet the rent setting, locational and bedroom requirements at the time the report is issued.

4.6.2 Bulk referrals for allocating to new complexes

A Provider can request a time limited bulk referral list when allocating offers for a new social housing complex with over 5 vacant units of accommodation.

The bulk referral list will be only valid for 28 business days from the date of issue.

The State will supply a bulk referral report detailing Applicants from the Housing Register who best meet the prescribed Social Housing Eligibility Criteria, rent setting, locational and bedroom requirements.

The Provider must notify the State of the successful and unsuccessful applicant/s and reasons.

4.6.3 Nominations for a General Social Housing tenancy

A Provider, by exception, may nominate potential customers to be housed in General Social Housing, subject to the written approval of the relevant State Delegate. A nomination occurs when the Provider independently, or through an arrangement with a third party, identifies a potential applicant to be housed in a General Social Housing tenancy and submits a nomination to the department for the customer to be housed.

A nominated customer must meet the Social Housing Eligibility Criteria and must be recorded on the Housing Register. The department will assess the customer's eligibility.

The State Delegate may approve a Provider to use the nominations process for General Social Housing if,

- specialised support arrangements are in place for customers who cannot be identified from the Housing Register
- the Provider is approved to assist a particular target group which cannot be identified from the Housing Register
- the ineligible household is assessed as being in urgent need of housing due to but not limited to:
 - domestic, family and sexual violence
 - marriage breakdown
 - extreme hardship
 - have a housing need and unable to secure and /or sustain housing in the private market
 - in times of a declared natural disaster
 - medical reasons.

Ongoing eligibility criteria for these nominations must be as per the Funding Agreement with the State.

4.7 Matching eligible households to vacancies

Allocations must be made in accordance with the assessed needs of Eligible Applicants which best match the vacancy.

Tenants must be allocated to a property which does not place the household into Severe Financial Hardship.

All allocation decisions must be transparent and supported by documented rationale.

Providers must undertake at least annual reviews of the housing needs of tenants and ensure the housing solution meets the assessed needs of the household, including bedroom allocation to avoid under occupancy or overcrowding of a Funded Property.

4.8 Transfers

A tenant may be transferred from one social housing property to another. The Provider must have a clearly documented transfer process, including a consistent and well defined decision making framework for assessing transfer eligibility.

Transfers are used to ensure tenants are housed in properties matched to the assessed needs and to ensure that social housing is fully utilised at all times.

Reasons for a Provider to authorise a transfer, include:

- changes in the financial, social and support circumstances of the tenant
- for the health, safety and security of the tenant or the household
- to respond to changes in a household's bedroom entitlements and reduce under-occupancy or overcrowding
- sale or major upgrade to a social housing property
- transfer to another Provider.

A transfer to another property can be initiated by the Provider. The Provider must have early discussions with the tenant and provide sufficient notice to end the tenancy agreement as per *Residential Tenancies and Rooming Accommodation Act 2008*.

Tenants can request a transfer, and the Provider must reasonably consider the request.

For any tenants approved for a Transfer to another property, the Provider must follow the approach below to find alternative housing, in the following priority order:

1. allocate a tenancy within the Portfolio
2. find an alternative Provider managed property or
3. refer the tenant back to the department for assessment and consideration of eligibility for housing products, including placement on the housing register for future social housing vacancies.

The Provider must notify the tenant of the transfer application outcome and must provide the following information in the notification:

- reasons for provider-initiated transfer, if applicable
- contact number if the tenant wishes to contact the Provider and discuss the outcome
- complaint and review process available to the tenant.

The Provider must notify the department of any transfers within the portfolio, to enable the department to maintain accurate records of household details at tenancy commencement.

4.9 Making an Offer

4.9.1 Offers for a General Social Housing Tenancy

The Provider must allocate properties funded to deliver a General Social Housing tenancy to Eligible Applicants from the Housing Register.

If an Eligible Applicant accepts an offer of a social housing tenancy, the household will be considered suitably housed and removed from the Housing Register.

4.9.2 Offers for an Affordable Housing Tenancy

When offering an Affordable Housing tenancy, the Provider must clearly communicate the different eligibility criteria, including ongoing eligibility, and rent setting implications to the applicant.

A Provider must ensure the prescribed rent setting does not subject a tenant to Severe Financial Hardship. The Provider must not offer a dwelling to an applicant if the affordable rent setting is not appropriate for them.

When allocating a Funded Property approved to deliver an Affordable Housing tenancy, the Provider must prioritise the allocation in the following order:

1. Eligible Applicants on the Housing Register
2. Tenants exiting Public Housing or General Social Housing rent setting due to not meeting the ongoing income eligibility criteria
3. Tenants sourced from other government and non-government agencies, including Specialist Homelessness Providers
4. Persons identified in the private market.

The allocation to an Affordable Housing tenancy will be monitored and considered in the overall performance of a Provider, as set out in the Performance and Reporting Framework.

The Provider must ensure that tenants not sourced from the Housing Register for an Affordable Housing tenancy, meet the Affordable Housing Eligibility Criteria.

Eligible Applicants will not be removed from the Housing Register if the applicant does not accept a reasonable offer of Affordable Housing. The Eligible Applicant will remain eligible for social housing if the department is satisfied, the applicant has refused the offer on reasonable grounds.

If an Eligible Applicant accepts an offer of Affordable Housing tenancy, the applicant will be considered suitably housed and removed from the Housing Register.

4.10 Hard to Let Social Housing property

A Provider who is unable to allocate a Funded Property to an Eligible Applicant must seek permission from the State to allocate the Funded Property on an interim basis to a household outside the social housing eligibility.

The Provider must submit an Action Plan to the State, which must demonstrate all options to allocate an Eligible Applicant have been considered before a Funded Property is defined as Hard to Let.

Properties will be approved for a maximum Hard to Let period of up to two years based on available evidence, with regular reviews and follow-up actions plans.

The following reasons, shown in **Table 1**, but not limited to will be considered in defining a Funded Property as Hard to Let.

Table 1: Acceptable Reasons defining a Hard to Let Funded Property

Reasons	Features/examples
Location	<ul style="list-style-type: none"> Factors could include proximity to undesirable features (e.g. heavy traffic, industry, garbage dumps, cemetery) or distance from services, transport or shops.
Property	<ul style="list-style-type: none"> The number of bedrooms or size of bedrooms available does not meet need for social housing. Steps and excessive stairs inhibit easy access and is not suitable for eligible applicants.
Housing Register	<ul style="list-style-type: none"> Housing Register does not include any households suitable for the Funded Property type and/or location.

Chapter 5: Social Housing Tenancy Management Policy

5.1 Purpose

The Social Housing Tenancy Management Policy details the requirements for funded Community Housing Providers (Providers) to manage social housing tenancies in the social housing system.

5.2 Scope

The Social Housing Tenancy Management Policy applies to a Provider contracted to deliver Social Housing services to eligible clients.

5.3 Policy statement

Tenancy management practices support tenants to sustain and secure, stable and appropriate social housing for the duration of need.

5.4 Policy principles

The delivery of this policy is guided by the following core principles:

- Internal controls and decision-making practices are in place to respond to tenants' housing and support needs
- Person-centred and responsive approaches are used to respond to tenants' diverse and changing housing and/or support needs
- Decisions are transparent and fair
- Personal information is collected, assessed, retained and managed in accordance with the *Information Privacy and Other Legislation Amendment Act 2023*.

5.5 Policy requirements

A Provider must meet the obligations funded for and the requirements set out in the Social Housing Tenancy Management Policy to ensure housing services are delivered and support sustainable tenancies.

5.6 Tenancy Agreement

A Provider must offer certainty of tenure for the period of need and enter into a formal tenancy agreement with tenants. If appropriate, longer lease terms for tenants must be offered.

The Provider must ensure compliance with tenancy agreements and must inform all new (and existing if appropriate) tenants of the rights and responsibilities under the agreement, including the potential consequences of a breach by either party.

The information must be made available to tenants and presented in an accessible, easy to read format. The policies or information provided to tenants must convey the following elements:

- assistance on offer to sustain tenancies, including management of financial hardship and support for tenants experiencing domestic, family and sexual violence
- tenancy review process, including requirements to comply with ongoing eligibility and matching housing to meet household needs
- rent setting and ongoing management of rent
- how tenants can prevent unnecessary evictions, including information on fair expectations of behaviour
- consequences of a Notice to Remedy Breach
- rights to conduct inspections
- appeals and complaints processes
- where tenants can go to seek independent tenancy advice, e.g. Queensland Statewide Tenant Advice and Referral Service (QSTARS), the Residential Tenancies Authority (RTA)
- pet ownership.

A Provider must convey all changes related to tenants' obligations or tenancy management approaches to tenants.

5.7 Managing complex or multi-dwelling buildings

The Provider must manage tenancies in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008* and ensure tenant interests and wellbeing are considered.

On sites where a Provider manages an entire complex or multi-dwelling building, the Provider must establish and maintain a community environment that is safe, inclusive and cohesive to positive living.

5.8 Social Housing tenancy reviews

Prior to undertaking a tenancy review a Provider must:

- notify tenants of the date and time of a tenancy review and documents required to demonstrate ongoing eligibility
- outline consequences of not submitting the relevant document.

The Provider must review income eligibility at least on an annual basis.

The Provider must undertake annual reviews of a tenant's circumstances or when notified of a change in a tenant's financial circumstances to ensure ongoing eligibility and to ensure the home remains suitable to their needs, including reviewing:

- Australian citizenship or Permanent Residency
- property ownership
- liquid asset limits
- income eligibility
- ongoing housing need for social housing (refer to **Table 1**)
- if the household is under occupying or experiencing over crowding
- need for modifications
- locational needs of tenants

To determine if a tenant is under occupying or living in an overcrowded Funded Property, a Provider must use the *Canadian National Occupancy Standard* which specifies the bedroom requirements of a household. The following ongoing eligibility criteria, shown in **Table 1**, must be used to assess if a household has an ongoing need for a Social Housing.

Table 1: Social Housing Ongoing Eligibility settings

Ongoing Eligibility Criteria	Examples of factors to consider
Barriers to access	<ul style="list-style-type: none"> Tenant unable to access private market housing due to household attributes, such as household size or previous tenancy history.
Housing Supply	<ul style="list-style-type: none"> Availability of appropriate private market housing Physical amenity requirements such as locational requirements or design features or size Availability of affordable housing
Medical Condition or disability	<ul style="list-style-type: none"> Requiring specialised or modified housing which is not available in the private housing market
Sustainability	<ul style="list-style-type: none"> Consider if a tenant has a history of difficulty in sustaining a tenancy

If a tenant is not meeting the ongoing Eligibility Criteria, the Provider must work with the tenant to identify alternative housing options, including an affordable housing tenancy where suitable. The Provider must refer the tenant to the transfer requirements set out in the Social Housing Allocations Policy.

5.8.1 General Social Housing ongoing eligibility

In addition to the ongoing eligibility shown in **Section 5.9 of this policy**, for General Social Housing, The Provider must undertake following processes:

- In circumstances where a tenant and household member have not provided the requested information to confirm eligibility for a General Social Housing tenancy after 3 requests, the Provider can assume the tenant or the household are ineligible.
- exit tenants from the General Social Housing within 4 months of identifying the household is no longer eligible.
- consider mitigating circumstances and additional factors in assessing an ineligible household's need to remain in General Social Housing for longer than 4 months.

5.8.2 Affordable Housing ongoing eligibility

Ongoing assessment for Affordable Housing must be assessed against **Section 5.9 of this policy** and the following requirement:

- if a tenant's household income exceeds the applicable household income limit threshold by 25 per cent for two consecutive financial years, the tenant is no longer deemed eligible for an Affordable Housing tenancy.

5.9 Reasonable absences from a social housing property

A tenant has the right to be away from the home for reasonable purposes. Reasonable purposes include:

- cultural practices
- for improved health and wellbeing
- for opportunities to improve the circumstances through work/training or study
- for travel related significant life event, circumstances or emergencies
- where there is domestic, family and sexual violence or child safety issues
- to contribute to outcomes that reduce reoffending and homelessness for tenants who are incarcerated with a release date in the near future.

In managing tenants' absences, a Provider must balance the needs of tenants with the needs of other clients to ensure that suitable properties are available at present and in the future.

The Provider must have processes in place to manage tenant absences that ensure:

- tenants can be away from the homes up to a total 8 weeks at a time within any 12-month period, without requiring approval
- tenants can apply for a Provider approval for absences more than 8 weeks
- tenants can notify the Provider and provide alternative contact details for absences of any significant length up to 8 weeks and provide those details when the tenants apply for absences in excess of 8 weeks
- a review is undertaken for tenants who are absent for more than 5 months in a 12-month period, to determine the tenants' ongoing need for social housing assistance.

The Provider must determine if tenants occupy the social housing properties appropriately by considering supportive tenancy management practices, the ongoing eligibility and property management policies.

5.10 Reasonable expectations of tenant behaviour

The Provider must address disruptive, dangerous or illegal tenant (and the household members and visitors) behaviour and disturbances and resolve these through proactive tenancy management practices.

Tenants in social housing, must allow for people occupying nearby properties to also enjoy reasonable peace, comfort and privacy.

The Provider must document all decisions and actions relating to managing tenant behaviour.

The *Residential Tenancies and Rooming Accommodation Act 2008* outlines Provider obligations when managing a social tenancy and tenant behaviour obligations.

The Provider must manage tenancies ensuring tenants:

- are well informed about the tenancy rights and responsibilities and the consequences of breaching the tenancy agreement due to disruptive, dangerous or illegal behaviour and culturally appropriate language and behaviour is used by the Provider when engaging with tenants
- identified as 'at risk' of failing to meet the tenancy obligations are engaged with as soon as practical and assistance is provided to access appropriate support services or agencies
- have the opportunity to respond to matters of concern regarding behaviour and attempt to address or rectify tenancy issues before matters escalate to more formal resolution
- or household members experiencing domestic, family and sexual violence are not responsible for the behaviour of the person using violence
- have the right to appeal breach decisions and must be made aware of the Provider's appeals process
- have access to information about support services and alternative housing services (including crisis support and private housing assistance products and services) when exiting community housing due to behaviour-related tenancy breaches.

- The Provider must manage tenancies in a manner that is culturally respectful. This includes ensuring tenants are communicated with using culturally appropriate language, and that provider engagement reflects culturally safe and inclusive practices.

5.10.1 Serious and nuisance behaviour

Tenants and the household members who have engaged in intentional or reckless disturbances must be given two formal warnings and breach notices before the tenancy is ended on the third incident within 12 months. A disturbance includes:

- aggressive language
- harassment
- deliberate or reckless damage
- disturbing the peace, comfort and privacy of neighbours.

For serious breaches relating to anti-social behaviour, tenants and the household members may not be able to reapply for social housing for 12 months.

For general behaviour disturbances which impact neighbour's peace and quiet enjoyment, tenants may be offered short-term or a fixed term tenancy. The Provider must enter into an Acceptable Behaviour Agreement.

5.10.2 Dangerous and illegal behaviour

Tenants and the household members who have engaged in dangerous or illegal behaviour may be subject to action by a provider, including seeking a termination order from Queensland Administrative and Civil Tribunal (QCAT).

5.11 Referrals to support services

The Provider must support tenants who require additional assistance or demonstrating anti-social behaviours by providing information on how to access appropriate services. This includes:

- engaging with specialist, mainstream, and allied support services to activate referral pathways.
- recognising that support is best delivered by organisations independent of the housing Provider, and if the housing Provider is also a support Provider, tenants should also be provided with information about services beyond those of the housing Provider.
- providing clear, current information and referral options to government and non-government services in the tenant's local area, including warm referrals where appropriate
- maintaining awareness of relevant services and ensuring tenants are informed when support is needed.

5.12 Relocation

The Provider must undertake a Tenant Profile and Relocation Risk Assessment when a tenant is to be relocated including where due to, but not limited to:

- the sale or redevelopment of a Funded Property
- a tenant-initiated or Provider-initiated transfer
- changes in household composition resulting in overcrowding or under occupying a property
- health, safety, or accessibility concerns requiring alternative accommodation property damage or uninhabitability due to unforeseen events (e.g. natural disaster, structural failure).

For tenants experiencing domestic, family and sexual violence, the Provider must have processes in place to end the tenancy quickly, or if the tenants choose, to allow tenants to remain in the rental property safely.

5.13 Notification to exit a Social Housing tenancy due to ineligibility

Tenants who are assessed as not meeting the ongoing eligibility criteria for social housing, including those under the affordable housing setting must be given adequate notice to leave.

The Provider at a minimum must provide a notice period as per *Residential Tenancies and Rooming Accommodation Act 2008*.

The Provider must make all attempts to not exit tenants into homelessness.

The Provider must notify the State of any exits due to an ineligible household.

Chapter 6: Social Housing Asset Management Policy

6.1 Purpose

The Social Housing Asset Management Policy establishes the underlying principles and obligations of funded Community Housing Providers (Providers) of social housing, to maintain the property portfolio.

6.2 Scope

The Social Housing Asset Management Policy applies to all Lease and Capital Funded Properties managed by a Provider.

The Social Housing Asset Management Policy has the dual function of outlining the requirements for Funded Properties included in a Master Agreement and for properties not specified in a Master Agreement.

Asset management includes all the processes, systems and activities required to manage the performance of assets, throughout the different stages of its lifecycle. This involves managing maintenance, costs, opportunities, and risks to achieve the individual Provider objectives.

The term Maintenance used in the Social Housing Asset Management Policy refers to the following maintenance types, as defined in **Appendix A: Definitions**:

- provider maintenance
- planned maintenance
- responsive maintenance
- vacant maintenance
- upgrades
- statutory maintenance
- structural maintenance.

The Provider must refer to Asset Management Guidelines for further information on the implementation processes associated with the Social Housing Asset Management Policy and refer to the Performance and Reporting Framework for reporting obligations relating to asset management.

6.3 Policy statement

The Provider maintains a portfolio of safe, secure and sustainable social housing enabling the continuation and delivery of an essential housing service to Queenslanders. The upholding of good maintenance practices enhances tenants' wellbeing and protects a major investment of public funds.

6.4 Policy principles

The Social Housing Asset Management Policy is guided by the following core principles:

- The upkeep and proper care of Funded Properties support the delivery of safe, secure and affordable supply of housing for Queenslanders
- The Provider contributes to creating sustainable communities by promoting quality maintenance and replacement of components which reduce waste and improve energy and resource efficiency
- strategic asset management decisions balance the needs of future tenants and achievement of social housing outcomes and organisational viability
- accountability is established for asset condition, use and performance. This includes identifying those responsible for the asset, establishing performance standards for condition, operations and maintenance, and documenting resources required to achieve these standards
- maintenance plans and schedules are to be reviewed and updated regularly. The Provider is best placed to identify the future Funded Property maintenance and management plans.

6.5 Policy requirements

The Provider must implement the Social Housing Asset Management Policy in accordance with the Social Housing Guidelines.

A Provider set aside sufficient funds to cover future maintenance cost.

The Provider must provide the State with information on maintenance and condition of properties as requested, this includes site and maintenance photos, inspection reports and receipts.

6.6 Maintenance responsibilities for Funded Properties

Obligations regarding maintaining and upgrading Funded Properties are contained in relevant Funding Agreements and legislation.

Funded Properties must meet the prescribed minimum standards under Section 17A of the *Residential Tenancies and Rooming Accommodation Act 2008*.

Properties owned by a Provider must be maintained by the Provider at their own cost.

The State at its absolute discretion may consider other exemptions to contracted maintenance arrangements.

6.6.1 Maintenance requirements

Funded Properties must be maintained at an acceptable condition where the need for recurrent and major upgrades is minimised.

Internal and external areas of Funded Properties must be kept clean and free of vermin, rubbish and dirt.

The Provider must ensure the garden areas are regularly maintained by keeping garden areas trimmed and tidy.

Any maintenance carried out on Funded Properties results in property condition standard being upheld.

6.6.2 Asset Management

Under Section 12 of the Housing Regulation 2015, the Provider must have an Asset Management Plan for each of the Provider's Funded Properties. The purpose of which is to maintain the long-term value and viability of each property, and to ensure the property meets the needs and circumstances of individual tenancies.

The Asset Maintenance Plan must provide details on at least the following matters:

- how the current Funded Portfolio meets the current tenant's housing needs, including need for accessibility and bedroom requirements
- portfolio changes and strategies required to meet future tenant needs
- program of planned maintenance and upgrades to ensure funded properties are maintained to an acceptable condition
- plans which aim to improve the condition and liveability of social housing.

To support asset management planning, the Provider must:

- (a) ensure entry condition reports are carried out by the Provider when entering a new social housing lease, as per the requirements for tenants listed under *Schedule 2 of the Residential Tenancies and Rooming Accommodation Act 2008*
- (b) have a disaster management plan for the Funded Properties and tenants must be given a copy of the disaster management plan relevant to the tenancy. Tenants must be provided with emergency contacts in the event of an incident requiring an emergency response
- (c) keep records relating to the performance of assets over the life cycle for capital funded and State-owned Lease Funded Properties and these records include a register of assets and components to record at least the following information:
 - components within a building
 - reason for repairs, upgrades or replacement of components
 - dates and details of repairs, upgrades or replacement of components carried out, this includes product specifications.
- (d) set aside sufficient funds, on an annual basis, to cover current and future anticipated maintenance costs for the period of ownership or lease, and
- (e) be responsible for maintaining or updating a Fire Management or Asbestos Management Plan when required.

6.6.3 Alterations to State-owned Lease Funded Properties

Alterations to State-owned Funded Properties leased to the Provider require State approval prior to commencing the works.

A Provider who carries out Alterations must consider and minimise potential adverse impacts on tenants and neighbouring properties.

If tenants are required to relocate due to Alterations being or proposed to be carried out, the Provider must carry out Tenant Profile and Relocation Risk Assessment and notify the State.

Alterations proposed by the Provider to decrease bedroom numbers of Funded Properties will need to demonstrate how this meets the requirements of people seeking social housing assistance and impact on the Provider's Funded Property portfolio.

6.6.3.1 Alterations Exemptions for State-owned Lease Funded Properties

A Provider can carry out Alterations to State-owned Lease Funded Properties, including structural Alterations, without seeking prior approval, under the following conditions:

- for the purpose of improving the tenant's safety, security, accessibility and/or energy
- tenant requests to undertake Alterations because the tenant is experiencing or at risk of domestic, family and sexual violence must be carried out in accordance with the requirements of the *Residential Tenancies and Rooming Accommodation Act 2008*
- Alterations do not result in a change of bedroom numbers
- Alterations are carried out at the Providers' cost, unless funding is available and approved.

Any Alterations or non-structural works Alterations carried out by a Provider must be reported to the State within 30 business days of the works being completed.

6.6.4 Inspections

Annual Property Inspections must be carried out by the Provider on all Funded Properties. Funded Properties must be checked for any building components which:

- the tenant has raised concerns about
- pose a health or safety risk
- are damaged or in need for replacement.

The Provider must allow the State to undertake physical inspection of Funded Properties for the purpose of carrying out compliance audits or repairs.

A Provider must retain records relating to Annual Property Inspections and Condition Appraisal Inspections, these records must clearly provide written and photographic (if applicable) evidence of:

- date of inspection
- components inspected
- property condition
- the inspection being undertaken by a suitably qualified tradesperson
- condition of properties
- any rectification works undertaken.

6.6.4.1 Condition Appraisal Inspections for Capital Funded Properties

A Provider must undertake a Condition Appraisal Inspection at least once every three years on Capital Funded Properties.

A Condition Appraisal Inspection must be carried out by a suitably experienced qualified, licenced and insured tradesperson.

The Provider must provide a copy of the Condition Appraisal to State.

6.6.4.2 Condition Appraisal Inspections for State-Owned Lease Funded Properties

The State will undertake Condition Appraisal Inspections for all State-owned Lease Funded Properties once every three years.

6.6.4.3 Reporting on Inspections

The Provider must report annually to the State confirming the date and type of property inspections carried out for all Funded Properties.

The Provider must use the Annual Reconciliation Report to confirm the carrying out of property inspections and report by exception of maintenance works required.

6.7 Insurance

A Provider is responsible for ensuring current and adequate insurance coverage for Funded Properties, in accordance with the Funding Agreements.

Records demonstrating compliance with insurance policy requirements must be maintained by the Provider.

6.8 Storage of dangerous goods

The Provider must not store or produce Dangerous Goods in Funded Properties.

Dangerous Goods being substances and articles that have explosive, flammable, toxic, infectious or corrosive properties and could pose a risk to public safety, property or the environment.

6.9 Vacant Funded Properties

The Provider must proactively manage the portfolio and ensure Funded Properties are unoccupied for as short a period of time as possible.

Maintenance on vacant dwellings must be given the highest possible priority to minimise the period of any vacancy.

The Provider must submit a Notification of a Vacancy form to the State as soon as possible, to facilitate the allocation process. The State monitors the number of vacant days and the turnaround time between tenancy termination and a new tenancy commencing. The benchmark for vacant turnaround of Funded Properties is 25 calendar days, include 11 days for maintenance and 14 days for allocation.

Chapter 7: Social Housing Allowable Expenditure Policy

7.1 Purpose

The Social Housing Allowable Expenditure Policy establishes the underlying principles and obligations of Funded Community Housing Providers (Providers), not contracted under the Master Agreement regarding the expenditure of Funding and Receipts.

The Social Housing Allowable Expenditure Policy provides direction on how program funded Receipts can be expended, and the State's position on the use of Surplus funds.

7.2 Scope

This Social Housing Allowable Expenditure Policy applies to the Provider not contracted under the Master Agreement to deliver Social Housing Services.

The Social Housing Allowable Expenditure Policy applies to any property or replacement property funded through a program or Funding Agreement that references Social Housing Allowable Expenditure Policy.

7.3 Policy statement

The State is committed to strengthening the community housing sector to take a more active role in developing, managing and delivering social and affordable housing for Queenslanders.

The Provider must make decisions fairly and transparently, using principles compatible with human rights, as described in the [Human Rights Act 2019](#).

7.4 Policy principles

The implementation of the Social Housing Allowable Expenditure Policy is guided by the following core principles:

- Surplus funds are expended in an accountable, equitable and transparent manner
- Providers operate efficiently and use surplus funds flexibly to manage and grow social housing
- Providers collect, access and manage personal information, in accordance with the information privacy principles, as described in [Information Privacy Act 2009](#).

7.5 Policy requirements

All funding must be used for the provision of Social Housing services in Queensland.

The obligation to return unexpended program funds and unspent Receipts are legislated under the *Housing Act 2003* (Section 26) and the Housing Regulation 2015 (Section 8) and may be a contractual requirement under the terms of a Provider's Funding Agreement.

All funding must be acquitted in accordance with International and Australian Accounting Standards and the terms of the Funding Agreement. This includes the application of the following standards:

- depreciation is a non-cash expense for the business entity. The depreciation expense is considered in the calculation of the operating result. It is not included as an allowable expense against program funds but will still be recorded in financial reporting to meet the requirements of the appropriate accounting standard

- capital expenditure (excluding certain defined categories where the related capital grant is also not included) is allowed to be claimed during the period incurred. Accordingly, depreciation related to those capital items expensed are not allowed to be later claimed.

Failure to comply with the policy requirements could result in the Provider being issued with a remedy to breach.

7.6 Receipts (income)

Receipts for a Funded Housing Service are defined under Schedule 2 of the [Link to the Queensland Government Legislation Website](#) Housing Regulation 2015 as:

- Funding paid to the Funded Provider by the chief executive; or
- an amount other than Funding, that the Funded Provider receives for providing the service (like rent and fees); or
- the proceeds of sale of a Funded Property; or
- interest on an amount mentioned in paragraphs (a) to (c).

These Receipts are subject to this policy.

Where a Funding Agreement prescribes conditions on the use of Receipts in specific circumstances (e.g.: Proceeds of Sale), those conditions prevail and must be satisfied ahead of these policy settings.

Where a Funding Agreement allows for a portion of the Proceeds of Sale to be excluded from the reinvestment obligations, or is identified as the Provider's component, this portion or component is not subject to this policy.

7.7 Common Allowable Expenditure

The following applies to expenditure derived from program Receipts:

- Receipts must only be used for the Funded Purpose and in accordance with Funding Agreements and within Queensland only
- The Provider must apply to the State for approval if the Provider wants to use surplus funds for the purposes shown in **Table 1**
- Funding under the *Housing Act 2003* can be used to subsidise other Social Housing programs, services, properties or units of accommodation managed by the Provider, under the *Housing Act 2003*
- Funding provided under the *Housing Act 2003* must not be used for the delivery of services funded under the *Community Services Act 2007*
- The Provider is required to have a transparent and reliable method of cost allocation of Funding that can be reasonably justified and must be provided to the State with evidence of expenditure, if requested

Table 1 lists allowable expenditure and examples.

Table1: Common Allowable Expenditure list

Term	Examples of Common Allowable Expenditure
Tenancy Management	<ul style="list-style-type: none"> Expenses related to the management of funded tenancies and delivery of tenancy services, including but not limited to: <ul style="list-style-type: none"> insurances tenant engagement strategies recovering rent arrears and debts.
Property Management	<ul style="list-style-type: none"> Expenses related to the maintenance and management of funded properties. This includes but is not limited to: <ul style="list-style-type: none"> insurances

	<ul style="list-style-type: none"> ○ repairs ○ maintenance and property services ○ utilities for communal areas ○ cleaning and pest control ○ rates and taxes ○ rent on rental properties ○ security expenses ○ valuation fees.
Tenancy Support and Service Coordination	<ul style="list-style-type: none"> ● Expenses related to supporting the connection of tenants to services and other support the tenants require to improve social and economic outcomes and sustain tenancies.
Service improvement strategies	<ul style="list-style-type: none"> ● Expenses related to business and service improvement strategies, including but not limited to: <ul style="list-style-type: none"> ○ expenses related to obtaining and maintaining accreditation ○ undertaking service review activities and requirements ○ staff development and training ○ consultation activities ○ preparation of business and strategic plans ○ tenant surveys.
Organisation administration	<ul style="list-style-type: none"> ● Expenses related to the operation of the organisation to support the delivery of funded tenancy and Property Management services, including but not limited to: <ul style="list-style-type: none"> ○ accounting fees ○ advertising and promotion ○ audit ○ auspice ○ legal and management fees ○ bank charges ○ computer expenses ○ equipment hire / lease ○ health and safety ○ insurances.

7.8 Surplus balance

A surplus is any Receipts left over after subtracting allowable expenditure in accordance with the terms of an agreement entered between the State and a Provider.

The Provider must apply to the State to use surplus funds to develop, grow and improve social housing, such as:

- redeveloping the existing portfolio
- increasing maintenance and management funds for existing assets
- increasing the supply of social housing.

If the expenditure of surplus funds is approved, this funding is classified as committed funds.

7.9 Return of unexpended funding or receipts

A Provider receiving recurrent funding and /or non-recurrent Funding must spend the Funding in accordance with the Funding Agreement.

Under the [Link to the Queensland Government Legislation Website](#) Housing Regulation 2015 a Provider must use the Funding or Receipts the Provider receives for a Housing Service which complies with the Funding Agreement for the service.

If the Funding Agreement with a Provider is in force and the Provider is required under the agreement to spend an amount comprised of Receipts for a Social Housing Service, within a stated period, and has not spent the amount by the end of the period, then the State may require the Provider to pay the amount to the State.

The State has the power, under the *Housing Act 2003* and the Housing Regulation 2015, and through contractual obligations with the Provider, to request the return of unexpended program funds or Receipts.

7.10 Funding acquittal

All Funding must be acquitted in accordance with the terms of the Funding Agreement.

The Provider must report annually the expenditure of funds by completing the Community Housing Annual Financial Return (CHAFR).

The Provider must submit all Reports to be eligible for new or continuation of State Funding.

7.11 Provisions for asset maintenance

A Provider must allocate funds from program Receipts to pay for the maintenance of properties utilised for program funded activities. Such allocations should be reasonable based on the Provider's asset management plan.

Reserves set-up for this purpose should be accounted for using the appropriate accounting standards and practices. Any such reserves unexpended on exit from the program should be reversed to the surplus balance and returned to the State. The surplus position prior to provision for planned maintenance and net of asset maintenance provisions will be confirmed with the Provider.

7.12 Service Funding

All outsourced Service Funding must be used for the Funded Purpose only and expended in accordance with the terms of the Funding Agreement.

Chapter 8: Master Agreement Expenditure Policy

8.1 Purpose

The Master Agreement Expenditure Policy establishes the requirements for the expenditure of Receipts and Proceeds of Sale realised from the sale of Capital Funded Properties, under the Master Agreement, which the State of Queensland (the State) holds an interest.

8.2 Scope

The Master Agreement Expenditure Policy applies to a Provider who has entered into a Master Agreement and applies to the funds received from rental receipts and the sale of Capital Funded Property subject to:

- the Master Agreement
- a Master Agreement Authorisation Deed, or
- a Capital Funded Property Master Agreement Project Deed.

This policy does not apply to Service Funding see *Social Housing Service Funding Requirements Policy* for Master Agreement Providers.

8.3 Policy statement

The expenditure of State funding supports growth and sustainability of Social Housing in Queensland. Proceeds from the sale of Capital Funded Properties are used to maintain, grow and refresh the Provider's funded portfolios in Queensland.

8.4 Policy principles

The following principles are to guide the sale of a Capital Funded Property:

- Tenants have a right to enjoy the tenancy
- The sale of Capital Funded Property enables growth and renewal of the social housing portfolio, resulting in less reliance on funding from the State
- Delivery and management of social housing in Queensland is conducted in a financially sustainable manner
- Decisions to sell funded property are based on an evaluation of the 'lifecycle' costs, benefits and risks of ownership, to achieve the maximum available net return and tenant outcomes
- The total number of social housing dwellings under provider management aligns with the Queensland Government growth targets and commitments.

8.5 Policy requirements

All funding must be used for the provision of social housing in Queensland under the Master Agreement.

The Provider must maintain all records, including financial statements, relating to income and the expenditure of receipts, funding and sale of Capital Funded Property. Copies of the records must be provided to the department as required.

In the event of failure to comply with the obligations under this policy, the State may commence compliance proceedings or make an adjustment on further funding offers.

Compliance with this policy is mandatory. Failure to comply with the obligations outlined in a policy document may result in compliance action being initiated by the State.

8.6 Funded Receipts requirements

Receipts for a Funded Housing Service are defined under Schedule 2 of the Housing Regulation 2008 and includes:

- Funding paid to the Provider by the chief executive; or
- an amount other than Funding, that the Provider receives for providing the service (like rent and fees); or
- the proceeds of sale of a Funded Property; or
- interest on an amount mentioned in paragraphs (a) to (c). The above paragraphs (a)-(d) are all program receipts and are subject to this policy.

Receipts must be used for the Funded Purpose.

Receipts must be used to deliver and maintain Funded Properties and for necessary tenancy management and running costs for the Funded Properties.

8.7 Capital Funded Property Sale Process requirements

The expenditure of proceeds from the sale of a Capital Funded Property must be conducted in a transparent and accountable manner.

The Provider must notify the department when the Provider want to sell a Capital Funded Property and include the strategy for maximising the sale price using the template provided by the State.

The Provider must also have a clearly documented relocation process for affected tenants, ensuring that prioritises tenant wellbeing, minimises disruption, and supports a safe and sustainable transition to alternative accommodation.

Where the State has the first right of refusal under the Funding Agreement, the State must respond to it within **45** business days.

Existing tenants must be offered an opportunity to purchase a detached or strata titled property the tenant is tenancing if it is for sale, after the State has declined it's right to purchase.

For Capital Funded Properties tenanted and identified for sale, the Provider must comply with the requirements of the *Residential Tenancies and Rooming Accommodation Act 2008*, and a tenant profile and relocation risk assessment must be included in the Intention to Sell notification to the department.

A market-based approach is the preferred method of sale to avoid potential conflicts of interest.

Within one business day of the Provider entering into an unconditional contract of sale the Provider must:

- Tenants must be given regular updates on sale processes, including expected timeframes and the relocation/decant process
- Notify the department to allow sufficient time for the department to release any registered security.

8.8 Proceeds of Sale Expenditure requirements

The Provider must only expend Proceeds of Sale on physical social housing infrastructure and associated development costs in Queensland.

Proceeds of Sale must be committed to the following:

- Purchasing land and/or Property for the purpose of developing/providing additional Social Housing supply
- Construction or redevelopment to provide new Social Housing supply or
- Maintaining or Upgrading existing Social Housing listed in a schedule to the Master Agreement.

Up to 10 per cent of Proceeds of Sale receipts can be spent on exploratory feasibility and investigation studies required to support the delivery of social housing.

Proceeds of Sale cannot be used for organisational overheads and/or administration expenses, tenancy management, management fees or running costs.

The Provider acknowledges Proceeds of Sale from a Capital Funded Property is Funding, and the Provider must continue to use the Funding for the Funded Purpose and in accordance with the terms of the Master Agreement or other relevant Deed.

8.9 Proceeds of Sale requirements

Proceeds of Sale must be:

- accounted for separately and from other forms of Receipts, and
- spent, or committed and documented in a Strategic Portfolio Statement, within two years.

The Community Housing Annual Financial Review (CHAFR) and Annual Financial Statement must demonstrate the expenditure of funds in accordance with this Policy.

A Provider must submit all Reports to be eligible for new or continuation of State funding.

Chapter 9: Performance and Reporting Framework

9.1 Purpose

The Performance and Reporting Framework (Framework) details the performance and reporting requirements of Funded Community Housing Providers (Providers) to meet the funded obligations.

This document focuses on the service outcomes and performance obligations and related collation, analysis, and dissemination of data to measure program and contract performance for the delivery of Housing Services.

The Framework has three purposes:

- providing opportunities to identify areas of improvement for individual Housing Services and Providers
- supporting the Providers to measure their own performance against standardised outcomes for the whole sector
- measuring progress towards achieving the objectives of delivering safe, secure, appropriate and affordable Housing Services for Queenslanders.

The Framework should be read in conjunction with the Social Housing Guideline and Funding Agreements.

9.2 Scope

The Framework applies to all Providers contracted under Funding Agreements, including Service Funding Agreements, to deliver a Funded Housing Service.

A Funded Housing Service includes Social Housing Services and Ancillary Housing Services.

9.3 Principles

The key principles guiding performance and reporting for a Provider is:

- requests for data and information are limited and consider data already held by the State, including data reported as part of the National Regulatory System for Community Housing (NRSCH). Where possible, data and information are shared across areas
- data is collected for ongoing program development, performance monitoring, and to ensure Provider compliance
- The Provider is supported to understand and meet the funded outcomes, performance indicators and reporting requirements
- reporting requirements are reviewed regularly to ensure that the information collected is meaningful, outcome-focused, and supports continuous improvement
- The Provider is given feedback on their performance
- monitoring of performance is timely, consistent, proactive, and consultative.

9.4 Program priorities and outcomes

The delivery of Housing Services is in accordance with the objectives of the *Housing Act 2003*. The key objectives of the *Housing Act 2003* are reflected in the program priorities and outcomes for the delivery of Housing Services.

Program priorities and outcomes have been developed to build a foundation for understanding the consequences of the delivery of Social Housing and Ancillary Housing Services. Measuring and understanding the program priorities and outcomes will assist the State to demonstrate the value and contribution made by a Provider and by the Sector as whole. This evidence will assist the State and the Community Housing Sector to work in partnership to allocate resources effectively and improve service delivery.

9.5 A strong community housing sector

This Framework has identified five factors contributing to a Provider being a capable organisation:

- Tenant Management
- Service Delivery
- Governance
- Financial Management
- Asset management.

This Framework aims to support a Provider to understand their performance and to use this information to increase their capabilities, if required.

Outcomes and indicators have been developed to assist a Provider and the State to understand the health of the Community Housing sector and individual organisational capabilities.

9.6 Reporting requirements

The Provider must submit reports, notifications and surveys in the form or system and timeframes outlined in this section. **Table 1** outlines the forms which will be used for performance and reporting purposes.

The State monitors the receipt of forms, performance reports and financial acquittals against specified timeframes and expectations.

The indicators can be used to assess the performance of an individual Provider or whole Community Housing sector.

The Provider must provide data breakdowns by Funded Purpose, unless specified otherwise. The Funded Purpose includes but not limited to:

- General Social Housing settings
- Affordable Housing settings
- Community Rent Scheme
- Supportive Housing
- Employment and Education Housing
- Crisis Accommodation Program.

Appendix C shows all required reporting measures.

Table 1: Forms and Notifications used for Performance and Reporting purposes

Form Name	Description	Due Date
Notification of Vacancy and Exit Form	Provides live household data in relation to demographic, rent paid, allocations and Housing Register.	Within one working day of becoming aware of a vacancy
Housing Register Advice Form (which includes Allocation form)	Provides live household data in relation to demographic, rent paid, allocations and Housing Register.	Within one working day of the Eligible Applicant being allocated a tenancy
Property Inspections	Condition and maintenance information on individual Funded Properties	Within 5 business days submit a copy of property inspection report undertaken for Capital Funded and State-owned Leased Properties.
Notification of Planned maintenance on State-Owned Leased Properties	Update condition of components against State records	Within 5 business days of the end of the month to submit details of planned maintenance undertaken
Condition Appraisals	Condition rating of Capital Funded properties	Submit a copy of Condition Appraisal report undertaken for Capital Funded Properties within 20 business days of report being completed.

9.7 Annual reporting

Providers must supply the following annual reports to the State, as shown in **Table 2** below by the required due date.

Table 2: Annual Reporting Requirements

Annual Report/Survey	Description	Due Date
Annual Reconciliation Report	Report confirms key data on the use of and maintenance of Funded Properties and any Service Funding being received by the Provider. The report will show all Funded Properties and Service Funding to ensure State held data is reconciling with Provider data.	1 st Business Day in August
Annual Community Housing National Data Collection Survey	A report produced by the Australian Institute of Health and Welfare, providing social housing data at unit level. This data is collected from all jurisdictions across Australia. The survey is administered by the department annually.	1 st Business Day in August
Community Housing Annual Financial Return	An annual funding acquittal of Funding, including Proceeds of Sale.	Last Business Day in October

9.8 Regular Reports

The Provider must supply the following reports to the State as requested, as shown in **Table 3** below by the required due date.

Table 3: Regular reports as required and specified due dates

Annual Report/Survey	Description	Due Date
Community Rent Scheme Quarterly Report	Additional reporting on Service Funding deliverables	Within 15 business days at the end of the following quarters:
Affordable Housing	Quarterly information sought on who is being housed in affordable housing.	<ul style="list-style-type: none"> • 30 June • 30 September • 31 December • 30 March
Crisis Accommodation	Quarterly information on the number of people assisted through funding	
Home Assist Secure Quarterly Funding	Quarterly report on Service Funding deliverables	
Supportive Housing	Quarterly information on the number of people assisted through funding	
Strategic Portfolio Statement	A Plan detailing growth and sustainability measures. This Plan is not used for Performance Management purposes.	Due 90 days after signing the Master Agreement and reviewed as agreed with the State and at least once every two years.
Asset Management Plan	An Asset Management Plan as required This Plan is used to understand if sufficient funds are set aside to undertake the identified maintenance tasks.	As requested by the State
National Social Housing Survey (NSHS)	A report produced by the Australian Institute of Health and Welfare, providing social housing data at unit level. This data is collected from all jurisdictions across Australia. The survey is administered by the department biennially. This report is used to inform Sector Performance Reporting.	Every two years
Short to Medium Lease housing Report (under review)	A monthly report on people housed in short term to medium housing	5 business days after the end of each calendar month, as requested by the State

9.9 Performance indicators

The Framework contains the following measures:

- 8 performance indicators – which are used to measure performance of State priority outcomes
- 17 organisation indicators – which are used to measure Provider performance and gain further insight to delivery of social housing and service funding.

Indicators have been selected to reflect information and performance a Provider has influence and control over.

Each Service Outcome has been assigned at least one performance measure.

In the consideration of the selection of indicators the following principles have been considered:

- **Alignment** –The indicators are to measure progress and achievement of the relevant program priority and outcomes and demonstrate alignment to State objectives
- **Consistency** – data can be collated consistently by all Providers to allow for accurate comparison across the Sector and with the State performance
- **Practicality** – prioritising the use of data already being collected to ensure the Provider is only reporting once on datasets
- **Availability** –data can be collated by the required timeframes and there is value in the frequency of required reporting for both the Sector and the State
- **Reliability**- data can be sourced from reliable sources.

When submitting reports, the Provider has an opportunity to provide an explanation where performance indicators have not been met a performance indicator.

9.10 How the department uses the data

The department uses the data reported by the Provider for several purposes including:

- Assessing and analyses Provider performance, effectiveness and return on State investment
- identifying trends within and across housing models and Service Funding to inform future investment, and the development of new housing assistance services
- variance analysis at Provider and Sector level to compare performance over time to identify reasons for new outcomes and organisational capabilities
- identifying training opportunities and best practice models for a Provider and the State
- completing internal governance reporting on the delivery of services
- reporting to the Commonwealth Government under National Partnership Agreements.

9.11 Performance feedback

The State uses the submitted data to develop an analysis report on the performance of a Provider and the Sector against the funded outcomes and performance indicators. This report is to be shared with Providers and Community Housing Peak organisations.

9.12. Publication of performance

The department will publish deidentified data on the performance of Providers on a regular basis, published data is prepared in accordance with the *Public Records Act 2002* and the *Information Privacy Act 2009*.

The following deidentified data on community housing residents will be published, noting that secure tenancies will be excluded from counts where the tenancies could be identified, but not limited to:

- age of main applicant
- number of household occupants
- number of allocations to the Provider
- type of household
- location of social housing by local government area, state electorate, state region
- reason household sought social housing
- length of tenancy
- average rental income by policy settings
- source of income.

9.13 Late or non-submission of reporting requirements performance

The Provider must submit all reporting requirements within the specified timeframes to remain compliant and to remain eligible for new or continuation of State funding. Where reporting requirements are not submitted by the specified date, the Provider will be contacted by the Department to discuss why the reporting obligation has not been submitted and will agree on a revised submission date.

In managing continued failure to submit reporting requirements or late submission of reporting requirements, the department will take appropriate action in accordance with the funding schedule and/or other funding contracts to address this as a compliance issue.

Chapter 10: Social Housing Service Funding Requirements

10.1 Purpose

The purpose of this document is to provide the funding requirements of Funded Community Housing Providers (Providers), receiving Service Funding under a Service Funding Arrangement/s to deliver a Social Housing Service under a Master Agreement.

10.2 Scope

This document only applies to Providers who have entered into a Master Agreement.

The Social Housing Service Funding Requirements applies to Providers contracted to deliver Social Housing Services to eligible clients.

This document does not apply to funded Ancillary Housing Services or Funding administered under the *Community Services Act 2007*.

For a full list of all definitions refer to **Appendix A**.

The requirements set out in this document are consistent (at the time of publication) with relevant legislation, regulation, directives, information standards and/or policies as listed in **Appendix B**.

10.3 Statement of Requirements

The Service Funding Requirements enable a Provider to deliver timely and responsive Social Housing Services to applicants in urgent need of housing, supporting them to stabilise the circumstances and secure long -term living arrangements.

10.4 Service Funding requirements

The Provider must use the Service Funding for the Funded Purpose and deliver the Funded Services strictly in accordance with the Service Funding terms.

Failure to comply with the Social Housing Policy and/or associated policies, frameworks or requirements will be considered a breach of a Provider's Funding Arrangement/s.

The State reserves the right to conduct audits to ensure Service Funding Requirements are being met.

The State from time to time will evaluate Service Funding performance to ensure value for money is being delivered and the Provider must assist the State in the evaluation.

The Provider communication and participation strategies must be accessible and inclusive of any specific community characteristics, particularly those who identify as Aboriginal and/or Torres Strait Islands, LGBTQIA+ or from a Culturally and Linguistically Diverse background.

10.4.1 Community Rent Scheme and Rapid Housing Response Transition

Under the Community Rent Scheme and Rapid Housing Response Transition Providers lease properties from private landlords and sublease these to eligible applicants as social housing.

Providers must:

- ensure property and tenancy management services are delivered in accordance with the Social Housing Policy and associated policies
- headlease the minimum number of properties as prescribed in the Funding Agreement
- ensure headleased properties comply with requirements of *the Residential Tenancies and Rooming Accommodation Act 2008*, including Section 17A which outlines the prescribed minimum housing standards
- report on the number of properties leased as per reporting requirements in the Performance and Reporting Framework
- notify the department about any changes to funded head-leased properties including any new properties head-leased from the private market or head-leased properties handed back to the lessor, using the form or system provided by the department from time to time
- only provide a Social Housing Service to eligible applicants
- assist tenants to stabilise the circumstances and build capacity to progress to longer-term living arrangements, in the private rental market or social housing.

10.4.2 Housing with Support Initiative – Domestic, family or sexual violence

Under the Housing with Support Initiative – Domestic, family or sexual violence, a Provider leases properties from private landlords and sublease these to primarily women and children experiencing domestic, family or sexual violence, with a focus on:

- First Nations families
- Women with a disability/psychosocial disability
- Women with children with a disability
- Women from culturally and linguistically diverse backgrounds
- Older women

The Provider must:

- ensure property and tenancy management services are delivered in accordance with the Social Housing Policy and associated policies
- headlease the number of properties as prescribed in the Funding Agreement
- ensure headleased properties comply with requirements of the Residential Tenancies and Rooming Accommodation Act 2008, including Section 17A which outlines the prescribed minimum housing standards
- report on the number of properties leased as per reporting requirements in the Performance and Reporting Framework

- notify the department about any changes to funded head-leased properties including any new properties head-leased from the private market or head-leased properties handed back to the lessor, using the form or system provided by the department from time to time

10.4.3 Supportive Housing

Supportive housing is a type of housing funded by the Queensland Government that provides security of tenure, underpinned by a tenancy agreement, as a foundation for the delivery of coordinated, wraparound supports for vulnerable people with complex needs who would otherwise be unable to sustain a tenancy and community connection.

In supportive housing, Community Housing Providers and Specialist Homelessness Services Providers work together to sustain tenancies and achieve positive outcomes for tenants.

The Provider must ensure:

- alignment with the Supportive Housing Policy
- property and tenancy management services are delivered in accordance with the Social Housing Policy, associated policies and the Social Housing Eligibility Criteria
- property and tenancy management services are available during a reasonable spread of business hours – e.g. 8:30am to 4:30pm, Monday to Friday, excluding public holidays
- property and management services have maintenance support available for tenants to access out-of-hours for emergency repairs, as required under the *Residential Tenancies and Rooming Accommodation Act 2008*
- property and tenancy management services are responsible for forming leasing arrangements with tenants and are in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008*
- the property and tenancy manager works with tenants to pay a Bond amount equal to four weeks of the agreed weekly rental amount
- social housing rent must be charged within the agreed rent setting and percentage discounts shown in the relevant Funding Agreements and the Social Housing Rent Policy
- work is in partnership with the Specialist Homelessness Services Provider to address issues impacting young tenants' ability to sustain the tenancy, with a focus on working flexibly with tenants
- the role of tenancy manager is distinctly separate from and works collaboratively with the provision of Specialist Homelessness Service support and Housing Service Centres
- tenancy management and support must be culturally safe, respond to the unique needs of First Nations peoples, and acknowledge the impacts of past government practices on the wellbeing of First Nations peoples
- tenant mix is recognised as a critical enabler of successful supportive housing and should be reflected in intake policies as appropriate.

10.4.3.1 Youth Foyers

Youth Foyers provide accommodation for young people who are willing to commit to education training or development or need a safe and stable environment to live.

Youth Foyers are staffed by experienced youth support workers, and the model ensures staff are always on site, 24 hours a day.

In addition to the general Supportive Housing funding requirements the following tenancy conditions are prescribed:

- Eligible Applicants must be aged between 16 to under 25 years of age
- The Providers' communication and participation strategies must be accessible and inclusive of young people.
- The Provider must meet all relevant legislation, particularly regarding Child Safe Standards, confidentiality and information sharing.
- Eligible Applicants must be willing to commit to education, employment or training
- The Provider must supply written tenancy references at the end of the lease term
- The Provider must foster tenancy skills in tenants; examples include but are not limited to:

- understanding the tenancy obligations
- respecting and looking after the rental property
- budgeting to meet rental payments on time
- being respectful of neighbours and the right to privacy and enjoyment.

10.4.3.2 Supportive Housing for Families

Supportive Housing for Families is an integrated response to supporting housing stability for families identified in both the homelessness services system and the child protection system. In addition to the general Supportive Housing funding requirements the following tenancy conditions are prescribed:

- Eligible applicants must be pregnant or have a child under 5 and at risk or in contact with child safety
- Lease arrangements must be established with female heads-of-households within each family, recognising women experiencing or at-risk of homelessness are particularly vulnerable to domestic violence.

For properties headleased from a Private landlord, the Provider must:

- Deliver the number of properties as prescribed in the Funding Agreement
- ensure headleased properties comply with requirements of the *Residential Tenancies and Rooming Accommodation Act 2008*, including Section 17A which outlines the prescribed minimum housing standards
- report on the number of properties leased as per reporting requirements in the Performance and Reporting Framework
- notify the department about any changes to funded head-leased properties including any new properties head-leased from the private market or head-leased properties handed back to the lessor, using the form or system provided by the department from time to time
- only provide a Social Housing Service to eligible applicants
- assist tenants to stabilise the circumstances and build capacity to progress to longer-term living arrangements, in the private rental market or social housing.

10.6 Special Conditions

From time to time the State may enter into Service Funding arrangements which are outside the standard Service Funding Requirements. The State reserves the right to apply Special Conditions. Special Conditions may include but are not limited to:

- 24/7 building concierge
- building security service
- targeted funding to support the delivering of services to clients with defined needs.

Chapter 11: Ancillary Housing Service Funding Requirements

11.1 Purpose

The purpose of this document is to outline the specific funding requirements of Community Housing Providers (Providers) delivering Ancillary Housing Services.

11.2 Scope

Under the *Housing Act 2003*, Ancillary Housing Services include giving financial or other assistance to obtain housing and a range of housing related services, including the provision of crisis accommodation, home maintenance and modification services and tenancy advisory and tenant advocacy services.

The Ancillary Housing Service Funding Requirements apply to a Provider contracted under the Master Agreement to deliver Ancillary Housing Services to eligible clients. A Provider in receipt of funding for Home Assist Secure must refer to Home Assist Secure (Program Requirements) 2025.

For a full list of all definitions refer to Appendix A.

The requirements set out in this document are consistent (at the time of publication) with relevant legislation, regulation, directives, information standards and/or policies as listed in Appendix B.

This document does not apply to Social Housing Services or Ancillary Housing Service Providers who are not signatories to a Master Agreement.

11.3 Statement of requirements

The service funding requirements enables a Provider to deliver timely and responsive housing assistance to eligible applicants by providing support to stabilise housing and tenancies and encourage longer-term secure living arrangements.

11.4 Ancillary Housing Service Funding requirements

The Provider must supply data in accordance with the Performance and Reporting Framework to be eligible for new or continuation of State funding.

Failure to comply with the Social Housing Policy and/or associated policies, frameworks or requirements will be considered a breach of a Provider's Funding Agreement.

The Queensland State (State) reserves the right to conduct audits to ensure Service Funding Requirements are being met.

The State from time to time will evaluate Service Funding performance to ensure value for money is being delivered and the Provider must assist the State in the evaluation.

A Provider's communication and participation strategies must be accessible and inclusive of any specific community characteristics, particularly people who identify as Aboriginal and/or Torres Strait Islands, having a disability, are LGBTQIA+ or from Culturally and Linguistically Diverse Background.

11.4.1 Crisis Accommodation Program

The objective of crisis accommodation is to provide short-term accommodation to clients who are homeless, at risk of homelessness or in crisis, to assist them to move towards independent living.

The Crisis Accommodation Program funds a Provider to deliver crisis accommodation to eligible clients. The Provider must use Service Fund to lease properties from a private landlord.

A Provider receiving Funding for Crisis Accommodation must not, without prior written approval from the department, use any Funded Dwellings to supply services:

- with a specialist clinical, treatment or rehabilitation focus
- that cohorts outside the funded purpose replace or duplicate assistance already provided by, or which is the responsibility of, other government programs or services.

The Provider must ensure:

- clients/tenants have increased capacity to meet tenant responsibilities, independently manage and sustain a tenancy
- Program Funding is used to headlease at least the number of properties prescribed in the Funding Arrangement/s
- health and safety issues with properties are rectified as soon as practicable to ensure the safety of the clients/tenants
- the service charge or rent are the lesser of up to 25% of assessable household income plus 100% of the Commonwealth Rent Assistance entitlement plus service charge (if applicable), or market rent
- for the purposes of this policy, any charges to occupants of properties funded under the Crisis Accommodation Program (CAP) are considered to be a form of rent.

11.4.1.1 State Owned Properties funded to deliver Crisis Accommodation

- The department will carry out all maintenance for Provider managed State-Owned Leased Properties, funded to deliver Crisis Accommodation under a Master Agreement.
- Providers must comply with asset management obligations contained in the Master Agreement and the Social Housing Policy.

1.4.2 Employment and Education Housing

The Employment and Education Housing funding is available to eligible clients who are moving or have recently moved to specified locations, Gladstone, Rockhampton, Toowoomba or Townsville.

Successful applicants can live in the home rented to them as long as the applicant is engaged in employment education or training.

The Provider must:

- supply safe, secure and appropriate housing for Aboriginal and Torres Strait Islander peoples to take up education and training opportunities in regional centres
- provide ongoing property management of the dwelling
- establish partnerships with organisation to supply access to support services with enable participants to address personal, health and barriers to ongoing participation in employment education or training.
- assist tenants to build the capacity to progress to longer-term living arrangements in the private or social housing sectors tenant mix is recognised as a critical enabler of successful supportive housing and should be reflected in intake policies as appropriate.

11.5 Special Conditions

From time to time the State may enter into Service Funding arrangements which are outside the standard Service Funding Requirements. The State reserves the right to apply Special Conditions. Special Conditions may include but are not limited to:

- 24/7 building concierge
- building security service
- target delivering of services to clients with defined needs

Roles and responsibilities

Role	Responsibilities
State	<ul style="list-style-type: none"> The State monitors Providers' compliance with legislative, contractual and policy requirements to provide housing services and assistance to tenants to deliver housing outcomes.
Provider	<ul style="list-style-type: none"> A Provider must operate and comply with all relevant government legislation, Funding Agreements, standards and/or policies applicable to provide community housing services.

Contact

For further information, please contact:

- Community Housing and Leasing, Sector Services
- Email: CH-Sector-Services@hpw.qld.gov.au

Document control

Document owner	Community Housing and Leasing, Sector Services		
Contact details	CH-Sector-Services@hpw.qld.gov.au		
Next review	12 months after publication		
Supersedes	New Document		
Version	Issue Date	Reason	Approver
1.0	12/06/2026	New document	Director-General, Department of Housing and Public Works

Licence

Social Housing Policy © The State of Queensland (Department of Housing and Public Works) 2026.



<http://creativecommons.org/licenses/by/4.0/deed.en>

This work is licensed under a Creative Commons Attribution 4.0 Australia Licence. You are free to copy, communicate and adapt this work, as long as you attribute by citing Social Housing Policy, State of Queensland (Department of Housing and Public Works) 2026'.

Appendix A: Definitions

Term	Definition
Act	» Act has the same definition as the <i>Housing Act 2003</i>
Affordable Housing	» Affordable Housing , in the context of the Social Housing Policy, is social housing delivered, by a Provider, to households, who meet the Affordable Housing Eligibility Criteria as defined in the Social Housing Eligibility Criteria.
Allowable Expenditure Policy	» Allowable Expenditure Policy 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
Alterations	» Alterations means <ul style="list-style-type: none"> • Construction of any new improvements to the property or • any attachment of fixtures or • structural changes or • additions to the property.
Ancillary Housing Service	» Ancillary Housing Service as defined under Section 8 of the <i>Housing Act 2003</i> is any of the following— <ul style="list-style-type: none"> (a) giving financial or other assistance to enable an individual to— <ul style="list-style-type: none"> (i) buy or lease a residence or obtain housing in another way; or (ii) modify or maintain a residence (b) any of the following kinds of services— <ul style="list-style-type: none"> (i) tenant advisory services (ii) tenant advocacy services (iii) home maintenance services (iv) home modification services (v) housing-related referral and information services (vi) provision of crisis accommodation (vii) a prescribed service.
Annual Property Inspection	» Annual Property Inspection is a once-a-year property (not tenancy) inspection of a dwelling to determine if the property is in good condition operationally and is safe and free from potential or foreseeable hazards.
Applicant	» Applicant means any person seeking a social housing service.
Assessable Income	» Assessable incomes include pensions, benefits and allowances, wages and work allowances, and other types of incomes. » All monies received with some regularity or frequency, must be treated as income and included during rent assessment to determine rent payable by clients. » Assessable incomes include pensions, benefits and allowances, wages and work allowances, and other types of incomes. » Does not include one-off payments for specific purposes or events
Asset Management	» Asset Management means the processes, systems and activities required to manage the life cycle of funded housing assets and the portfolio.
Bedroom Entitlement	» Bedroom Entitlement means the type of social housing property clients 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).
Building	» Building means the building and all other improvements (other than the Provider's property) on the Land and includes the Services.
Capital Funded Property	» Capital Funded Property means a funded property of a Provider in respect of which the State has provided capital funding.
Client	» Client —

Term	Definition
	(a) means a person who— (i) is receiving a housing service from the Provider; or (ii) has applied to the Provider for a housing service; and (b) includes a tenant.
Community Housing Service	» A Community Housing Service is a social housing service that is not public housing as defined under the Housing Act 2003 .
Community Housing Provider	» Community Housing Provider means a legal entity providing or required to provide housing services using funds provided by the State
Condition Appraisal Inspection	» Condition Appraisal Inspection means a detailed inspection of building components and includes the components of the Annual Property Inspection. Refer to the Asset Management Guidelines for checklist of components to be inspected.
Condition Report	» Condition Report is defined in Schedule 2 of the Residential tenancies and Rooming Accommodation Act 2008 being: (a) for residential premises and inclusions, means a report describing the physical condition of the premises and inclusions; or (b) for a room in rental premises and the facilities in the room, means a report describing the physical condition of the room and facilities.
Crisis Accommodation	» Crisis Accommodation means housing services funded under the Crisis Accommodation Program and does not include temporary accommodation. » Crisis Accommodation is an Ancillary Housing Service and therefore is not considered social housing under the Housing Act 2003 .
Dangerous Goods	» Dangerous Goods means substances and articles that have explosive, flammable, toxic, infectious or corrosive properties and could pose a risk to public safety, property or the environment.
Delegate	» A delegate is the person authorised to perform a specific task or function on the Director-General or Minister's behalf. Delegations and authorisations are recorded in the department's delegation schedules.
Department	» Department means the Department of Housing and Public Works.
Disruptive Behaviour	» Disruptive behaviour means behaviour which may or is likely to disturb the peace, comfort or privacy of other tenants, neighbours, or members of the surrounding community e.g., 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.
Dwelling	» Dwelling , as defined in Schedule 24 of the Planning Regulation 2017, means all or part of a building that— (a) is used, or capable of being used, as a self-contained residence; and (b) contains— (i) food preparation facilities; and (ii) a bath or shower; and (iii) a toilet; and (iv) a wash basin; and (v) facilities for washing clothes.
Eligible Applicant	» Eligible Applicant means those persons who meet the Intake Eligibility Criteria as specified in the Social Housing Eligibility Criteria, published by the department from time to time, and available on the department's website.
Fully Furnished	» A fully furnished property is equipped with all the essential items allowing a tenant to move into property with little more than personal belongings, and the space is ready to live in from day one. » Larger pieces of furniture and essential household items can be included in the rental cost.
Funded Property	» As defined, under Schedule 2 of the Housing Regulations 2015, a Funded Property of a Provider providing a housing service, means:

Term	Definition
	<ul style="list-style-type: none"> (a) land that the chief executive, or another funded Provider, transfers to the funded Provider; or (b) land that the funded Provider acquires, wholly or partly, using funding or receipts for the housing service; or (c) land held by the Funded Provider on which housing has been constructed, or other improvements have been made, wholly or partly by- (d) the chief executive; or (e) using funding or receipts for the housing service; or (f) property that the chief executive leases to the Funded Provider for the provision of the housing service; or (g) property that the Funded Provider leases using, wholly or partly, funding or receipts for the housing service; or (h) improvements to land, other than land owned by the department, made using funding or receipts for the housing service; or (i) receipts for the housing service; or (j) an amount mentioned in— <ul style="list-style-type: none"> i. section 8(1); or ii. section 9(1).
Funded Provider	<ul style="list-style-type: none"> » As defined in section 21 of the <i>Housing Act 2003</i>, a Funded Provider is a legal entity providing, or required to provide, housing services using funding. » For the purposes of the definition of a Funded Provider, it does not matter- <ul style="list-style-type: none"> (a) if other resources are also used to provide the services; or (b) that an agreement under which the funding was provided has ended.
Funded Purpose	<ul style="list-style-type: none"> » Funded Purpose means the Provider must only use Funding in accordance with the requirements of the Act, and the provisions of the applicable Funding Agreement, including associated policies, requirements and guidelines.
Funding	<ul style="list-style-type: none"> » As defined in section 21 of the <i>Housing Act 2003</i>, Funding is assistance provided by the chief executive - <ul style="list-style-type: none"> (a) in the form of money or other assistance to a Funded Provider to assist the Provider in providing housing services; and (b) 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.
Funding Agreement	<ul style="list-style-type: none"> » Section 25 of the <i>Housing Act 2003</i> describes a Funding Agreement as <ul style="list-style-type: none"> (a) The chief executive may enter into an agreement (a funding agreement) with an entity for giving funding to the entity. (b) A funding agreement may include the terms the chief executive considers appropriate. <p><i>Example for subsection (2)—</i></p> <p>A term of a funding agreement may provide that, if the Provider deals with a stated amount in a way that contravenes a stated prescribed requirement, the amount is repayable to the chief executive.</p>
General Social Housing	<ul style="list-style-type: none"> » General Social Housing in the context of the Social Housing Policy means a social housing delivery model which provides social housing to very low to low income households. » The model has its own eligibility criteria, rent settings and allocation processes. » General Social Housing policy settings reflect public housing policy settings, except for rent in some cases. » General Social Housing in Queensland is managed by a Provider
Household	<ul style="list-style-type: none"> » Household means all persons named on the application for housing assistance, or identified in the residential tenancy agreement, regardless of age or relationship.

Term	Definition
Housing Register	» Housing Register means the register of eligible persons who have been assessed under the Social Housing Eligibility Criteria and found to be eligible for a social housing service.
Housing Service	» A Housing Service is a social housing service or an ancillary housing service as defined under the <i>Housing Act 2003</i> under Section 8.
Individual Service Agreement	» Individual Service Agreement includes service agreements and capital funded agreements not under the Master Agreement.
Lease Property	» Lease Property means a Funded Property which is owned by the State and leased to the Provider.
Low to moderate income households	» Low to moderate income households means households earning more than 50% and less than 120% of the median Equivalised Total Household Income.
Maintenance	» Maintenance means repairs of dwellings and can be used as an umbrella term to refer to all types of repairs.
Market Rent	» The Market Rent is the estimated rent value the property could attract in the private rental market.
Master Agreement	» Master Agreement refers to the suite of documents that include the Master Agreement General Terms and other funding documents referred to in the Agreement relating to capital funding, leases and services funding.
Non-assessable income	» Non-assessable incomes are broadly related to payments for bereavement, natural disasters, reimbursements and loans and, in some Government compensations.
Planned Maintenance	<ul style="list-style-type: none"> • Planned Maintenance has the meaning given in the Lease between the State and the Provider.
Proceeds of Sale (only applies to Master Agreement)	<p>» Proceeds of Sale means proceeds received by a Provider as a result of the sale of a Capital Funded Property which is under a Master Agreement.</p> <p>» Proceeds of Sale are included as Funding under the Master Agreement.</p> <p>» Proceeds of Sale means the amount calculated in accordance with the formula: $(SP - F) - (SP \times \text{Provider Offset Percentage})$.</p> <p>Where:</p> <ul style="list-style-type: none"> • SP is the sale price for the sale of a Capital Funded Property. • F is the amount the Financier requires to release its interest in the Capital Funded Property. <p>» For clarity, the Proceeds of Sale cannot be a negative amount and, if a negative will be equal to zero dollars.</p>
Property	» Property means a building or area of land, or both together. A property may encompass a funded property as defined under the <i>Housing Act 2003</i> .
Property Management	<p>» Property management includes expenses related to the maintenance and management of funded properties.</p> <p>» This includes but is not limited to:</p> <ul style="list-style-type: none"> • insurances • repairs • maintenance and property services • utilities for communal areas • cleaning and pest control • rates and taxes • rent on rental properties • security expenses • valuation fees.
Provider	» the same definition as ' Funded Provider '.
Provider Maintenance Obligation	» Provider Maintenance Obligation has the meaning given in the Lease between the State and the Provider.
Provider Offset Percentage	» Provider Offset Percentage means the percentage of the total project costs contributed by a Provider as part of a capital project within a Master Agreement.

Term	Definition
Published	» Published means made available on the department's website and made available at the department's offices.
Queensland Privacy Principles	» Queensland Privacy Principles means the Queensland Privacy Principles under the <i>Information Privacy and Other Legislation Amendment Act 2023</i> , which impose requirements in relation to the handling and management of personal information.
Receipts	» Receipts as defined under the Schedule 2 of the Housing Regulation 2015. - » Receipts for a housing service that a funded provider, provides - (a) funding paid to the Provider by the chief executive; or (b) an amount, other than funding, that the-Provider receives for providing the service (like rent and fees); or (c) the proceeds of sale of a funded property; or (d) interest on an amount mentioned in the above paragraphs.
Registered Provider	» Registered Provider means each of the following- a) a national Provider. b) a State Provider.
Regulation	» Regulation means The Housing Regulation 2015.
Rent	» Rent is paid where a household is covered under the provisions of the <i>Residential Tenancies and Rooming Accommodation Act 2008 (RTRA Act)</i> and/or the Housing Regulation 2015.-
Responsive Maintenance	» Responsive maintenance has the meaning given in the Lease between the State and the Provider.
Service Charge	» A Service Charge as defined in Section 164 of the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> is a charge payable by a person as owner or occupier of premises for – (a) Electricity, gas, water supplied to the premises; or (b) Another service or facility, prescribed under a regulation, supplied to, or used at, the premises.
Service Funding	» Service Funding means funding provided under a Service Funding arrangement included in a Funding Agreement.
Service User	» Service User means the tenants of the Properties and the users of services that are funded under Services Funding.-
Severe Financial Hardship	» A household is considered to be in severe financial hardship when the household would be left unable to adequately cover essential living costs, such as for food, rent (for example, because the household is already in rent arrears), clothing, medical treatment, education, and/or other basic necessities.
Social Housing	» Social Housing means the provision of housing to an individual for residential use, other than crisis accommodation as defined under the <i>Housing Act 2003</i> . » Social Housing includes, but is not limited to, public housing, community housing and affordable housing.-
Social Housing Eligibility Criteria	» Social Housing Eligibility Criteria means the document with that name published by the department. » As defined under the Housing Regulation 2015.
Social Housing Rent Policy	» Social Housing Rent Policy means the document of the same or similar title published by the department from time to time.
Social Housing Service	» A Social Housing Service is the provision of housing to an individual for residential use, other than crisis accommodation as defined under section 8(2) of the <i>Housing Act 2003</i> .
Specified Policy Settings	» means the policy setting prescribed in Funding Agreement and defined in the Social Housing Policy.
Spouse	» Spouse means a person in an interpersonal relationship and/or cohabiting with a tenant, including husband, wife, partner, or de-facto of any gender.
State	» The State of Queensland.

Term	Definition
Statutory Maintenance	<ul style="list-style-type: none"> » Statutory Maintenance includes both Statutory and Regulatory compliance work. Statutory maintenance refers to the mandatory upkeep of buildings and equipment as required by law, ensuring minimum safety and operational standards are met. These legal obligations are often detailed in legislation, regulations, and Australian Standards. » Failure to comply with statutory maintenance requirements can lead to penalties, legal action, and potential safety hazards. » Examples include: <ul style="list-style-type: none"> • Fire Safety Systems prescribed under Queensland Development Code MP6.1: <ul style="list-style-type: none"> - Air Handling systems including Monoxide Detection and Ventilation Systems - -Emergency Lighting - Emergency power supply - Emergency warning and intercommunication systems - Exit signs - Fire Detection and alarms systems - Fire Doors - Fire mains - Fire Shutters - Fire extinguishers - Fire hose reels and Fire Hydrants (including boosters) - Smoke and heat venting systems, and Smoke exhausts systems Fire and Smoke doors sets <ul style="list-style-type: none"> - Special automatic fire suppression systems - Sprinklers - Stairwell pressurisation systems • Regulatory Compliance works: <ul style="list-style-type: none"> - Backflow Valves - Thermostatic Mixing Valves - Grease trap - Sewer treatment systems - Lift Maintenance - Pumping systems (drainage) - Ducted air conditioners - Evaporative Cooling Systems - Automatic door openers.
Statutory Requirements	<ul style="list-style-type: none"> » Statutory Requirements has the meaning given in the Lease between the State and the Provider
Structural Maintenance	<ul style="list-style-type: none"> » Structural repairs address issues that directly impact a building's ability to withstand loads and environmental factors. It goes beyond general maintenance and focusses on the fundamental elements of the structure. » Common examples include, but are not limited to: <ul style="list-style-type: none"> • Foundation Repair: Addressing cracks, settling, or shifting in the foundation, which can compromise the entire structure. • Wall Repair: Fixing structural cracks, bowing, or leaning in load-bearing walls, which are essential for supporting the building. It does not include cosmetic crack repairs. • Roof Repair: Addressing structural issues of the roof structure, such as sagging, damaged trusses, or compromised support systems. • Concrete Repair: Addressing concrete deterioration, including spalling, cracking, and corrosion, which can weaken the structure of the building. It does not include paths and driveways.

Term	Definition
Structural Work	» Structural work has the meaning given in the Lease between the State and the Provider.
Supportive Housing	» Supportive housing is a type of housing funded by the Queensland Government that provides security of tenure, underpinned by a tenancy agreement, as a foundation for the delivery of coordinated, wrap-around supports for vulnerable people with complex needs who would otherwise be unable to sustain a tenancy and community connection.
Surplus	» A surplus is any program receipts left over after subtracting allowable expenditure, appropriate provisions for asset maintenance or other commitments approved by the State.
Tenancy management	» Tenancy management 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-centred approach, including pathways to build a tenant's capacity and optimal level of independence.
Tenant	» A tenant is the person to whom the right to occupy a residential premises under a residential tenancy agreement, is given, as defined under the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> .
Unexpended Program Funds	» Unexpended program funds is an amount the Chief Executive paid to the Provider under a funding agreement that remains unexpended when the funding agreement is terminated or otherwise ends.
Upgrade	» Upgrade has the meaning given in the Lease between the State and the Provider.
Vacant Maintenance	» Vacant maintenance has the meaning given in the Lease between the State and the Provider.
Vacant Property	» A Vacant Property means a social housing dwelling with no formal or implied tenancy, including properties which are: <ul style="list-style-type: none"> • newly constructed and are entering into the social housing portfolio, • the previous tenancy has been terminated, • undergoing vacant maintenance to achieve a tenantable standard, or • tenantable properties awaiting allocation to a suitable applicant.

Appendix B: Legislation and Regulations

The list of relevant legislation, regulations and codes is subject to amendments, including name changes, consolidation or replacement legislation and regulations.

Jurisdiction	Legislation, Regulation & Codes
Commonwealth Legislation	» Building Code of Australia 2013
	» <i>Charities Act 2013</i>
	» <i>Child Safe Organisations Act 2024</i>
	» <i>Disability Discrimination Act 1992</i>
	» <i>Environment Protection and Biodiversity Control Act 1999</i>
	» <i>Insurance Act 1973</i>
	» Insurance Regulations 2024
	» National Construction Code
	» National Regulatory System for Community Housing
	» Plumbing Code of Australia 2013
» <i>Work Health and Safety Act 2011</i>	
Queensland Legislation	» <i>Aboriginal Cultural Heritage Act 2003</i>
	» <i>Body Corporate and Community Management Act 1997</i>
	» <i>Building Act 1975</i>
	» <i>Child Protection Act 1999</i>
	» <i>Community Protection and Public Child Sex Offender Register (Daniel's Law) Act 2025</i>
	» <i>Criminal Code Act 1899</i>
	» <i>Domestic and Family Violence Protection Act 2012</i>
	» <i>Electrical Safety Act 2002</i>
	» <i>Environmental Protection Act 1994</i>
	» <i>Family Responsibilities Commission Act 2008</i>
	» <i>Financial Accountability Act 2009</i>
	» <i>Fire Services Act 1990</i>
	» <i>Housing Act 2003</i>
	» Housing Regulation 2015
	» <i>Human Rights Act 2019</i>
	» <i>Information Privacy and Other Legislation Amendment Act 2023</i>
	» <i>Land Valuation Act 2010</i>
	» <i>Planning Act 2016</i>
» <i>Plumbing and Drainage Act 2018</i>	
» <i>Property Law Act 1974</i>	
» <i>Public Interest Disclosure Act 2010</i>	

- » *Public Records Act 2023*
 - » *Queensland's Child Safe Organisations Act 2024*
 - » *Queensland Development Code*
 - » *Queensland State Regulatory System for Community Housing*
 - » *Queensland Heritage Act 1992*
 - » *Residential Services (Accreditation) Act 2002*
 - » *Residential Tenancies and Rooming Accommodation Act 2008*
 - » *Torres Strait Islander Cultural Heritage Act 2003*
 - » *Victims' Commissioner and Sexual Violence Review Board Act 2024*
 - » *Witness Protection Act 2000*
 - » *Work Health and Safety Act 2011*
 - » *Workers' Compensation and Rehabilitation Act 2003*
 - » *Working with Children (Risk Management and Screening) Act 2000*
-

Appendix C: Housing Services Performance Measures

Service Outcomes	Type of Measure	Frequency of Collection	Frequency of Reporting	Measure Description	Target	Data Source	Counting methodology	What does data tell us
SAFE HOUSING Provide safe housing and well-maintained housing	Performance	Annual	Annual	Number of social rental units in acceptable condition	95%	AIHW	Count 1 for each rental units which is in an acceptable condition (at least 4 working facilities and no more than 2 major structural problems). Data source annual Provider inspection	Data indicates Providers are meeting their obligations to provide social housing services, which is safe for tenants to live in, and the rental unit meets the Minimum standards as per RTRAA Comparable to measure to Public Housing
	Indicator	Annual	Annual	Number of rental units undergone an annual maintenance inspection	100%	Annual Reconciliation Report	Count 1 for each rental unit Providers have carried out a property inspection by Funded Purpose.	Data indicates Providers are meeting their obligations to provide social housing which is safe for tenants to live in and the rental unit meets the Minimum standards as per RTRAA
	Indicator	Annual	Annual	Number of social housing rental units maintained on or above 8.1PSI standard	Actual	Department Condition Appraisal inspection data or Provider condition appraisals for Capital Funded rental units	Count 1 for each rental units which are at assessed at PSI score on or above 8.1 Based on conditional appraisal inspection	Comparable measure to Public Housing Data indicates Providers are meeting their maintenance obligations and providing safe social housing. Data is indicative only as it will reflect only those properties which have undergone a condition appraisal.
	Indicator	Annual	Annual	Sufficient accumulated funds set aside for maintenance	100%	CHAFR	Count 1 for each Provider who provides an annual financial statement of an account showing accumulated funds set aside for maintenance.	Sustainability Viability of Provider and Sector to continue delivering services

Service Outcomes	Type of Measure	Frequency of Collection	Frequency of Reporting	Measure Description	Target	Data Source	Counting methodology	What does data tell us
SECURE HOUSING Provide secure housing with access to long term tenancies	Performance measure	As reported	Annual	Average length of tenancy by Provider	Average Number	Notification of Vacancy and Exit form and Housing Register Advice form	Count 1 of tenancies equal to or greater than 12 mths Count 1 for each Funded Purpose type for Funded Properties Report to show LGA and Provider, Dwelling type	Security of tenure is offered to tenants. Indicator of tenancy management
	Performance measure	Annual	Annual	CHAFR Financial Viability Rating	Meets Strong assessment	CHAFR & NRSCH	Rating based on CHAFR analysis	Sustainability Viability of Provider and Sector to continue delivering services
	Performance	Annual	Annual	Average tenancy and property management administration cost per households assisted with social housing for financial year	\$1,558	AIHW	Record actual cost provided in AIHW report	Efficiency in delivery of services and value of money. Data will give an insight into costs by Providers, average cost across the sector and average cost by the different Tiers or Regions. Comparable measure to Public Housing
	Performance	As reported	Monthly to Dept Quarterly to CHP	Number of tenantable properties vacant for more than 11 days	Actual	Housing Register Advice form & Notification of Vacancy form	Count 1 for each tenable rental unit vacant for more than 11 days	Availability of housing. Indication of Provider or the department not efficiently managing the allocation process an indicator of higher vacant maintenance required - tenancy management process Comparable measure to Public Housing
	Indicator	As reported	Quarterly	Number of Provider initiated exits.	Actual	Notification of Vacancy and Exit form	Count 1 for each tenant household exited at the direction of the Provider by an eviction order, breach notice or a result of QCAT decision	Exit data by Providers indicate the management of tenancies and if sufficient support and processes are in place and appropriate for tenants.

Service Outcomes	Type of Measure	Frequency of Collection	Frequency of Reporting	Measure Description	Target	Data Source	Counting methodology	What does data tell us
	Indicator	Annual	Annual	Number of social dwellings by type as of 30 June	Actual	Annual Reconciliation Report AIHW	Count 1 for each social housing Properties managed by Providers on 30 June of each year by Funded Purpose (includes fully owned, privately leased, Funded Properties). Include both occupied and vacant properties (untenantable and tenantable).	Access to affordable housing and monitor supply. Analysis will inform future need for social housing.
	Indicator	As reported	Annual	Number of new assisted households in financial year	Actual	Housing Application Housing Register Advice form Affordable Housing Quarterly Report Supportive Housing Quarterly Report	Count 1 for each new household allocated a tenancy for financial year for General Social Housing, Affordable Housing and Supportive Housing	Monitor turnover of tenants and an indicator of value for money. Analysis against exit data. Comparable measure to Public Housing
	Indicator	Annual	Annual	Number of households assisted on 30 June each year	Actual	AIHW	Count 1 for each household housed on the night of 30 June. Count 1 for each household housed on the night of 30 June by Funded Property use.	Households assisted a measure of efficient use of housing. Analysis will indicate if all social housing is utilised. Comparable measure to Public Housing
	Indicator	As reported	Monthly to Dept Quarterly to CHP	Number of days that a property takes to move from vacant untenable to vacant tenable.	Actual Average	Housing Register Advice form Notification of Vacancy and Exit form	Per Rental unit count 1 for each day a vacant untenable rental unit becomes vacant tenable	Availability of housing Comparable measure to Public Housing
	Indicator	As reported	Monthly to Dept Quarterly to CHP	Number of days taken to move properties from vacant tenable to tenanted.	Actual Average	Housing Register Advice Form & Notification of Vacancy and Exit form	Per rental unit count 1 for each day per rental units a vacant tenable rental unit to become tenanted	Availability of housing Comparable measure to Public Housing
APPROPRIATE HOUSING Provide housing that is appropriate to meet	Performance	Annual	Annual	Number of tenancy reviews in the preceding 12 months for ongoing eligibility.	100%	Annual Reconciliation Report (NEW)	Count 1 for each tenancy review conducted of meeting household income, asset limits ongoing eligibility criteria carried for	Services are delivered to those most in need

Service Outcomes	Type of Measure	Frequency of Collection	Frequency of Reporting	Measure Description	Target	Data Source	Counting methodology	What does data tell us
the needs of individual households							the financial year by Funded Purpose	
	Indicator	Annual	Annual	Number of households experiencing overcrowded	0%	AIHW	As per AIHW - Count of bedrooms and number of occupants	Matching households to appropriate housing Comparable measure to Public Housing
	Indicator	Annual	Annual	Proportion of dwellings underutilised	15%	AIHW	As per AIHW - Count of bedrooms and number of occupants	Matching households to appropriate housing Comparable measure to Public Housing
	Indicator	Annual	Annual	Number of hard to let properties in financial year	Actual	Annual Reconciliation Report (NEW)	Count 1 for each Funded Property identified as Hard to Let in the preceding financial year by use type and by Suburb/Town.	Indicates if Funded Properties are meeting the needs of the local community
	Indicator	Annual	Annual	Proportion of tenants who have at least an annual rent review	100%	Annual Reconciliation Report (NEW)	Count 1 for each tenant household in which a rent review has occurred	Households are paying the correct amount of rent.
	Indicator	As reported	Annual	Number of new households assisted for Funded Purpose	Actual	Annual Reconciliation Report (NEW) Allocation Form Supportive Housing Quarterly Report	Count 1 for each Funded Property per Funded Purpose	Monitoring tenant mix is consistent with funded requirements.
HOUSING IS AFFORDABLE Housing is affordable for low-income households	Performance	As reported	Quarterly	Proportion of new tenants allocated off the Housing Register for General Social Housing and Affordable Housing	100% target for general Social Housing and 25% target for Affordable Housing	Housing Register Advice form	Count 1 for each household housed in all CHP owned and State funded general social housing and affordable housing rental units who were allocated a tenancy off the social Housing Register	Services are delivered to those most in need

Service Outcomes	Type of Measure	Frequency of Collection	Frequency of Reporting	Measure Description	Target	Data Source	Counting methodology	What does data tell us
	Performance	Annual	Annual	Proportion of tenants who are paying less than 30% of household income on rent	100% for General Social Housing rent	AIHW	Calculate percentage of rental units by rent setting who are paying less than 30% of household income on rent	Affordability measures Comparable measure to Public Housing
	Indicator	As reported	Annual	Greatest need households as a proportion of all new allocations	95%	AIHW Allocation form	Count 1 for each new household allocated in a tenancy in the preceding financial year who were subject to one or more of the following circumstances at 30 June: <ul style="list-style-type: none"> • they were homeless; or • their life or safety was at risk in their accommodation; or • their health condition was aggravated by their housing; or • their housing was inappropriate to their needs. 	Same target as used in Dept Annual Report (95%). Services are delivered to those in greatest need. Could analyse data by rent setting.