

Productivity Commission

# Human Services: Identifying Sectors for Reform

## Preliminary Findings Report



27 October 2016

To Whom It Concerns

Thank you for the opportunity to provide a response to Productivity Commission's preliminary findings report on Introducing Competition and Informed User Choice into Human Services: Identifying Sectors for Reform. Please find our submission below.

This submission has been prepared by the Community Housing Providers for Queensland (CHPs for QLD). CHPs for QLD is a member-led organisation that represents the interests of community housing providers, tenants and communities in Queensland. CHPs for QLD supports the community housing sector to take a proactive role in determining the industry's future.

CHPs for QLD strongly support the background paper and recommendations jointly submitted by the community housing sector during the Issues Paper stage of the Productivity Commission (Submission 235). In addition to the recommendations outlined in this submission, CHPs for QLD provides the following feedback on the Findings Report:

1. CHPs for QLD support the broad themes identified in Preliminary Findings Report, Section 3.2 Scope to Improve, being quality of service and quality of housing; equity, efficiency, and responsiveness and accountability.
2. The matter of accountability for service providers (page 69) is of particular concern in Queensland. The Findings Report refers to growth in the number of houses managed by the community housing sector largely due to government transfers and the commitment in some states for further transfers

CHPs for QLD note that the Queensland Government does not currently support this trend with the current Queensland Minister for Housing and Public Works recently stating a desire for social housing to be transferred back from community housing providers to the State.

3. CHPs for QLD support the Findings Report statements around additional support for tenants, "some people will require additional support to be able to exercise informed choice" (page 70) and "For many tenants, support to find a home will not be sufficient unless support is also provided to meet the other needs of the tenant and to help them sustain their tenancy" (page 71).

CHPs for QLDs is concerned that social housing provided solely by the Queensland Government, as currently discussed by the Queensland Minister for Housing and Public Works, would not adequately provide these additional supports and the status of the State's social housing delivery may be counterproductive to any Federal Reforms.

4. CHPs for QLD support, in principal, the notion that transfer of social housing properties to non government providers could deliver more options for tenants and be more responsive to tenants needs, however CHPs for QLD cautions that community housing providers should not carry the burden of more responsive service delivery.
5. CHPs for QLD applauds the Findings Report closing statement on social housing, “changes to the social housing system, particularly any changes to CRA, would need to consider how the system interacts with other options for housing support” (page 74), for recognising the integrated nature of community housing provision.

Furthermore, CHPs for QLD encourages any reform to recognise the deeply held social values at the Constitutional core of many community housing providers and to remain committed to better responding to human need as the primary aim of the reform.

CHPs for QLD would be pleased to provide further information to the Commission or answer any questions regarding this submission. Please contact Linda Cupitt, Executive Officer.

Yours truly,

Jamie Muchall

Chair, CHPs for QLD