

Social Housing Program Specifications

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

Version Control

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1 Background

The Social Housing Program Specifications ('Program Specifications') provide a single reference point for funded providers delivering a community housing service and/or crisis accommodation with funding provided under the [Housing Act 2003](#) ('the Act'). The Program Specifications identify the common requirements for all community-managed social housing services and crisis accommodation delivered with funding provided under the [Act](#).

The Program Specifications are administered by Housing and Homelessness Services, Department of Housing, Local Government, Planning and Public Works (the department) and are available on the department's website at [Policies and guidelines for community housing providers | Business Queensland](#).

1.1 Scope

The Program Specifications apply to the delivery of community-managed social housing services and/or crisis accommodation funded under the [Act](#).

This includes funding provided through:

- Community Rent Scheme (CRS)
- Crisis Accommodation Program (CAP)
- Long Term Community Housing (LTCH)
- Community-Managed Studio Units (CMSU)
- Same House Different Landlord (SHDL)
- Supportive Housing Program (SHP)
- Affordable Housing Program (AHP)
- Youth Subsidy for Registered Community Housing Providers (funded provider)
- Any other programs or funding not listed above, where the terms of the funding agreement or contract documents require the funded provider to comply with the Social Housing Program Specifications in part or in its entirety.

For existing funding agreements, the Program Specifications supersede previously published program specifications and form part of the funding agreement.

Funded providers delivering services under the above programs, must apply relevant sections of the Program Specifications.

In addition, exemptions to specific requirements under the Program Specifications may exist under a funded provider's funding agreement with the department.

When implementing and applying the Program Specifications, the funded provider must make decisions fairly and transparently, compatible with the [Housing principles for inclusive communities](#) and human rights, as described in the [Human Rights Act 2019](#). The funded provider must document, in writing, the rationale for decisions made.

When a funded provider collects and accesses personal information, the provider must do so in accordance with the information privacy principles, as described in the [Information Privacy Act 2009](#).

2 Interpretation

Key words which have particular meanings in these Program Specifications are defined in Section 11 Definitions.

Unless the context otherwise requires:

- Expressions not defined in the Program Specifications, but which have a defined meaning in the [Act](#) or [Housing Regulation 2015](#) (*the Regulation*) have, when used in the Program Specifications, the same meaning as in the relevant [Act](#) or [Regulation](#).
- Subject to the above, expressions not defined through a service agreement, funding agreement or these Program Specifications, but which have a defined meaning under *Homes for Queenslanders* and the Youth Subsidy have, when used in these Program Specifications, the same meaning as in the *Homes for Queenslanders* and the Youth Subsidy.
- Subject to the above, expressions not defined in the Program Specifications, but which have a defined meaning in the funding agreement have, when used in these Program Specifications, the same meaning as in the funding agreement.
- The rules of interpretation of the funding agreement apply to the interpretation of the Program Specifications.
- The Program Specifications shall be read as forming part of the funding agreement.
- In the event of any inconsistency or ambiguity between the Program Specifications and the funding agreement, the funding agreement will prevail.

3 Objective of crisis accommodation and community housing services

Social housing services and crisis accommodation are delivered by non-government organisations, local governments, faith-based organisations and other community organisations. The Queensland Government funds social housing services and crisis accommodation, administered in accordance with the [Act](#).

The objective of social housing services and crisis accommodation is to provide appropriate housing for residential use, to eligible applicants in need.

4 Funding Requirements

4.1 Funded outcomes

Funded providers in receipt of funding under the [Act](#) to deliver community-managed social housing services and/or crisis accommodation must deliver specified outputs through two funded outcomes:

- Tenancy Management
- Asset Management.

Funded providers who receive, or have received, funding to deliver social housing services or crisis accommodation must deliver both outcomes – Tenancy Management and Asset Management.

- The funded provider must deliver tenancy management outputs in social housing services or crisis accommodation in accordance with the Data and Reporting Framework for funded Housing and Homelessness Services ([Data Reporting Framework](#)).

- The funded provider must deliver asset management outputs for all funded properties used to deliver a social housing service and/or crisis accommodation in accordance with the Data and Reporting Framework for funded Housing and Homelessness Services ([Data Reporting Framework](#)).

4.2 Tenancy Management

The funded provider must deliver the following outputs in managing crisis accommodation or community housing services:

- The funded provider identifies and assists tenants able to access and sustain housing in the private market to do so.
- Only eligible applicants in greatest need are provided with and continue to receive a crisis accommodation or community housing service.
- The funded provider identifies and refers tenants in need of support to appropriate services.
- Tenants have increased capacity to meet tenant responsibilities, independently manage and sustain a tenancy.
- Disruptive behaviour is addressed with clear and consistent action.
- Neighbourhood disputes and other tenancy-related problems are prevented or addressed early before they escalate.
- Tenants continue to be appropriately matched to a property based on housing need and bedroom entitlement.
- Vacant properties are tenanted in a timely manner.
- Tenants do not return to community housing after a period of service.

To deliver the above outputs, the funded provider must meet the following performance indicators and any other performance indicators identified in the performance reporting tool as provided by the department:

- 100 per cent of allocations are made from the Housing Register.
- At least 75 per cent of allocations are from customers on the Housing Register who are in greatest need. At least 90 per cent of all customers on the Housing Register who are in need and have been referred to the funded provider, have received a person-centred response to solve their housing need.
- All tenancies are reviewed annually to assess their ongoing:
 - eligibility for community housing
 - need for community housing
 - match to the community housing property in which they reside
- 100 percent of ineligible tenants are exited within four months of being deemed ineligible.
- No more than 4 per cent of tenancies in rent arrears of more than four weeks.
- The average time to complete vacant maintenance is 11 days.
- The average time for tenanting a vacant tenantable property is 14 days.
- 90 per cent of tenants identified as able to access and sustain housing in the private market are assisted to do so.
- Zero known exits to homelessness.
- 100 per cent of consenting tenants in need of support are referred to an appropriate service.

Crisis Accommodation Program providers are not required to meet all the outputs and performance indicators set out in section 4.2. Crisis Accommodation Program providers should refer to the [Performance Reporting Tool](#) for required outputs and performance indicators.

4.3 Asset management

- The funded provider must deliver the following outputs for all funded properties used to deliver a crisis accommodation and/or community housing service:
 - Properties are maintained in good condition operationally and aesthetically, benchmarked against industry standards for the class of asset.
 - Health and safety issues with properties are rectified as soon as practicable to ensure the safety of the tenant/s and are compliant with the *Residential Tenancies and Rooming Accommodation Act 2008*.
 - When delivering asset management on funded properties, the funded provider should have an awareness of the asset management lifecycle.
 - Program funding is used to head lease at least the minimum number of properties provided by the contract.
- To deliver the above, the funded provider must meet the following performance indicators:
 - 95 per cent of funded department owned properties inspected meet the S4 rating as specified within the Queensland Government’s Maintenance Management Framework unless otherwise exempted by the department.
 - 100 per cent of immediate faults are responded to within one hour.
 - 100 per cent of urgent faults are responded to within four hours.
 - 100 per cent of changes to properties are advised to the department.
 - 100 per cent of the minimum head-lease quota range is achieved.

4.4 Policy requirements

The funded provider must comply with its obligations to keep and implement policies as set out in the [Regulation](#).

Each of the respective policy requirements detailed in the departments’ policies below must be read in conjunction with the funded provider’s funding agreement and any regulatory requirements.

In addition to complying with the [Regulation](#), the funded provider must comply with the following policies published by the department from time to time:

- [Social Housing Rent Policy](#) for funded providers delivering a community housing and/or crisis accommodation
 - All funded providers, including providers delivering crisis accommodation, must implement the Social Housing Rent Policy for funded community housing providers, or subsequent rent policy published by the Department from time to time, as its’ rent policy, as required under the [Regulation](#).
- [Tenancy Management Policy for funded Social Housing Providers](#)
 - The funded provider must implement the Tenancy Management Policy for funded Social Housing Providers as published by the department from time to time.
 - Where the funded provider delivers multiple programs, the funded provider must implement the policy in all social housing program properties except for those properties funded under the Crisis Accommodation Program.
 - Funded providers delivering crisis accommodation are not required to implement the Tenancy Management Policy for funded Social Housing Providers or similar policy as published by the department from time to time, unless otherwise directed to do so in the Provider’s funding agreement.

- [Allowable Expenditure Policy](#) for funded social housing providers and crisis accommodation providers.
 - The funded provider must only use program receipts in accordance with the [Allowable Expenditure Policy](#) for funded social housing providers and crisis accommodation providers or subsequent policy as published by the department from time to time, and the funded provider's funding agreement, which meets the objective of the social housing service.

The following are requirements for all social housing services or crisis accommodation:

- Funded providers must not lease or purchase a property from:
 - any of the funded provider's employees, officers, board or committee members or agents ("members")
 - any associate of a member, which includes:
 - the relatives of each member
 - the business partners of each member
 - any spouse or child of those business partners, any company a member or their associates' control or influence and any trust the Member or their associates' control; or
 - an entity of which the funded provider has either whole or majority control.
- A relative of a member means any of the following:
 - a parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or adopted child of the Member or their spouse; and
 - a spouse of any individual specified above.
- The funded provider must not use funding to outsource property or tenancy management without prior written approval by the Department.

The funded provider must not commit itself to contracts or other financial obligations that extend beyond the period of funding, or the term stated in the funding agreement if the funded provider is reliant upon funding or program receipts in order to meet its obligations under such contracts or financial obligations, without first obtaining the consent of the Department.

4.5 Insurance

The funded provider must hold public liability insurance for a minimum amount of \$20,000,000 (twenty million dollars), or an amount as specified in the funded provider's funding agreement/s.

4.6 Housing assistance requirements

The funded provider must deliver social housing services and/or crisis accommodation in accordance with the objectives of the relevant program, or funding initiative under the *Homes for Queenslanders*, set out below.

4.6.1 Longer term housing assistance

This section applies to funded providers who are funded under the following programs:

- Long-Term Community Housing
- Community-managed Housing – Studio Units Program
- Affordable Housing Program

Through these programs, the department assists funded providers, to provide secure, appropriate, and affordable housing to eligible customers in need from the Housing Register whose needs are not adequately met by other housing options.

The objective of community housing program is to deliver longer-term housing assistance and provide appropriate and affordable housing for eligible customers in the greatest need for the duration of that need.

4.6.2 Transitional housing assistance

This section applies to funded providers who are funded under the following programs:

- Community-managed Housing – Studio Units Program (CMSU)
- Community Rent Scheme Program (CRS)
- Same House Different Landlord Program (SHDL)

The objectives of transitional housing are to:

- complement and support the effective delivery of crisis and longer-term housing assistance by helping to connect and improve the pathways from homelessness into longer-term housing
- assist eligible persons to stabilise their circumstances and build their capacity to achieve their optimal level of independence, in private or community housing.

Transitional housing does this by providing a tailored, supportive tenancy management approach to customers based on their level of assessed need.

Transitional housing providers must deliver a tenancy planning and review outcome, where households are assisted for the duration of their need. This tenancy planning and review process should:

- ensure the prospective tenant has a clear understanding of the type of housing assistance on offer
- review the tenant's barriers to accessing and sustaining long-term housing
- work with the tenant to identify an appropriate pathway for the tenant to build their capacity and achieve their level of independence
- build the tenant's capacity to access and sustain a long-term tenancy
- monitor and review progress made in working towards an agreed appropriate exit outcome
- support the tenant to make a smooth transition to their identified longer-term housing goals.

4.6.3 Supportive Housing Program including Brisbane Common Ground

The objective of supportive housing programs is to provide stable and affordable housing to individuals who have difficulty sustaining tenancies or are at risk of homelessness. Funded providers must supply housing, with tenancy and property management services that prioritise sustaining tenancies. Funded providers must provide access to flexible and individualised support services, focussed on stabilising customer housing or on other issues as may be necessary, such as employment or health services.

Affordable long-term housing is integrated with support services as part of the provision of supportive housing. Long-term housing is provided as a priority, with support services provided to sustain the tenancy. The core objectives of supportive housing are:

- long-term tenure and affordability
- safety and comfort of tenants
- provision of support services which:
 - are accessible and flexible
 - target housing stability

- promote tenant opportunity to interact with neighbours from diverse backgrounds.
- promotion of tenant empowerment and independence
- co-ordination and integration of tenancy management and support services
- tenancy management must be carried out through:
 - having an integrated system with the Support Provider through a formal instrument of co-operation / partnership, which has a shared vision and purpose
 - jointly developed policies, protocols and procedures and a shared client interface through a 'tenancy sustainment plan', at the same time delineating roles and responsibilities within and between functions.
- providing opportunities for tenants to interact with neighbours
 - respecting tenants' choices in the support services they access without this impacting negatively on the terms of their tenancy agreement
 - providing a safe and secure environment with appropriate service partners.
- service co-ordination must occur through the Provider and Support Provider:
 - engaging with tenants in identifying services in accordance with their individual needs
 - establishing processes and tools for assisting tenants to meet their obligations under the tenancy agreement
 - educating tenants on the culture, procedures and maintenance of the housing including emergency plans and security.

The funded provider must implement the [Allocations Policy for funded social housing providers](#) or other relevant policy as published by the department from time to time.

4.6.4 Crisis Accommodation

This section applies to funded providers who are funded under the CAP.

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

The funded provider receiving funding under the CAP 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 exclusively target veterans, people leaving prisons, students, people with disabilities, children under 16 years, the frail, aged or other groups as notified by the department
- replace or duplicate assistance already provided by, or which is the responsibility of, other government programs or services.

4.6.5 Youth Subsidy for Registered Community Housing Providers

This section applies to registered community housing providers (funded providers) who provide eligible tenants with a person-centred social housing solution.

The objective of the Youth Subsidy is to:

- assist more young people to access community housing; and
- improve financial viability of funded providers by providing a subsidy to address the financial impact of housing eligible young people.

4.6.5.1 In scope

- Social housing provided by Registered Community Housing Providers housing eligible young people in Queensland.

4.6.5.2 Out of scope

- Crisis Accommodation Program.

4.6.5.3 Eligibility

The subsidy will only apply to funded providers who house people who are eligible.

The following eligibility requirements apply. Eligible tenants must:

- be aged between 16-25, be an existing social housing tenant or a new tenant allocated from the Housing Register; and
- have a household income that is less than the Job Seeker Payment published by Department of Social Services (DSS); and
- be the primary tenant on the General Tenancy Agreement; and
- be paying no more than 25% of assessable household income plus 100% of Commonwealth Rent Assistance (CRA) entitlement.

4.6.5.4 Payment framework

Funded providers will be paid the subsidy quarterly in arrears per eligible young person they house in social housing.

- Funded providers must submit a quarterly claim for the subsidy payable to them for the previous quarter. The claim will include details of the number of eligible young people housed and the number of weeks they have been housed. This information will be summarised and not provided on an individual tenancy level. No identifiable data will be transferred from funded providers to the department.
- Detailed data for each tenant must be retained by the Registered Community Housing Provider for two years, for audit by the Department of Housing, Local Government, Planning and Public Works on request. This information may be requested at a later date as part of the Department's sample audit and verification process.
- The department will validate the claims through a validation process.
- Claims for the Youth Subsidy will be subject to an annual sample audit.
- Funded providers must submit claims for eligible tenants only for the period of the tenancy within the claim period. Claims must be submitted within 28 days of the last date of the relevant claim period.
- Claims submitted by funded providers must include a corresponding invoice to the department for the claimable amount.

5 Reporting requirements

The funded provider is responsible for reporting on the social housing services and/or crisis accommodation it delivers, or is required to deliver, with funding received under the [Act](#). The department monitors delivery of social housing services and/or crisis accommodation through a variety of mechanisms including reporting, Housing Register reports and advice on service performance.

Where the department holds, or already has access to key information about the service, the funded provider will not be asked to supply that information again, except where updated information or clarification is required.

The reporting requirements in this section are not an exhaustive list of all information required to be supplied by the funded provider. Funded providers should also review any reporting requirements contained in their funding agreements.

5.1 Property details reporting

The funded provider must:

- maintain up to date property details with the department to ensure effective matching between vacant properties and the needs of applicants. This includes keeping up to date records of properties with communal facilities including those in Community Managed Studio Units (CMSU), which may be considered either transitional housing or appropriate for longer term use.
- inform the department of new head leased properties using the [Notification of Vacancy Form \(NOVF\)](#)
- advise the department by email of relevant changes to property or portfolio details
- inform the department of all relinquished privately head-leased properties by email, including:
 - a subject line of: “relinquished property”
 - name of organisation
 - address of the property, e.g., Unit 4/11 Brown St, Kingstown
 - Unique Property Identifier (UPI), if known. The UPI is a code given to a property in the department’s referral system
 - email text stating the property is no longer leased by your organisation.

5.2 Funded outcome, property, and financial reporting

The funded provider must provide at least the following information and reports to the department:

- Information on funded properties and maintenance as requested.
- The department must be notified about substantial changes to property details such as acquisitions or disposals, or changes to the purpose of an existing property within five working days after the change has occurred, using the form or system provided by the department from time to time.
- A Community Housing Annual Financial Return (CHAFR) or other funding acquittal, on a date specified by the department, in the form or system provided by the department from time to time.
- Annual Community Housing National Data Collection Survey (CHNDS) produced by the Australian Institute of Health and Welfare (AIHW), providing all the requested unit level data in the form or system provided by the department from time to time.
The survey is administered by the department annually, and survey responses are required to be returned on a date specified by the department.
- The National Social Housing Survey (NSHS) produced by the Australian Institute of Health and Welfare providing all the requested data in the form or system provided by the department from time to time on a date specified by the department. The sector is surveyed biennially.
- For department-owned properties managed by the funded provider, details of planned maintenance undertaken, within five days after the end of each month in the form or system provided by the department from time to time.
The funded provider must report on the following building components:
 - Fencing
 - Paving

- Ramps
- Patio/Balcony
- Roofing
- Painting
- Bathroom
- Laundry
- Kitchen
- Hot water system
- Ensuite
- Floor coverings.

5.3 Additional reporting requirements

The funded provider must submit the following information and reports in writing to the department within 21 days of being requested to do so:

- a copy of requested insurance policies, the receipts for the last premiums and certificates of currency of all such insurance policies
- such other information related to the funded provider's operations as the department may reasonably request.

6 Record Keeping

The funded provider must keep appropriate records relating to tenant allocations, transfers and exits, in accordance with the [Public Records Act 2002](#).

7 More Information

For further clarification on the Program Specifications and its applicability to the funding agreement, funded providers may contact the Department via the Contract and Partnership Officers.

Brisbane Region

- Phone: 3007 4386
- Email: hhsbrord@housing.qld.gov.au

South/West Region

- Phone: 3437 6044
- Email: hhsswrord@housing.qld.gov.au

Central Queensland/North Coast Region

- Phone: 4848 7060
- Email: hhs-sd-cqncr-ord@housing.qld.gov.au

North Queensland Region

- Phone: 4724 8578
- Email: hhs-nr-ord@housing.qld.gov.au

First Nations Housing and Homelessness - Cairns

- Phone: 4036 5570
- Email: FNHHDirectorDelivery@housing.qld.gov.au

8 Definitions

<i>Term</i>	<i>Description</i>
Act	Act means the Housing Act 2003 (Qld).
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 at www.business.qld.gov.au .
Applicant	Applicant means any person seeking a social housing service.
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 customers are listed for and allocated, according to the household's entitlement based on the household size and composition. For example: a single person or a couple are entitled to a property with one-bedroom (any housing type).
Community Housing	Community Housing means the provision of a community housing service. Community Housing Service is as defined under the Housing Act 2003 .
Community Housing Provider	Community Housing Provider means an entity providing or required to provide housing services using funds provided by the department.
Community Housing Service	A community housing service is a social housing service that is not public housing. As defined under the Housing Act 2003 .
Crisis Accommodation	Crisis Accommodation means housing services funded under the Crisis Accommodation Program.
Customer	Customer means a person who is receiving relevant goods or services from the funded provider, including a tenant of the funded provider, or has applied to the funded provider to receive relevant goods and services.
Department	Department means the Department of Housing, Local Government, Planning 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. This may include harassment, illegal activities and other inappropriate behaviour and includes actions that cause intentional or reckless damage to property or place the property at risk of damage.
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 Queensland Government's website at www.business.qld.gov.au .
Eligible customers	Eligible customers means those customers who are approved persons listed on the department's Housing Register and who meet the Intake

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

	Property may encompass Funded Property as defined under the Housing Act 2003 .
Registered Provider	<p>Registered Provider means each of the following:</p> <ul style="list-style-type: none"> • a national provider; • a state provider. <p>As defined under the Housing Act 2003.</p>
Published	Published means made available on the department's website and made available at the department's offices.
Receipts	<p>Receipts, for a housing service that a funded provider provides, means:</p> <ul style="list-style-type: none"> • 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 the above paragraphs. <p>As defined under the Housing Regulation 2015.</p>
Regulation	Regulation means the Housing Regulation 2015 .
S4 rating	S4 rating means the specified condition standard "building to be in good condition operationally and aesthetically, benchmarked against industry standards for that class of asset", as specified in the Maintenance Management Framework as published by the Queensland Government from time to time, and available on the Queensland Government's website at www.forgov.qld.gov.au .
Social Housing	<p>Social Housing means the provision of a social housing service to an individual for residential use, other than crisis accommodation.</p> <p>Social Housing Service is as defined under the Housing Act 2003.</p>
Social Housing Eligibility Criteria	<p>Social Housing Eligibility Criteria means the document with that name published by the department.</p> <p>As defined under the Housing Regulation 2015.</p>
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, and available on the Queensland Government's website at www.business.qld.gov.au .
Social Housing Service	<p>A social housing service is the provision of housing to an individual for residential use, other than crisis accommodation.</p> <p>As defined under the Housing Act 2003.</p>
Social Housing Tenancy Management Policy	Social Housing Tenancy Management 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 at www.business.qld.gov.au .
Spouse	Spouse means a person in an interpersonal relationship and/or cohabiting with a tenant, applicant or resident, including husband, wife, partner or de-facto of any gender.
Support Provider	Support Provider means an agency which provides tailored supports to customers to address issues which may impact their tenancy, including assistance with employment, budgeting, problematic alcohol and other drug use, parenting skills, tenancy skills etc.
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-centered approach, including pathways to build a tenant's capacity and optimal level of independence.
Tenant	<p>A tenant is the person to whom the right to occupy residential premises under a residential tenancy agreement is given.</p> <p>Note—</p> <p>Under the <i>Acts Interpretation Act 1954</i>, section 35A, a reference in an Act to a person as lessee includes a reference to the person's personal representatives, successors and assigns. Under schedule 1 of that Act, a lessee includes a tenant.</p> <p>A tenant also includes—</p> <p>(a) the person to whom the right to occupy residential premises is to be given under a proposed residential tenancy agreement; and</p> <p>(b) the subtenant of a tenant.</p> <p>As defined under the Residential Tenancies and Rooming Accommodation Act 2008</p>
Youth Subsidy	An initiative under <i>Homes for Queenslanders</i> for Registered Community Housing Providers (funded providers) to access a Youth Subsidy to help house more young people.

9 Resources

9.1 References

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

[Housing Act 2003](#)

[Housing Regulation 2015](#)

[Human Rights Act 2019](#)

[Public Records Act 2002](#)

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

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

[Information Privacy Act 2009](#)

9.2 Policies

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

Allocations Policy for funded Social Housing Providers

Allowable Expenditure Policy

[Social Housing Eligibility Criteria](#)

[Social Housing Rent Policy](#)

Tenancy Management Policy for funded Social Housing Providers

9.3 Guidelines

Social Housing Tenancy Management Guideline

Social Housing Eligibility Criteria Guideline

Social Housing Allocations Guideline

Social Housing Rent Guideline

Data and Reporting Framework for funded Housing and Homelessness Services

9.4 Forms

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

[Application for Social Housing](#)

[Housing Register Advice Form](#)

[Nomination Form - Community Housing](#)

[Notification of Vacancy Form](#)

[Transfer Application](#)

[Transfers Checklist for Community Housing Providers](#)

[Tenancy Plan for Social Housing](#)

[Youth Subsidy Claim Form](#)