

# A. Entity responses

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As mandated in Section 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of this report with a request for comments to the Department of Housing and Public Works.

We also provided a copy of the report with an option of providing a response to:

- Premier
- Director-General, Department of the Premier and Cabinet
- Minister for Housing and Public Works and Minister for Youth.

This appendix contains the responses we received.

The heads of these entities are responsible for the accuracy, fairness, and balance of their comments.



## Comments received from Minister for Housing and Public Works and Minister for Youth

Minister for Housing and Public Works  
Minister for Youth

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FOR QUEENSLAND



Your Ref: PRJ04796  
Our Ref: MN05217-2026

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16 June 2026

Ms Rachel Vagg  
Auditor-General  
Queensland Audit Office  
[queenslandauditoffice@qao.qld.gov.au](mailto:queenslandauditoffice@qao.qld.gov.au)

Dear Ms Vagg *Rachel*

Thank you for your email of 26 May 2026 regarding your proposed report to Parliament as part of the Queensland Audit Office's follow-up review to examine the Department of Housing and Public Works' progress in addressing the recommendations from the 2022-23 review of *Delivering social housing services* (Report 1: 2022-23).

I welcome the Queensland Audit Office's positive recognition of the progress made in implementing the recommendations from the original audit, while also identifying opportunities for further strengthening to ensure a fair and sustainable social housing system for Queensland.

Since the original audit was undertaken, and since the change of government in Queensland, the Department of Housing and Public Works has implemented significant reforms to strengthen the management of social housing services and accelerate housing construction to better support Queenslanders in housing need.

After they were paused by the previous government, the new Queensland Government has restored rent and tenancy reviews to ensure our tenants remain eligible for social housing, are appropriately housed and paying the right rent. As at 13 June 2026, the department has initiated more than 50,000 rent reviews and completed more than 47,000 reviews. This work is helping to improve the integrity of the social housing system and ensure housing assistance is directed to those in need.

Alongside this work, the Department of Housing and Public Works has renewed its focus on the effective management of the Social Housing Register to ensure assistance is directed to Queenslanders with the greatest need. I recognise your follow-up review examined the period ending December 2025. The number of active households on the housing register peaked at 30,709 in October 2025. As at 30 April 2026, this had reduced to 26,704 active households, providing encouraging signs that the register is beginning to stabilise. While there has been a recent reduction in the number of active households on the housing register, I acknowledge the report's findings that ongoing effort is required to ensure the register remains accurate and reflects applicants' current circumstances.

There is significant work to do following a decade where social housing delivery did not keep pace with our state's growth. With net growth of just 509 social homes on average per year between 2015-16 to 2023-24, our new Government is working to ramp this up to over 2,000 social and community homes per year by the end of our first term.

-2-

Backed by our record \$5.6 billion investment over four years and ongoing baseline funding of \$500 million per year thereafter, Queensland now has more than 6,500 social and affordable homes under construction or contracted as we make progress to deliver on our commitment of 53,500 additional social and community homes by 2044. Alongside strengthened tenancy and register management, increasing the supply of social and community housing is critical to supporting more Queenslanders into secure housing and reducing pressure on the housing register.

My department has accepted all five new recommendations arising from the follow-up review, which focus on strengthening internal controls, improving management of the housing register (including applicants in community and transitional housing), enhancing oversight of community housing providers, reviewing tenancy management effectiveness, and ensuring demand modelling remains current. Work is already underway to address these areas.

Continuous improvement of the social housing system is critical as we respond to sustained demand pressures and work to deliver better outcomes for Queenslanders in housing need.

I thank the Queensland Audit Office for its ongoing engagement in delivering this important review.

Yours sincerely



Sam O'Connor MP  
**Minister for Housing and Public Works**  
**Minister for Youth**

## Comments received from Director-General, Department of Housing and Public Works

Our reference: MN05217-2026

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FOR QUEENSLAND**



16 June 2026

Office of the  
**Director-General**  
Department of  
**Housing and Public Works**

Ms Rachel Vagg  
Auditor-General  
Queensland Audit Office  
queenslandauditoffice@qao.qld.gov.au

Dear Ms Vagg

Thank you for your email of 26 May 2026 regarding the proposed *Follow Up: Delivering social housing services* report to key stakeholders and seeking a formal response from the department.

The housing system is under significant pressure nationwide, and this pressure is reflected in the number of households on the department's social housing register. The department is making significant progress on delivering the Queensland Government's target of 53,500 social and community homes by 2044, with 10,489 social and community homes either delivered or underway as at 31 May 2026, representing 20 per cent of the target. Delivering this ambitious target will take pressure off the social housing register and support Queenslanders on the social housing register into secure housing. Whilst this significant construction pipeline is underway, the department is constantly reviewing its services, products and programs to support Queenslanders to have, and maintain, safe and secure housing.

The department has completed significant work since the *Delivering social housing services (Report 1, 2022 – 2023)* performance audit. This includes implementing the eight recommendations and continuing to enhance and improve our policies, systems, processes, record keeping, and data collection to effectively manage the social housing register and respond to the housing needs of vulnerable Queenslanders.

As part of the follow up audit process, I acknowledge the Queensland Audit Office has assessed the department's progress on each of the eight recommendations and has determined that four of the recommendations have been fully implemented.

For the recommendations assessed as partially implemented, the department has made considerable progress in implementing these recommendations. I acknowledge there is some additional strengthening of existing controls required and the department has commenced this activity.

The department welcomes the opportunity to further improve the ongoing management of social housing, including the effectiveness and performance of the social housing register and accepts in full, the five new recommendations that further strengthens the department's controls and oversight.

I enclose the department's response to the recommendations and can confirm that actions are already underway to address several of these recommendations.

Please be assured the department will continue to work with the Queensland Audit Office to provide updates as required on the progress of the implementation of the five new recommendations.

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-2-

I look forward to the finalisation of the report.

If you require further information or assistance regarding this matter, Mr Matthew Nye, Deputy Director-General, Housing and Homelessness Services, can be contacted on

Yours sincerely



Mark Cridland  
**Director-General**

Encl.



## Responses to recommendations



### Department of Housing and Public Works

#### Follow-up: Delivering social housing services

Recommendation	Agree/ Disagree	Time frame for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Housing and Public Works:</p> <ol style="list-style-type: none"> <li>strengthen how it uses internal testing to monitor performance and drive improvement. This includes ensuring testing is scaled to risk and responds to identified issues.</li> </ol>	Agree	Q4 26/27	The department will review its existing tools and mechanisms to monitor and drive performance improvements including work sampling and multilevel governance arrangements to improve housing outcomes.
<ol style="list-style-type: none"> <li>strengthen how it manages applicants on the housing register who are living in transitional and community housing, including:                             <ul style="list-style-type: none"> <li>reviewing and updating its approach for managing applicants in transitional and community housing</li> <li>undertaking eligibility reviews and confirming living circumstances with funded community housing providers.</li> </ul> </li> </ol>	Agree	Q2 26/27	The department is reviewing, in partnership with providers, the status of community housing tenants, including transitional housing tenants, who have applications on the housing register to ensure they are eligible and are appropriately housed. The suitability of transitional housing for longer term social housing is also being assessed as part of this review.



Recommendation	Agree/ Disagree	Time frame for implementation (Quarter and financial year)	Additional comments
<p>3. strengthen its oversight of funded community housing providers. This should include collecting, analysing, and acting on provider performance, including tenant outcomes.</p>	<p>Agree</p>	<p>Q4 26/27</p>	<p>The department has commenced a review of its existing funded programs that deliver housing and homelessness. This is reflected in the new settings in the new Social Housing Policy for funded Community Housing Providers.</p> <p>This review will streamline and redesign the social housing program delivered by Community Housing Providers to a one social housing program approach, to be more flexible and responsive to the needs of customers and providers.</p> <p>As part of this review, the collection and analysis of data related to the delivery of programs by providers has been examined and will inform a new investment and commissioning framework.</p> <p>This framework, to be developed with the sector, will include how provider performance is measured and assessed.</p> <p>The department will work closely with providers to implement the new policy and program arrangements and Performance and Reporting Framework.</p>
<p>4. monitor and review the effectiveness of its tenancy management approach, including whether its incentives support tenants' changing housing needs and transition from social housing where appropriate.</p>	<p>Agree</p>	<p>Q4 26/27</p>	<p>The department will monitor the effectiveness of the strengthening tenancy management approach to ensure those living in social housing remain eligible and tenants are supported to transition where the household chooses to vacate or is no longer eligible.</p>
<p>5. establish an approach to periodically review and update key inputs to the demand model so the model reflects current demand and informs planning decisions.</p>	<p>Agree</p>	<p>Ongoing</p>	<p>The department continually monitors factors that are key inputs to the demand model.</p>