

# Report summary

This report examines whether the Department of Housing and Public Works (the department) has effectively addressed recommendations from *Delivering social housing services* (Report 1: 2022–23).



## What is the status of recommendations?

The department has fully implemented 4 of the 8 recommendations and partially implemented 4. The table below summarises the department’s progress against each recommendation, including actions taken, further actions needed, and our assessment.

Original recommendation	Actions taken by the department	Issues identified and actions needed
<b>Applying for social housing</b>		
<b>1. Communicate needs assessment clearly</b> Fully implemented	Updated website, materials, and policies; removed references to outdated needs categories.	No further action needed.
<b>2. Confirm applicants on register remain eligible for housing</b> Partially implemented	Updated policies and procedures; established a central review team; updated systems to exclude inactive applicants from allocation.	Issue: Some applicant eligibility reviews are overdue, and the housing register may not accurately reflect applicants’ current circumstances. Action: Regularly review applicants’ eligibility and update the register. <b>New recommendation</b> made to strengthen management of applicants living in transitional and community housing.
<b>3. Consistently complete and review new housing applications</b> Partially implemented	Implemented system-based assessment and review process; updated training materials.	Issue: New housing applications are not always reviewed in a timely manner. Action: Strengthen oversight of application reviews and approvals. <b>New recommendation</b> made to strengthen internal testing across recommendations 3,5, and 6.
<b>Allocating social housing</b>		
<b>5. Consistently perform pre-allocation checks</b> Partially implemented	Implemented system changes; updated processes and training.	Issue: Pre-allocation checks are not always completed, reviewed, or timely. Action: Strengthen system controls and oversight of checks, including reviews.
<b>6. Apply a consistent priority allocation process</b> Partially implemented	Introduced standard criteria; statewide system for approvals and monitoring.	Issue: Lack of system controls to enforce approvals; untimely reviews. Action: Strengthen system controls and oversight of priority allocations.
<b>Managing the changing needs of tenants</b>		
<b>4. Model future demand for social housing</b> Fully implemented	Developed statewide demand model; targets allocated to regional areas and South East Queensland local government areas.	No further action needed. <b>New recommendation</b> made for ongoing monitoring of inputs to the model.
<b>7. Improve tenancy management approach</b> Fully implemented	Introduced annual rent and tenancy reviews for public housing under its new tenancy management approach.	No further action needed. <b>New recommendations</b> made to review the effectiveness of the department’s tenancy management approach and strengthen oversight of tenants in community housing.
<b>8. Support tenants to transition out of housing</b> Fully implemented	Commenced rent and tenancy reviews under its new tenancy management approach; updated staff training.	

We made 5 new recommendations to address gaps identified through this audit.

